

Date: 7-Nov-2020

Agent: Rhonda Holland

* Satisfaction: 100%

Buyer: Charles & Lesley Ross

* Recommendation: 100%

Property: 12405 Briery Hill Place

* 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"> 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 	<ul style="list-style-type: none"> Other (Met at a listing and bumped into each other by fate)

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	Not Important	
Had dealt with Agent/Broker previously	Not Important	

Comments regarding Agent Selection	We have worked with Rhonda for a little over 3 years. She absolutely listened to everything we wanted in our new home. She always made sure to keep us encouraged and she eventually could read our minds even before we could answer. I'm truly appreciate of the hard work she delivered. More importantly she created a relationship with my children to not only understand the needs of my husband and myself. But also of my children. I couldn't have asked for a better Realtor and it truly was fate/by chance we met that day. I'm so glad we did. I 100% will refer her to any friends, family or strangers. We have accepted her as part of our family and will continue to build our bond of friendship.
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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	
Comments regarding the Agent	Very thorough	

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	Although she has several other clients. She makes you feel as if you're her number 1 at all times.	

Other Broker Staff : Performance

Question	Answer	Level
Performance of other Broker staff	Excellent	

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Purchase	Excellent	
Overall Satisfaction Comments	Absolutely satisfied and great full for this smooth transition. Beyond grateful for the attention that was given to everything and everybody.	

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	No

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	We have worked with Rhonda for a little over 3 years. She absolutely listened to everything we wanted in our new home. She always made sure to keep us encouraged and she eventually could read our minds even before we could answer. I'm truly appreciative of the hard work she delivered. More importantly she created a relationship with my children to not only understand the needs of my husband and myself. But also of my children. I couldn't have asked for a better Realtor and it truly was fate/by chance we met that day. I'm so glad we did. I 100% will refer her to any friends, family or strangers. We have accepted her as part of our family and will continue to build our bond of friendship.
Testimonial Name and Suburb	Lesley Ross, Louisville