

Date: 14-Nov-2016

Agent: Toni Chapman

* Satisfaction: 100%

Buyer: Pete and Jenni Skorupa

* Recommendation: 100%

Property: 782 Cindy Blair, Lexington, KY 40503

* Performance: 98%

Demographics

Question	Answer
Gender	Male
Age Group	45-59 years






Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<ul style="list-style-type: none"> Yard Sign Agency/Office/Agent website Other property website/portal Advertisement in local paper Advertisement/classifieds in major paper Local property magazine Radio/Outdoor/TV Advertising Social Media (Facebook/Twitter etc.) Personalized Direct Mail / Flyer Saw the local office Internet Search (eg Google/Bing etc) Yellow Pages or other Directory Previously dealt with Agent/Office Agent/Office contacted you Other 	<ul style="list-style-type: none"> Referred by a friend/relative or business associate

Competitive Selection

Question	Answer
Did you consider other brokers?	Yes

Appraisal : Factor of Influence

Question	Answer	Level
Understanding of your needs and requirements	Critical	
Broker Commission	Not Important	
Local Knowledge	Critical	
Recommendation from friend/relative	Critical	
Had dealt with Agent/Broker previously	Not Important	

Comments regarding Agent Selection	First impressions go without saying. I felt it from the beginning there was a sense of integrity and disposition.
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Your Purchase : Satisfaction

Question	Answer	Level
* Inspections/Open Houses	Excellent	
* Local Knowledge of area, communities and properties	Excellent	
* Negotiating the price and terms of the purchase	Excellent	
* The exchange of contracts and closing	Excellent	
* The handling of deposit money/escrow	Excellent	
* Attention to detail	Excellent	


The Agent : Performance Ratings

Question	Answer	Level
* Polite	Excellent	
* Understanding	Excellent	
* Friendly	Excellent	
* Patient	Excellent	
* Knowledgeable	Excellent	
* Helpful	Excellent	
* Trustworthy	Excellent	
* Professional	Excellent	
* Timely communications	Excellent	
* Clear communications	Excellent	
* Accessible	Good	
* Respectful	Excellent	
* Approachable	Excellent	
Comments regarding the Agent	Accessible only because Toni had prior obligations, she was very prompt to having this issue covered beforehand.	





Other Broker Staff : Performance

Question	Answer	Level
Performance of other Broker staff	Not Applicable	
Comments regarding other Broker staff	Few minor phone calls.	

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Purchase	Excellent	

Recommendation

Question	Answer	Level
Would use Broker's services again	Strongly Agree	
Would use Agent's services again	Strongly Agree	
Would recommend Broker to family and friends	Strongly Agree	
* Would recommend Agent to family and friends	Strongly Agree	

Satisfied Buyer

Question	Answer
Improvement Comments	Nothing is perfect, however, Toni was perfect for us. Forever thankful to you Toni and Ray!

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Toni is every thing that she said she is without wavering. Not because of the position she holds but because of she deep down character that is within her.
Testimonial Name and Suburb	Skorupa, Stonewall, Lexington, Kentucky