

**Date:** 16-Nov-2018

**Agent:** Rhonda Holland

\* **Satisfaction:** 100%

**Seller:** Stephen & Kristianne Roberts

\* **Recommendation:** 100%

**Property:** 4339 Accomack Dr

\* **Performance:** 100%

### Demographics

Question	Answer
Gender	Female
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 Referred by a friend/relative or business associate Previously dealt with Agent/Office Agent/Office contacted you	<hr style="border: 1px solid green;"/> Other (She was showing our neighbors house to someone)

### 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?	Two to four weeks

### Appraisal : Factor of Influence

Question	Answer	Level
Sales Record in the area	Critical	
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	Important	
Had dealt with Agent/Broker previously	Important	
Comments regarding the Appraisal and Appointment	Rhonda stayed in contact with us until we were ready to actually sell our place and buy a new home. She wasn't pushy, but she kept herself in the forefront of our minds with her mailings.	

## 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	Rhonda was always available when we needed her. She made us feel like we were her only clients, even though we knew she was working with other clients simultaneously.	

## Other Broker Staff : Performance

Question	Answer	Level
Performance of other Broker staff	Excellent	

## Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Sale	Excellent	
Overall Satisfaction Comments	We have already recommended her to several people. We were very happy with our overall experience.	

## 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	Not really. We had a fantastic experience. Thank you!

## Testimonial

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

Question	Answer
Customer Testimonial	<p>Rhonda stayed in contact with us until we were ready to actually sell our place and buy a new home. She wasn't pushy, but she kept herself in the forefront of our minds with her mailings.</p> <p>Rhonda was very professional and organized. She had excellent customer service skills.</p> <p>Rhonda was always available when we needed her. She made us feel like we were her only clients, even though we knew she was working with other clients simultaneously.</p> <p>We have already recommended her to several people. We were very happy with our overall experience.</p>
Testimonial Name and Suburb	Kristi, Louisville