

Date: 17-Mar-2020

Agent: Rhonda Holland

* **Satisfaction:** 98%

Seller: Marius Serban

* **Recommendation:** 100%

Property: 3810 Charter Oaks Dr

* **Performance:** 100%

Demographics

Question	Answer
Gender	Male
Age Group	45-59 years




Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
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 Agent/Office contacted you Other	Previously dealt with Agent/Office

The Sale : Information

Question	Answer
Did you purchase another property prior to this Sale?	Yes
How was the client's property sold?	For Sale
Did the Seller consider other agencies when selecting your Brokerage?	No
How long did it take for the client to sell the property?	Longer than twelve weeks

Appraisal : Factor of Influence

Question	Answer	Level
Sales Record in the area	Important	
Understanding of our needs and requirements	Critical	
Broker Commission	Not Important	





Question	Answer	Level
Properly estimating the sale price of your home	Critical	
Local Knowledge	Critical	
Suggested Marketing Plan for property	Critical	
Recommendation from friend/relative	Important	
Had dealt with Agent/Broker previously	Critical	
Comments regarding the Appraisal and Appointment	she had done a remarkable job with helping us find a home last year	

The Sale : Satisfaction Ratings


Question	Answer	Level
* Sales Campaign Planning	Excellent	
* Sales Campaign Delivery	Excellent	
* Print Advertising	Excellent	
* Online Advertising	Excellent	
* Other Advertising	Excellent	
* Yard Sign	Excellent	
* Inspections/Open Houses	Good	
* Negotiations with prospective buyers	Excellent	
* Value for Money	Excellent	
* Sales Result	Excellent	
* The exchange of contracts	Excellent	
* The Closing	Excellent	
* The handling of deposit money/escrow	Excellent	

The Agent : Performance Ratings


Question	Answer	Level
* Polite	Excellent	
* Understanding	Excellent	
* Friendly	Excellent	
* Patient	Excellent	
* Knowledgeable	Excellent	
* Helpful	Excellent	
* Trustworthy	Excellent	
* Professional	Excellent	
* Timely communications	Excellent	

Question	Answer	Level
* Clear communications	Excellent	
* Accessible	Excellent	
* Respectful	Excellent	
* Approachable	Excellent	





Other Broker Staff : Performance

Question	Answer	Level
Performance of other Broker staff	Not Applicable	

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Sale	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	Agree	
* Would recommend Agent to family and friends	Strongly Agree	

Satisfied Seller

Question	Answer
Improvement Comments	She is already 100%, A+. Keep doing what you're doing Rhonda!

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	We've moved several times during our tenured career. Rhonda Holland stands out through her service oriented performance: she is honest, reliable, prompt and professional. When you hire Rhonda to sell or buy your real estate property she works for you as if she was doing this for herself. She is a hard worker and communicates clearly and promptly. I would recommend Rhonda Holland to anyone!
Testimonial Name and Suburb	Marius Serban, Louisville