

Date: 31-Mar-2020

Agent: Rhonda Holland

* **Satisfaction:** 96%

Buyer: Karl & Pam Bergklint

* **Recommendation:** 100%

Property: 170055 Piton Way

* **Performance:** 92%

Demographics

Question	Answer
Gender	Male
Age Group	60+ years

Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<ul style="list-style-type: none"> Yard Sign Agency/Office/Agent website Other property website/portal Advertisement in local paper Advertisement/classifieds in major paper Local property magazine Radio/Outdoor/TV Advertising Social Media (Facebook/Twitter etc.) Personalized Direct Mail / Flyer Saw the local office Internet Search (eg Google/Bing etc) Yellow Pages or other Directory Referred by a friend/relative or business associate Previously dealt with Agent/Office Agent/Office contacted you 	<ul style="list-style-type: none"> Other (Used Rhonda on other transactions)







Competitive Selection

Question	Answer
Did you consider other brokers?	No














Appraisal : Factor of Influence

Question	Answer	Level
Understanding of your needs and requirements	Critical	
Broker Commission	Not Important	
Local Knowledge	Important	
Recommendation from friend/relative	Not Important	
Had dealt with Agent/Broker previously	Critical	
Comments regarding Agent Selection	Rhonda is thorough and knowledgeable of the market. She handled all the details making the transaction an easy one.	


Your Purchase : Satisfaction

Question	Answer	Level
* Inspections/Open Houses	Not Applicable	
* Local Knowledge of area, communities and properties	Excellent	
* Negotiating the price and terms of the purchase	Excellent	
* The exchange of contracts and closing	Good	
* The handling of deposit money/escrow	Excellent	
* Attention to detail	Excellent	
Comments regarding the Agent	Our purchase was all cash so the closing was easy.	


The Agent : Performance Ratings

Question	Answer	Level
* Polite	Good	
* Understanding	Excellent	
* Friendly	Excellent	
* Patient	Good	
* Knowledgeable	Excellent	
* Helpful	Good	
* Trustworthy	Excellent	
* Professional	Excellent	
* Timely communications	Excellent	
* Clear communications	Excellent	
* Accessible	Excellent	
* Respectful	Good	
* Approachable	Excellent	
Comments regarding the Agent	Rhonda has a lot of knowledge and opinions, most of which are helpful. In her zeal to make a home perfect, she sometimes offers opinions that cost money. In our situation , we were not interested in perfection but saving money.	





Other Broker Staff : Performance

Question	Answer	Level
Performance of other Broker staff	Not Applicable	
Comments regarding other Broker staff	N/A	

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Purchase	Excellent	

Recommendation

Question	Answer	Level
Would use Broker's services again	Strongly Agree	
Would use Agent's services again	Strongly Agree	
Would recommend Broker to family and friends	Strongly Agree	
* Would recommend Agent to family and friends	Strongly Agree	

Satisfied Buyer

Question	Answer
Improvement Comments	Soften opinions on spending more money if that is not a client's objective.

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	We have used Rhonda Holland for five transactions over the last two years and will use her in the future if we have any other transactions. She has become a family friend who has gone above and beyond the call of duty!
Testimonial Name and Suburb	Karl Bergklint, Louisville KY