

Performance Survey

Client: David & Amanda Cook

Coldwell Banker Agent: Jackie Mann & Beth Lloyd

Today's Date:

How satisfied were you with the way your agent understood and addressed your needs and requests?

A. Exceptionally Satisfied B. Very Satisfied C. Satisfied D. Dissatisfied E. Very Dissatisfied

How satisfied were you with the assistance provided by your agent in negotiating the terms of your transaction?

A. Exceptionally Satisfied B. Very Satisfied C. Satisfied D. Dissatisfied E. Very Dissatisfied

How satisfied were you with your agent's follow-up and attention to details from contract through closing?

A. Exceptionally Satisfied B. Very Satisfied C. Satisfied D. Dissatisfied E. Very Dissatisfied

How satisfied were you with your agent's ability to make recommendations concerning and to coordinate related services (i.e. financing, legal, home warranty, title, home inspection, etc.) on your behalf?

A. Exceptionally Satisfied B. Very Satisfied C. Satisfied D. Dissatisfied E. Very Dissatisfied

What additional services, if any, would you have liked to have available through your Coldwell Banker agent?

Would you use the services of your agent again or recommend your agent to others?

A. Yes B. No

If "No", why not?

Would you use the services of Coldwell Banker again or recommend your Coldwell Banker agent to others?

A. Yes B. No

If "No", why not?

What was the principal reason you selected your agent to assist you in your real estate transaction?

We had their assistance with our first home purchase in 2014.

Your comments about our agent and/or any aspect of our service would be very helpful:

I give Coldwell Banker permission to use this survey as a testimonial to be viewed on a website. Yes No

Thank you for taking your time to complete this survey! Your feedback will help us serve you better in the future.

OUTSTANDING!

NICE JOB!

LARRY