

Date: 4-Jun-2021

Agent: Doug & Eddy

Seller: Hisako Kobayashi 2015 Trust

Property: 1905 Laguna St #104 San Francisco, CA 94115

* **Satisfaction:** 100%
 * **Recommendation:** 100%
 * **Performance:** 100%

Demographics

Question	Answer
Gender	Female
Age Group	60+ years




Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
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	Referred by a friend/relative or business associate

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?	Yes
How long did it take for the client to sell the property?	Up to two weeks

Appraisal : Factor of Influence

Question	Answer	Level
Sales Record in the area	Important	
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	Not Important	

The Sale : Satisfaction Ratings

Question	Answer	Level
* Sales Campaign Planning	Excellent	
* Sales Campaign Delivery	Excellent	
* Print Advertising	Not Applicable	
* Online Advertising	Excellent	
* Other Advertising	Not Applicable	
* Yard Sign	Not Applicable	
* 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	
* Knowledgeable	Excellent	
* Helpful	Excellent	
* Trustworthy	Excellent	
* Professional	Excellent	
* Timely communications	Excellent	
* Clear communications	Excellent	

Question	Answer	Level
* Accessible	Excellent	
* 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 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
Customer Testimonial	Doug and Eddy have impressed me with their knowledge and assessment of the the current real estate market with COVID. They know many professionals who helped me to get my property ready. Doug and Eddy gave me some design ideas and they were very accessible as a sounding board during the remodeling, and I couldn't have done it without the contractor that they knew. Doug and Eddy are honest and kind people to work with.
Testimonial Name and Suburb	H. Kobayashi, San Francisco