

Date: 18-May-2017

Agent: Deirdre S. Vaillancourt

* **Satisfaction:** 100%

Seller: Patty Phleps Epps

* **Recommendation:** 100%

Property: 460 Sumter Street, SE, Aiken, SC

* **Performance:** 100%

Demographics

Question	Answer
Gender	Female
Age Group	60+ years




Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<hr style="border: 1px solid red;"/> 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	<hr style="border: 1px solid green;"/> 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?	No
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	Important	
Broker Commission	Not Important	

Question	Answer	Level
Properly estimating the sale price of your home	Important	
Local Knowledge	Important	
Suggested Marketing Plan for property	Important	
Recommendation from friend/relative	Important	
Had dealt with Agent/Broker previously	Important	
Comments regarding the Appraisal and Appointment	Deirdre is a family friend. We are both brokers and had spoken Real Estate many times when I had visited in Aiken. I felt we were coming from similar places professionally.	

The Sale : Satisfaction Ratings

Question	Answer	Level
* Sales Campaign Planning	Excellent	
* Sales Campaign Delivery	Excellent	
* Print Advertising	Excellent	
* Online Advertising	Excellent	
* Other Advertising	Not Applicable	
* 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	

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	

Satisfied Seller

Question	Answer
Improvement Comments	Not that I am aware of.

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	No