

Date: 9-Sep-2019

Agent: Rhonda Holland

\*Satisfaction: 96%

Buyer: Karl & Pam Bergklint

\*Recommendation: 100%

Property: 5401 Wending Ct

\*Performance: 96%

### 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"> <li>Yard Sign</li> <li>Agency/Office/Agent website</li> <li>Other property website/portal</li> <li>Advertisement in local paper</li> <li>Advertisement/classifieds in major paper</li> <li>Local property magazine</li> <li>Radio/Outdoor/TV Advertising</li> <li>Social Media (Facebook/Twitter etc.)</li> <li>Personalized Direct Mail / Flyer</li> <li>Saw the local office</li> <li>Internet Search (eg Google/Bing etc)</li> <li>Yellow Pages or other Directory</li> <li>Referred by a friend/relative or business associate</li> <li>Agent/Office contacted you</li> <li>Other</li> </ul>	<ul style="list-style-type: none"> <li>Previously dealt with Agent/Office</li> </ul>

### 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	A Consideration	
Local Knowledge	Critical	
Recommendation from friend/relative	Not Important	
Had dealt with Agent/Broker previously	Critical	
Comments regarding Agent Selection	We worked with Rhonda before and will use her again.	

## Your Purchase : Satisfaction

Question	Answer	Level
* Inspections/Open Houses	Not Applicable	
* Local Knowledge of area, communities and properties	Good	
* Negotiating the price and terms of the purchase	Excellent	
* The exchange of contracts and closing	Excellent	
* The handling of deposit money/escrow	Excellent	
* Attention to detail	Excellent	
Comments regarding the Agent	Rhonda's knowledge of the area was very important to our decision to use her again.	

## The Agent : Performance Ratings

Question	Answer	Level
* Polite	Good	
* Understanding	Excellent	
* Friendly	Excellent	
* Patient	Excellent	
* Knowledgeable	Excellent	
* Helpful	Good	
* Trustworthy	Excellent	
* Professional	Excellent	
* Timely communications	Excellent	
* Clear communications	Excellent	
* Accessible	Excellent	
* Respectful	Excellent	
* Approachable	Excellent	
Comments regarding the Agent	Very professional!	

## Other Broker Staff : Performance

Question	Answer	Level
Performance of other Broker staff	Not Applicable	

## Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Purchase	Excellent	

## Recommendation

Question	Answer	Level
Would use Broker's services again	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	None

## Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	<p>We worked with Rhonda before and will use her again. She is very professional and we value her input in investment property purchases.</p> <p>Rhonda's knowledge of the area was very important to our decision to use her again. She made the purchase process seamless!</p>
Testimonial Name and Suburb	Karl & Pam Bergklint, Louisville, KY