

Question	Answer
Customer Testimonial	<p>Anne is the utmost professional and my family and I have sold more than 30 properties with her exclusively and would never consider anyone else. As a real estate agent in the Charleston area, I understand the important of customer service, updates, marketing, area knowledge, professionalism, marketing strategy and the ability to listen to your client needs. Her credentials and awards speak for themselves as she continues to excel and to master the ever evolving education in all aspects of real estate, mortgage, lawyers, and all necessary contracts, etc, needed for every single transaction. Every time I deal with her I feel like I am important, she responds immediately to texts, emails and phone calls, and she will get the job done. No request is too much and she delivers.</p> <p>Always on time and no issues. All parties are kept informed and from contract to close is seamless..</p> <p>5 star plus</p> <p>Her support staff is informed of all transactions, knows how to handle situations if Broker is on another call or showing a property.</p>
Testimonial Name and Suburb	Ann Coggiola, Charleston, South Carolina

Date: 24-Sep-2018

Agent: Anne Arnold

\*Satisfaction: 100%

Seller: Ann Coggiola

\*Recommendation: 100%

Property: 118 Deal Dr Holden Beach, NC 28462

\*Performance: 100%

### Demographics

Question	Answer
Gender	Female
Age Group	45-59 years




### Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<ul style="list-style-type: none"> <li>Yard Sign</li> <li>Agency/Office/Agent website</li> <li>Other property website/portal</li> <li>Advertisement in local paper</li> <li>Advertisement/classifieds in major paper</li> <li>Local property magazine</li> <li>Radio/Outdoor/TV Advertising</li> <li>Social Media (Facebook/Twitter etc.)</li> <li>Personalized Direct Mail / Flyer</li> <li>Saw the local office</li> <li>Internet Search (eg Google/Bing etc)</li> <li>Yellow Pages or other Directory</li> <li>Referred by a friend/relative or business associate</li> <li>Agent/Office contacted you</li> <li>Other</li> </ul>	<ul style="list-style-type: none"> <li>Previously dealt with Agent/Office</li> </ul>

### The Sale : Information

Question	Answer
Did you purchase another property prior to this Sale?	No
How was the client's property sold?	For Sale
Did the Seller consider other agencies when selecting your Brokerage?	No
How long did it take for the client to sell the property?	Four to eight weeks

### Appraisal : Factor of Influence

Question	Answer	Level
Sales Record in the area	Critical	
Understanding of our needs and requirements	Critical	
Broker Commission	Important	

Question	Answer	Level
Properly estimating the sale price of your home	Critical	
Local Knowledge	Critical	
Suggested Marketing Plan for property	Critical	
Recommendation from friend/relative	Critical	
Had dealt with Agent/Broker previously	Critical	
Comments regarding the Appraisal and Appointment	Anne is the utmost professional and my family and I have sold more than 30 properties with her exclusively and would never consider anyone else. As a real estate agent in the Charleston area, I understand the important of customer service, updates, marketing, area knowledge, professionalism, marketing strategy and the ability to listen to your client needs. Her credentials and awards speak for themselves as she continues to excel and to master the ever evolving education in all aspects of real estate, mortgage, lawyers, and all necessary contracts, etc, needed for every single transaction. Every time I deal with her I feel like I am important, she responds immediately to texts, emails and phone calls, and she will get the job done. No request is too much and she delivers.	










## The Sale : Satisfaction Ratings

Question	Answer	Level
* Sales Campaign Planning	Excellent	
* Sales Campaign Delivery	Excellent	
* Print Advertising	Excellent	
* Online Advertising	Excellent	
* Other Advertising	Excellent	
* Yard Sign	Excellent	
* Inspections/Open Houses	Excellent	
* Negotiations with prospective buyers	Excellent	
* Value for Money	Excellent	
* Sales Result	Excellent	
* The exchange of contracts	Excellent	
* The Closing	Excellent	
* The handling of deposit money/escrow	Excellent	


## The Agent : Performance Ratings

Question	Answer	Level
* Polite	Excellent	
* Understanding	Excellent	
* Friendly	Excellent	
* Patient	Excellent	




Question	Answer	Level
* Knowledgeable	Excellent	
* Helpful	Excellent	
* Trustworthy	Excellent	
* Professional	Excellent	
* Timely communications	Excellent	
* Clear communications	Excellent	
* Accessible	Excellent	
* Respectful	Excellent	
* Approachable	Excellent	
Comments regarding the Agent	5 star plus	





### Other Broker Staff : Performance

Question	Answer	Level
Performance of other Broker staff	Excellent	
Comments regarding other Broker staff	Her support staff is informed of all transactions, knows how to handle situations if Broker is on another call or showing a property.	

### Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Sale	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