

SELLER CUSTOMER SATISFACTION SURVEY
ROYAL LEPAGE RCR REALTY



Your Name (s): (Please Print) Chad & Amanda Aitken

Your Salesperson: (Please Print) Jim Bodendistle

Please check (✓) your level of satisfaction for the following six questions:

1. How satisfied are you that your salesperson recommended a suitable price and kept you informed of market changes affecting the price of your property?

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied

2. How satisfied are you with the recommendations your salesperson gave to improve the saleability of your home?

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied

3. How satisfied are you with the marketing of your property?

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied

4. How satisfied are you with the level of communication your salesperson maintained throughout your transaction?

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied

5. How satisfied are you with the assistance and advice your salesperson gave during the negotiation of your home sale?

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied

6. How satisfied are you with the overall performance of your salesperson?

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied

1. Did your salesperson present a written or verbal Comparative Market Analysis? Yes No

2. Would you refer your salesperson to friends and family? Yes No

3. Was the office staff courteous and helpful? Yes No N/A

4. Do you feel that your home received sufficient Internet exposure? Yes No

5. What is the **most important** reason for choosing your salesperson: (Please check one)

<input type="checkbox"/> Newspaper Ad	<input type="checkbox"/> My salesperson has a good reputation
<input type="checkbox"/> Internet Ad	<input type="checkbox"/> Royal LePage RCR Realty has a good reputation
Specify Website: _____	My salesperson was recommended by:
<input type="checkbox"/> Satisfied Past Client	<input checked="" type="checkbox"/> Friends/Family <input type="checkbox"/> Another Salesperson
<input type="checkbox"/> Friend/Family	<input type="checkbox"/> Other _____

What did you like/dislike the most about working with your real estate representative?

Jim has a great personality, he was very easy to deal with and he maintained excellent communication

May we use this as a testimonial? Yes No throughout the entire process.