

Name of your Agent?

Monte & Lisa Sorden

Client Satisfaction  
Survey

FIRST TEAM  
REAL ESTATE

Please circle the best answers which describe your experience with your salesperson.

Overall, how satisfied were you with your salesperson, their office and the service you received during your transaction?

\_\_\_\_\_  Excellent  Good  Fair  Poor  Unsatisfactory

Overall, how did your salespersons' service compare with what you expected?

\_\_\_\_\_  Excellent  Good  Fair  Poor  Unsatisfactory

My First Team Real Estate salesperson:

Kept his/her promises \_\_\_\_\_  Excellent  Good  Fair  Poor  Unsatisfactory

Understood our specific needs \_\_\_\_\_  Excellent  Good  Fair  Poor  Unsatisfactory

Was knowledgeable, well informed \_\_\_\_\_  Excellent  Good  Fair  Poor  Unsatisfactory

Went out of his/her way to help us \_\_\_\_\_  Excellent  Good  Fair  Poor  Unsatisfactory

Kept in touch with us during the escrow time period \_\_\_\_\_  Excellent  Good  Fair  Poor  Unsatisfactory

Worked hard for us \_\_\_\_\_  Excellent  Good  Fair  Poor  Unsatisfactory

Solved our problems during escrow \_\_\_\_\_  Excellent  Good  Fair  Poor  Unsatisfactory

How would you rate your experience during escrow? \_\_\_\_\_  Excellent  Good  Fair  Poor  Unsatisfactory

Did your salesperson follow-up with you after the sale? \_\_\_\_\_  Yes or  No

Would you use this salesperson again for your next real estate transaction? \_\_\_\_\_  Yes or  No

Would you recommend your salesperson to a friend or family member? \_\_\_\_\_  Yes or  No

Did your First Team Real Estate salesperson or their office do something special to help you buy/sell your property? What was the most helpful thing they did for you? Was there anything that made you feel particularly good?

Lisa was very patient, she took us to many houses

Did you have any particular problem while you were buying/selling your property? What would you like your salesperson to do better in the future?

How did you come to work with this salesperson & their office? How and why did you meet? What did you like about them?

Met at an open house

What else would you like to share about your salesperson or First Team Real Estate in general?

May we use your comments as a testimonial? (Please circle one)  Yes or  No

Your Name (optional): Quentin City or Address (optional): \_\_\_\_\_