



CENTURY 21® Quality Service Survey

Individual Survey Results

Agent: Pam Giordano
Office: CENTURY 21 Access America

Overall Score
100%



Transaction ID: 000000004074
Transaction Type: Seller
Customer: Lauren Homewood
Property: 639 Longfellow Branford CT 06405
Close Date: 03/31/2009
Survey Completed Date: 04/16/2009
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
████████	████████	████████	10
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Additional comments

Pam was a pleasure to work with. She is extremely knowledgeable about the real estate industry and has great insight/advice to share. From day 1, I always felt that Pam was looking out for my best interest. Pam is INCREDIBLY responsive and is phenomenal at keeping her clients in the loop. She reaches out to you even when there isn't any new news. Over the course of 7 months, Pam became a friend to me and I know that we'll stay in touch even after my move is complete.

KEY:

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