

**Date:** 23-May-2019

**Agent:** Doug & Eddy

**Seller:** Andrew Noon

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

**Property:** 1130 Eddy Street #A San Francisco, CA 94109

## Demographics

Question	Answer
Gender	Male
Age Group	35-44 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 Referred by a friend/relative or business associate Agent/Office contacted you Other	Previously dealt with Agent/Office

## The Sale : Information

Question	Answer
Did you purchase another property prior to this Sale?	Yes
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	Important	
Broker Commission	Important	

Question	Answer	Level
Properly estimating the sale price of your home	Important	
Local Knowledge	Critical	
Suggested Marketing Plan for property	Critical	
Recommendation from friend/relative	Not Important	
Had dealt with Agent/Broker previously	Critical	
Comments regarding the Appraisal and Appointment	Previously worked together on the purchase of the property.	

## 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	
* 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	Agree	
Would use Agent's services again	Strongly Agree	
Would recommend Broker to family and friends	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	About as smooth as we could have ever hoped for and the results speak for themselves. Dealt with all aspects and communication was great.
Testimonial Name and Suburb	SF Seller