



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Pam Giordano
Office: CENTURY 21 Access America

Transaction ID: 00000004409
Transaction Type: Seller
Customer: Vincent Cappetta & Rosalie Cappetta
Property: 591 Main St Branford CT 06405
Close Date: 10/27/2010
Survey Completed Date: 12/07/2010
Survey Type: Online

Overall Score
100%

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
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Additional comments

Pam worked very hard to get the property sold!

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