



Dear Michael Foley

Date 6/24/08

We have worked together over the past several weeks or months on a project of utmost importance to you - your home. I value your insights as to the services I provided. To help me serve you and your friends better, please take a few minutes to complete the following survey. If you wish to talk with me about anything, please call.

Also, may I use any of your comments in my promotion materials?  Yes  No

Client Satisfaction Survey		RATING SCALE									
QUESTION	Comment:	1	2	3	4	5	6	7	8	9	10
1. How well did I deliver what I promised?	<i>You did everything you said you would</i>										✓
2. How accessible was I when you needed to contact me?	<i>Cell - email - home # - almost 24/7</i>										✓
3. How well did I listen to you?	<i>You understood our goal</i>										✓
4. How willing would you be to recommend me?	<i>I would be confident in recommending you.</i>										✓
5. How would you rate the quality of my service?	<i>Fantastic</i>										✓
6. If you were in charge of my business, what one thing would you change?	<i>Would Advertising in the newspaper have led to a higher price</i>										
7. What is one thing I could add to my service to make it a 10+?											
8. How could I do a better job of serving you?	<i>You can't - everything was perfect.</i>										
ADDITIONAL COMMENTS:		<i>Thrilled in every way -</i>									
Thank you.											

10390  
Mark Gup

Team Leader

6/24/08

A Couple quick comments  
concerning Marc Gup.

- I never expected the high level of service we received from Marc. From our first call to the closing on the house - everything far exceeded my expectation.

- He was honest and hardworking throughout the entire process.

- He was sensitive to the needs of the family.

- He handled a long distance sale (I live in RI) as if I were next door.

- He told me we would get our price - and he delivered in this market - quite a feat.

I highly recommend Marc Gup -

Thank You - Thank You - Thank You

Michael Foley