






Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Purchase	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
Customer Testimonial	Anne made this process a very happy experience. She is so helpful and knowledgeable,. She puts her clients need first and it shows. I do not think we could have mad this work without her, or it would have been me stressful with out her! She is the Best!
Testimonial Name and Suburb	Debbie Ward Denver CO

Date: 6-Sep-2018

Agent: Anne Arnold

*Satisfaction: 100%

Buyer: Deborah & Joseph Ward

*Recommendation: 100%

Property: 4309 E Pelican Dr Oak Island, NC 28465

*Performance: 100%

Demographics

Question	Answer
Gender	Female
Age Group	45-59 years



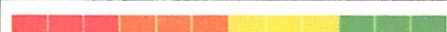


Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<ul style="list-style-type: none"> 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 Previously dealt with Agent/Office Agent/Office contacted you Other 	<ul style="list-style-type: none"> Referred by a friend/relative or business associate

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	Critical	
Had dealt with Agent/Broker previously	Critical	

Comments regarding Agent Selection	Anne made this process a very happy experience. She is so helpful and knowledgeable,. She puts her clients need first and it shows. I do not think we could have mad this work without her, or it would have been me stressful with out her!
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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	

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	THE BEST!!!	

Other Broker Staff : Performance

Question	Answer	Level
Performance of other Broker staff	Excellent	