



# CENTURY 21® Quality Service Survey



## Individual Survey Results

Agent: Pam Giordano  
Office: CENTURY 21 Access America

**Overall Score**  
100%

Transaction ID: 000000004354  
Transaction Type: Seller  
Customer: Seymour Borden & Heidi Borden  
Property: 56 Valley Rd Branford CT 06405  
Close Date: 05/27/2010  
Survey Completed Date: 06/12/2010  
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	0	0	10	10
Knowledgeable about the market	0	0	10	10
Understood what was important	0	0	10	10
Resolution of any issue that arose	0	0	10	10
Explaining the Agreement	0	0	10	10
Managing the details from contract to close	0	0	10	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	0	0	10	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	0	0	10	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	0	0	8	8

### Additional comments

moved to the Hartford area, so we might not use the same office or Broker.

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