

Date: 17-Aug-2020

Agent: Rhonda Holland

* **Satisfaction:** 100%

Seller: Melody Sargent

* **Recommendation:** 100%

Property: 4303 Stone Glen Road

* **Performance:** 100%

Demographics

Question	Answer
Gender	Female
Age Group	60+ years




Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<hr style="border: 1px solid red;"/> 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	<hr style="border: 1px solid green;"/> Previously dealt with Agent/Office

The Sale : Information

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

Appraisal : Factor of Influence

Question	Answer	Level
Sales Record in the area	Important	
Understanding of our needs and requirements	Critical	
Broker Commission	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	A Consideration	
Had dealt with Agent/Broker previously	Critical	
Comments regarding the Appraisal and Appointment	I've worked with Rhonda before and won't consider any other agent for my real estate needs.	

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	Excellent	
* 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	
Comments regarding the Agent	The other agent was less than a professional but Rhonda handled each situation wonderfully, going above and beyond to get each matter handled. I was very impressed with how hard this agent works and never misses a beat!!	

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	
Overall Satisfaction Comments	Things went really well with this sale and it is all because Rhonda was in charge. I can't say enough about how really great this agent is!!	

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 Seller

Question	Answer
Improvement Comments	Semonin's ridgid fee structure is a big negative to me. Commissions are negotiable and Semonin is guilty of price fixing. The added "fee" of \$199 is gouging and a complete rip off. It is my hope that all these RESPA violations will lead to fines against this company! Management sucks!!!

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes

Question	Answer
Customer Testimonial	Rhonda Holland is the quintessential realtor, both professional, knowledgeable and personable. She works tirelessly for her clients and is nearly unflappable! I have bought and sold a number of properties across the country and find Rhonda to be the best of all the agents I've dealt with in over thirty years of real estate dealings. I would work with no other agent in this area!! Thank You Rhonda, you are the best!
Testimonial Name and Suburb	Melody Sargent, Middletown, KY