



Dear Peggy and Ogden Williams Date 9/22/08

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										
QUESTION	RATING SCALE									
	1	2	3	4	5	6	7	8	9	10
1. How well did I deliver what I promised? Comment:										✓
2. How accessible was I when you needed to contact me? Comment:										✓
3. How well did I listen to you? Comment:										✓
4. How willing would you be to recommend me? Comment:										✓
5. How would you rate the quality of my service? Comment:										✓
6. If you were in charge of my business, what one thing would you change? <i>nothing</i>										
7. What is one thing I could add to my service to make it a 10+? <i>nothing</i>										
8. How could I do a better job of serving you? <i>nothing</i>										
ADDITIONAL COMMENTS: <i>act 3</i>										
<b>Thank you.</b>										

10620  
Mare Gul

~~Marc did an outstanding job~~

Marc didn't have to spend much time promoting our property. Before he had time to distribute the colorful, eye catching, well worded flyers a strong offer came in on the first day! Admittedly, we have a charming one of a kind place but the fact the property was priced fairly from the start made a huge difference.

As a seller it is tempting to go with the agent who flatters you with the highest recommended asking price. I have learned from tracking properties listed by such agents that their properties often sit on the market for a long time with frequent price reductions. Marc is realistic from the start, gives his recommendation, putting his integrity first and is willing to walk away from a deal.

During the entire process Marc has acted both professionally and ethically. He has consistently been accessible always responding quickly to e-mails and phone calls. In addition, Marc has regularly contacted us with updates.

Marc did an outstanding job!

Peggy and Owen Williams