



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Pam Giordano
Office: CENTURY 21 Access America

Overall Score
100%

Transaction ID: 00000004318
Transaction Type: Seller
Customer: Nicole Forgione
Property: 47 Peddlers Drive Branford CT
06405
Close Date: 01/28/2011
Survey Completed Date: 02/11/2011
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.)?	████████	████████	████	9
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

I was recommended by a colleague that if I really needed to sell the property during these difficult economic times, Pam Giordano is the person to work with. This recommendation came as a blessing. Pam's commitment, and dedication to her profession is what made this sale possible. During times when even myself have given up hope, it was her followup phone calls and correspondence that gave me not only the hope, but the comfort of knowing that the property will be sold. She continuously kept me up to date with every single activity during the process. She really impressed me by not only her knowledge of the real estate market, but also surprised me by her persistence, and "get things done" approach to every situation that arised. I truthfully can not state enough of how well she is as a Real Estate Agent and as a person. I would certainly recommend her to others, and I must be firm, and upfront by stating that she is a true golden asset to your corporation. I will always be thankful for not only getting to work with Pam, but to also have the chance of getting to know someone who fights until the work is complete!!! Many thanks to Pam, and to Century 21 for allowing me to provide these comments. Thanks again Nicole Carrasquillo

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