

Customer Satisfaction Report



We would appreciate if you would take a few minutes to fill out an evaluation on the CanAmEra Realty agent that helped you in the recent sale or purchase of your home. Please circle one answer for each question and mail back in the enclosed envelope.

Were you a Seller.....
Sections to be completed

Buyer
A,C,D

Seller
A,B,D

Both
A,B,C, and D

Do you have any objections to our sharing this report with your Agent?

NO

YES

SECTION A- Agent

1. Do you feel your agent represented you honestly and fairly?
2. How would you rate your agent's knowledge?
3. Please rate your agent's overall accessibility to you
4. How would you rate your agent's professionalism?
5. How effective do you feel your agent was as a negotiator?
6. How well did your agent guide you through your real estate transaction?

<u>Excellent</u>	Very Good	Good	Fair	Poor
<u>Excellent</u>	Very Good	Good	Fair	Poor
	Very Good	Good	Fair	Poor
	Very Good	Good	Fair	Poor
<u>Excellent</u>	Very Good	Good	Fair	Poor
<u>Excellent</u>	Very Good	Good	Fair	Poor

7. Was this the only agent you utilized during the buying/selling process?

Yes

No

SECTION B - Sellers

8. Please rate your agent on following through with marketing your home as promised?

Excellent Very Good Good Fair Poor

9. What was the most useful thing your agent did to help sell your home?

The ad and the price

SECTION C - Purchasers

11. How many homes have you purchased in the past?
12. Was this agent able to determine your purchasing needs quickly and accurately?

0	1	<u>2</u>	3	4+
<u>Excellent</u>	Very Good	Good	Fair	Poor

SECTION D - Company

What areas do you feel the company/agent could improve? I was very pleased -

What were the company/agent's greatest strengths? The ads and the price

Would you use the same agent in a future real estate transaction
If no, please explain. _____

No

Yes

If you have been satisfied with your CanAmEra Realty agent, please take a few minutes and write a few words explaining your experience. A copy will be given to the agent for his/her personal file. This was my first time to work with Mark - He is very professional and I feel he got the best price for my home and everything went very smooth from start to finish. Thank you Mark - Julie Stewart