

Date: 21-Dec-2020

Agent: Rhonda Holland

\* Satisfaction: 100%

Buyer: Robert & Sara Szymkowiak

\* Recommendation: 100%

Property: 13214 Willow Forest Drive

\* Performance: 100%

## Demographics

Question	Answer
Gender	Female
Age Group	35-44 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	Not Important	
Local Knowledge	Critical	
Recommendation from friend/relative	Critical	
Had dealt with Agent/Broker previously	Critical	

## 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	
Comments regarding the Agent	Rhonda knew the areas we were looking for and found us a house that met those requirements.	

## 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	
Comments regarding the Agent	We always felt like we could call Rhonda and ask her any questions that we may have.	

## 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	

Overall Satisfaction Comments	This is the second house that we have bought with Rhonda. As always, she goes above and beyond and I know we are always well taken care of. Rhonda found us our perfect house, but if we ever needed a house again, we would definitely use her in the future!
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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	

## Satisfied Buyer

Question	Answer
Improvement Comments	Rhonda is awesome! No need to improve anything!

## Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	This is the second house that we have bought with Rhonda. As always, she goes above and beyond and I know we are always well taken care of. Rhonda found us our perfect house, but if we ever needed a house again, we would definitely use her in the future!
Testimonial Name and Suburb	Sara Szymkowiak, Louisville