

Date: 22-Nov-2018

Agent: Doug & Eddy

Seller: Barbara Mae Volken Revocable Living Trust Randal Barbera, Trustee

Property: 434 Lisbon Street San Francisco, CA 94112

* **Satisfaction:** 98%
 * **Recommendation:** 100%
 * **Performance:** 100%

Demographics

Question	Answer
Gender	Male
Age Group	45-59 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 Yellow Pages or other Directory Referred by a friend/relative or business associate Previously dealt with Agent/Office Agent/Office contacted you Other	Internet Search (eg Google/Bing etc)

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?	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	A Consideration	

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	Not Important	
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	Excellent	
* Online Advertising	Excellent	
* Other Advertising	Excellent	
* Yard Sign	Good	
* 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	Excellent	

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	No