

Date: 31-Oct-2016

Agent: Rhonda Holland

* **Satisfaction:** 100%

Buyer: Nick & Theresa Dutschke

* **Recommendation:** 100%

Property: 566 Erin Circle

* **Performance:** 100%

Demographics

Question	Answer
Gender	Male
Age Group	35-44 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 Previously dealt with Agent/Office Agent/Office contacted you Other	<hr style="border: 1px solid green;"/> Referred by a friend/relative or business associate

Competitive Selection

Question	Answer
Did you consider other brokers?	No

Appraisal : Factor of Influence

Question	Answer	Level
Understanding of your needs and requirements	Important	
Broker Commission	Not Important	
Local Knowledge	Important	
Recommendation from friend/relative	Important	
Had dealt with Agent/Broker previously	A Consideration	

Comments regarding Agent Selection	We selected Rhonda after going to a house she was showing to our friends. She really impressed us!
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Your Purchase : Satisfaction

Question	Answer	Level
* Inspections/Open Houses	Excellent	
* Local Knowledge of area, communities and properties	Excellent	
* 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	

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	
* Clear communications	Excellent	
* Accessible	Excellent	
* Respectful	Excellent	
* Approachable	Excellent	

Other Broker Staff : Performance





Question	Answer	Level
Performance of other Broker staff	Good	

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Purchase	Excellent	

Overall Satisfaction Comments	Rhonda was awesome couldn't have asked for a better realtor. I will be recommending her to everyone I know!
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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	

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Rhonda was awesome couldn't have asked for a better realtor. I will be recommending her to everyone I know!
Testimonial Name and Suburb	Nick Dutschke