



Dear Richard and Laurel LaBauve Date 10/1/07

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. How well did I deliver what I promised?<br>Comment:                                  | 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|   |  |   |   |   |   |   |   |   |   | ✓  |
| 2. How accessible was I when you needed to contact me?<br>Comment:                      | 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|   |  |   |   |   |   |   |   |   |   | ✓  |
| 3. How well did I listen to you?<br>Comment:  | 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|   |  |   |   |   |   |   |   |   |   | ✓  |
| 4. How willing would you be to recommend me?<br>Comment:                                | 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|   |  |   |   |   |   |   |   |   |   | ✓  |
| 5. How would you rate the quality of my service?<br>Comment:                            | 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|   |  |   |   |   |   |   |   |   |   | ✓  |
| 6. If you were in charge of my business, what one thing would you change?<br><i>N/A</i> |  |   |   |   |   |   |   |   |   |    |
| 7. What is one thing I could add to my service to make it a 10+?<br><i>N/A</i>          |  |   |   |   |   |   |   |   |   |    |
| 8. How could I do a better job of serving you?<br><i>N/A</i>                            |  |   |   |   |   |   |   |   |   |    |
| ADDITIONAL COMMENTS:  | <i>Of all the property transactions we have made, this one went the smoothest. Mark's attention to detail and focus on his customer's needs exceeded our expectations!</i> |   |   |   |   |   |   |   |   |    |
| Thank you.  | <i>Thanky, Mare</i>  |   |   |   |   |   |   |   |   |    |

9599  
Gup.