

Close

1 / 1
Main Report
100%

CENTURY 21® Quality Service Survey

Individual Survey Results

Agent: Pam Giordano
 Office: CENTURY 21 Access America

Transaction ID: 00000003849
 Transaction Type: Buyer
 Customer: Donald & Susan Crockford-Peters
 Property: 381 Walden Green Branford CT 06504
 Close Date: 01/15/2008
 Survey Completed Date: 02/13/2008
 Survey Type: Online

Overall Score
 100%

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	[100% Satisfied]			10
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:				
Regularly stayed in touch	[100% Satisfied]			10
Knowledgeable about the market	[100% Satisfied]			10
Understood what was important	[100% Satisfied]			10
Resolution of any issue that arose	[100% Satisfied]			10
Explaining the Agreement	[100% Satisfied]			10
Managing the details from contract to close	[100% Satisfied]			10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	[100% Satisfied]			10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	[100% Satisfied]			10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	[100% Satisfied]			10

Additional comments

We have worked with Pam Giordano for over a decade. She is very professional and personable, regularly goes beyond what is necessary to be sure that a transaction will go smoothly and is always available to answer any questions no matter how trivial and no matter what time of day or evening. Pam understands our investment goals and shows us only properties that fit our needs, which saves valuable time. We really appreciate Pam's expertise.

KEY:	0-4	Dissatisfied	Page 1 of 1
	5-7	Merely Satisfied	
	8-10	Delighted	
	N/A	Not asked	

Close



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Pam Giordano
Office: CENTURY 21 Access America

Transaction ID: 00000003922
Transaction Type: Seller
Customer: Michael Flaherty
Property: 39 Jerimoth Branford CT 06405
Close Date: 05/05/2008
Survey Completed Date: 08/24/2008
Survey Type: Online

Overall Score
97%

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	[Progress bars]			10
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:				
Regularly stayed in touch	[Progress bars]			10
Knowledgeable about the market	[Progress bars]			9
Understood what was important	[Progress bars]			10
Resolution of any issue that arose	[Progress bars]			10
Explaining the Agreement	[Progress bars]			9
Managing the details from contract to close	[Progress bars]			10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	[Progress bars]			8
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	[Progress bars]			10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	[Progress bars]			10

Additional comments

Pam Giordano is our realtor for life. 100% dedicated to her clients. My family is grateful that we were lucky to have such a kind and knowledgeable professional to guide us through both a sale and a buy.

KEY:	0-4	Dissatisfied	Page 1 of 1
	5-7	Merely Satisfied	
	8-10	Delighted	
	N/A	Not asked	



CENTURY 21® Quality Service Survey

Individual Survey Results

Agent: Pam Giordano
Office: CENTURY 21 Access America

Overall Score
100%



Transaction ID: 00000003680
Transaction Type: Buyer
Customer: Cheryl Monde
Property: 140 Thompson Street East Haven CT 06512
Close Date: 08/16/2007
Survey Completed Date: 09/09/2007
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

- Regularly stayed in touch
- Knowledgeable about the market
- Understood what was important
- Resolution of any issue that arose
- Explaining the Agreement
- Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Regularly stayed in touch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
Knowledgeable about the market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
Understood what was important	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
Resolution of any issue that arose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
Explaining the Agreement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
Managing the details from contract to close	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

Additional comments

Pam was absolutely incredible.....She made my experience very enjoyable and caused me no stress, thanks Pam.....