



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

Quality Service Survey

Dear: **Nancy,**

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	✓			
Helped us get the best price	✓			

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

Chad was fantastic! Pleasure to work with. would highly recommend him to friends and family.

Nancy Kellner