



B.J. Roth Realty Ltd. Brokerage*
*Independently owned and operated

Quality Service Survey

Dear: *Ashley & Dustin*

The experiences of our clients with the CENTURY 21 system are a great interest to us. The purpose of this survey is to keep us informed regarding those experiences. Your help in filling out this form will be most appreciated.

Sales Representative: *Chad Traynor*

About your CENTURY 21 Sales Associate

1. How satisfied have you been with the service of your CENTURY 21 Sales associate, considering the following items?

Our C21 Sales Associate:	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
Kept his or her promises	✓			
Explained what would happen & when	✓			
Was prompt, on time and helpful	✓			
Was honest, trustworthy	✓			
Was knowledgeable, well informed	✓			
Had our best interest at heart	✓			
Took care of problems that arose	✓			
Was available, accessible, and kept in touch with us	✓			
Promoted and marketed our property	NIA			
Helped us get the best price	✓			

2. *Has your Sales Associate been in touch with you since the sale closed?* Yes No
3. *Would you recommend your Sales Associate to a friend?* Yes No
4. *More about your real estate experience:*
- Had you ever worked with this CENTURY 21 Real Estate office before this? Yes
- Had you ever met your Sales Associate before you started looking for someone? Yes
- Did someone you know recommend your CENTURY 21 Sales Associate to you? Yes
5. *May we send this form to the Sales Representative who handled your transaction?* Yes No
6. *Would you like to write a testimonial regarding your Sales Representative?*

NOT ONLY WAS CHAD AMAZING AND HELPFUL BUT HIS TEAM WAS ALSO! EVERYONE SHOWED PROFESSIONALISM WHILE STILL MAKING IT A COMFORTABLE AND FRIENDLY ENVIRONMENT. SPECIAL THANKS TO LINDA & ERICA TOO! THANKS THANKS THANKS! DUSTIN & ASHLEY