



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Pam Giordano
Office: CENTURY 21 AllPoints Realty

Overall Score
100%

Transaction ID: 000000000035
Transaction Type: Seller
Customer: James Planinshelc
Property: 4 Harmac Drive East Haven CT 06513
Close Date: 09/07/2011
Survey Completed Date: 09/25/2011
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
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	████████	████████	████████	10
Regularly stayed in touch	████████	████████	████████	10
Knowledgeable about the market	████████	████████	████████	10
Understood what was important	████████	████████	████████	10
Resolution of any issue that arose	████████	████████	████████	10
Explaining the Agreement	████████	████████	████████	10
Managing the details from contract to close	████████	████████	████████	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	████████	████████	████████	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	████████	████████	████████	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████	████████	████████	10

Additional comments

cWe are very happy to write the following experience on behalf of Pam Giordano. Pam was efficient enough to keep two members of the family estate up to date at all times which was above and beyond her responsibilities. She negotiated quickly with the other party when necessary. She offered sound advice drawing on her 25 years of experience as well as her own resourcefulness. We have been fortunate to work with Pam years ago in other real estate property matters and once again she got the house sold in a matter of weeks. We cannot be thankful enough to Pam for her understanding of the families emotions centered around selling our childhood home ,her diligent effort,meeting us at any time during the day or evening as well as available seven days a week. She is straight forward and leaves no stone unturned. She is an asset to your company and we are sure she is an excellent mentor to others who will come on board. Her energy and intelligence is second to none. Thank you again Pam!

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