





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	Ann Arnold did a good job in assisting us in our purchase. She was knowledgeable, a good communicator and knew the neighborhood quite well. She gave very helpful and timely advice. We would recommend her to anyone interested in real estate in Brunswick County, North Carolina.
Testimonial Name and Suburb	Frank Princiotta, Chapel Hill, NC

Date: 9-Aug-2018

Agent: Anne Arnold

*Satisfaction: 93%

Buyer: Frank & Joan Princiotta

*Recommendation: 100%

Property: 697 Lagare Ln Supply, NC 28462

*Performance: 96%

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?	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	Important	
Had dealt with Agent/Broker previously	Not Important	

Your Purchase : Satisfaction

Question	Answer	Level
* Inspections/Open Houses	Good	
* Local Knowledge of area, communities and properties	Excellent	
* Negotiating the price and terms of the purchase	Good	
* The exchange of contracts and closing	Excellent	
* The handling of deposit money/escrow	Excellent	
* 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	Good	
* Clear communications	Excellent	
* Accessible	Good	
* Respectful	Excellent	
* Approachable	Excellent	

Other Broker Staff : Performance

Question	Answer	Level
Performance of other Broker staff	Not Applicable	

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Purchase	Excellent	