



Dear Sharon Date 6/27/08

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?											✓	
2. How accessible was I when you needed to contact me?											✓	
3. How well did I listen to you?											✓	
4. How willing would you be to recommend me?											✓	
5. How would you rate the quality of my service?											✓	
6. If you were in charge of my business, what one thing would you change?	<i>I would not change a thing.</i>											
7. What is one thing I could add to my service to make it a 10+?	<i>Nothing, you were the Best!</i>											
8. How could I do a better job of serving you?	<i>You already did, you got my home sold.</i>											
ADDITIONAL COMMENTS:		<i>I would recommend Marc to all of my friends. Thank you Marc for making my life easier. Job well done</i>										
Thank you.												

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Marc Gut