

Date: 30-Jul-2020

Agent: Rhonda Holland

* Satisfaction: 100%

Buyer: Steve Knight

* Recommendation: 100%

Property: 14313 Troon Drive

* Performance: 100%

Demographics

Question	Answer
Gender	Male
Age Group	60+ years

Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<ul style="list-style-type: none"> 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 Yellow Pages or other Directory Referred by a friend/relative or business associate Previously dealt with Agent/Office Agent/Office contacted you Other 	<ul style="list-style-type: none"> Internet Search (eg Google/Bing etc)

Competitive Selection

Question	Answer
Did you consider other brokers?	Yes

Appraisal : Factor of Influence

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

Comments regarding Agent Selection	Rhonda was a pleasure to work with to find a new home. She listened to what we wanted in a home and went out of her way to make sure we were happy with our choice. I would highly recommend her to anyone looking for a new home.
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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	Not Applicable	
* The handling of deposit money/escrow	Not Applicable	
* 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	Excellent	

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Purchase	Excellent	

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 a pleasure to work with to find a new home. She listened to what we wanted in a home and went out of her way to make sure we were happy with our choice. I would highly recommend her to anyone looking for a new home.
Testimonial Name and Suburb	Steve K., Louisville KY