



# CENTURY 21® Quality Service Survey

## Individual Survey Results



Agent: Pam Giordano  
Office: CENTURY 21 AllPoints Realty

Overall Score  
100%

Transaction ID: 000000000068  
Transaction Type: Buyer  
Customer: Rev Luke DeVolder & Tiffany Isreal  
Property: 119 Ridgewood Ave North Haven CT 06473  
Close Date: 09/19/2011  
Survey Completed Date: 11/29/2011  
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.)?	████████	████		5
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

Pam Giordano is a real estate detective. She is an agent who hunts down houses with a fervor, focus, and insight that is rarely seen today. Pam loves what she does and it is contagious. She made the process of buying a home a joy. My husband and I were moving from France to the New Haven area and we did not know the market in Connecticut, especially after the housing market crash. After much research online and advice from other realtors with whom I had dealt in DC and Boston, I found Pam Giordano. Our research paid off as we could not have been happier with Pam. Pam not only was well on top of the New Haven area market, but she was on top of our search. First she helped us narrow down the possible neighborhoods based on our needs and then she contacted me daily by phone or e-mail to keep us abreast of the possibilities in the neighborhoods. After researching well into the night, she helped us make an offer on a house and then advised us about how to handle an unsatisfactory home inspection on the first home. Finally, after steering us to the house of our dreams, Pam deftly facilitated our negotiations and landed us in the house in the short time frame we had hoped. She understood our needs, responded within a couple of hours any time I contacted her, and has a great sense of humor to bring lightness to the daunting process of buying a home. Pam was very patient with us while touring homes, was very respectful of our our time, and even sent us a copy of the New Haven Register when sale of the house appeared in it. She is sharp and dedicated. I would not only recommend Pam as a real estate agent to a friend, she is so sensitive, skilled, and personable, I would recommend Pam as a friend.

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