

**Date:** 28-Nov-2022

**Agent:** Doug & Eddy

**Seller:** Eric Phillips

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

**Property:** 875 La Playa St #174 San Francisco, CA 94121

## 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?	Two to four 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	Not Important	
Had dealt with Agent/Broker previously	Not Important	
Comments regarding the Appraisal and Appointment	Doug and Eddy provided a detailed sales plan even before I even committed to hiring them. They put a lot of time and effort into the process from the very start. They demonstrated that they really wanted the job and would follow through on their commitments.	

## 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	

Question	Answer	Level
* Timely communications	Excellent	
* Clear communications	Excellent	
* Accessible	Excellent	
* Respectful	Excellent	
* Approachable	Excellent	
Comments regarding the Agent	Always available. Outstanding communications on a timely basis. Best agents I've ever had.	

## Other Broker Staff : Performance

Question	Answer	Level
Performance of other Broker staff	Not Applicable	
Comments regarding other Broker staff	I think I only dealt with Doug and Eddy. If I did communicate with others, they were also excellent.	

## Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Sale	Excellent	
Overall Satisfaction Comments	The best agents I've ever dealt with from start to finish bar none.	

## 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	

## Satisfied Seller

Question	Answer
Improvement Comments	I can't think of anything that needed improvement. They exceeded my expectations throughout.

## Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes

Question	Answer
Customer Testimonial	<p>Doug Carpenter and Eddy Aguire are the best real estate agents I've ever dealt with from start to finish, bar none. I HIGHLY recommend them.</p> <p>After their initial tour of my property (during trying COVID times), Doug and Eddy provided me with a detailed sales plan even before I committed to hiring them. I was impressed with the amount of time and effort they put into the process from the very start. They clearly demonstrated that they really wanted to help sell my condo and that I could trust them in all the aspects of the sale.</p> <p>From there, we worked together to develop a plan to upgrade and/or repair specific features of the property to maximize the sales price and minimize upfront costs. Doug and Eddy's stagers executed perfectly in line with our vision. I was initially nervous about selling this property because I had moved away from the Bay Area and would not be able to oversee the process in person. They personally coordinated so many aspects of the sale that they made the process very easy.</p> <p>I was also impressed that their initial estimates on costs and expected sales price were quite accurate at the end of the day. I feel that Doug and Eddy are very transparent, friendly and honest. Their recommendations on several aspects of the process were spot on and they followed through on their commitments. Highly recommended!</p>
Testimonial Name and Suburb	Eric Phillips, Dana Point