



Seller

Hi!

I need your help! Enclosed is a brief research questionnaire concerning your Realtor **SANDRA BUSH**. This information is being gathered by Consumer Research to help your Realtor improve the quality of real estate service. Your response is important to your Realtor and will be used to create new, improved services that you and other clients will receive during future real estate transactions from your Realtor.

Please circle the number that is most descriptive of the service you received from your Realtor and the office staff, "1" being unsatisfactory, "4" being average, and "7" being excellent. If a subject is not applicable, please leave it blank.

1. Timeliness of return phone calls	1	2	3	4	5	6	7
2. Problems were handled	1	2	3	4	5	6	7
3. Communication with you was	1	2	3	4	5	6	7
4. The knowledge of real estate was	1	2	3	4	5	6	7
5. Attention given to your special needs	1	2	3	4	5	6	7
6. Your overall impression of their service	1	2	3	4	5	6	7

Please check the most appropriate answer

- Do you feel that your Realtor adequately explained the real estate process and what you could expect during each phase of the process?
 Yes No
- Do you feel that your Realtor really cared about you and your real estate needs?
 Yes No
- In comparison to other Realtors you have worked with, the quality of your Realtor's service is:
 Substantially Lower Moderately Higher
 Moderately Lower Substantially Higher
 About the same Excellent
- Do you feel your Realtor earned their commission?
 Yes No
- Would you feel comfortable recommending your Realtor's services to your friends and family?
 Yes No
- If asked, would you give your Realtor the names of your friends who might be interested in buying or selling real estate?
 Yes No
- To what extent did you use the Internet for your home purchase/sale?
 Extensively Infrequently
 Moderately Never

LA 47918 blz zip
 010-204-0320

Please answer questions on the reverse side of this form.



Seller

8. If you used the Internet for your purchase/sale, describe your experience _____

9. Please answer each question openly and honestly. Feel free to write in the blank space at the bottom of the page, if needed. Thank you.

Why did you choose to work with your Realtor? She was referred by a friend
and was very professional

When you think about your real estate experience, what stands out most in your mind? _____

What could your Realtor do to improve their service and provide a more positive real estate experience? _____

What is your overall impression of your Realtor? Sandra should train other
Realtors, she is a pro.

Thank you. Your participation is greatly appreciated.
Please return this questionnaire in the enclosed business reply envelope.

Name: _____
Address: _____
Augusta, GA 30606
Phone: _____
Email: _____