

Date: 16-Jan-2014

Agent: Demitri Zambus

Buyer: Rodney and Kira Dales

Property: 15072 Beachview Ave, White Rock BC V4B 1P4

Demographics

Question	Answer
Gender	Male
Age Group	45-59 years

Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<div> <div></div> <div> Yard Sign Agent's Website 3rd Party Website Advertisement in local paper Advertisement/classifieds in major paper Radio Advertising Outdoor Advertising Personalized Direct Mail Saw the local office Television Advertising Yellow Pages or other Directory Referred by a friend/relative or business associate Previously dealt with agent/office Agent/office contacted you Other </div> </div>	<div> <div></div> <div> Local property magazine </div> </div>

Competitive Selection

Question	Answer
Did you consider other brokers?	No

Appraisal : Factor of Influence

Question	Answer	Level
Understanding of your needs and requirements	Important	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Broker Commission	A Consideration	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Local Knowledge	Important	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Recommendation from friend/relative	Not Important	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Had dealt with Agent/Broker previously	Not Important	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>

Your Purchase : Satisfaction

Question	Answer	Level
Inspections/Open Houses	Excellent	
Local Knowledge of area, communities and properties	Excellent	
Negotiating the price and terms of the purchase	Excellent	
The exchange of contracts and closing	Excellent	
The handling of deposit money/escrow	Excellent	
Attention to detail	Excellent	

The Agent : Performance Ratings

Question	Answer	Level
Polite	Excellent	
Understanding	Excellent	
Friendly	Excellent	
Patient	Excellent	
Knowledgeable	Excellent	
Helpful	Excellent	
Trustworthy	Excellent	
Professional	Excellent	
Timely communications	Excellent	
Clear communications	Excellent	
Accessible	Excellent	
Respectful	Excellent	
Approachable	Excellent	





Other Broker Staff : Performance

Question	Answer
Performance of other Broker staff	Not Applicable

Overall Satisfaction

Question	Answer	Level
Overall satisfaction regarding the Sale	Excellent	

Recommendation

Question	Answer	Level
Would use Broker's services again	Strongly Agree	
Would use Agent's services again	Strongly Agree	
Would recommend Broker to family and friends	Strongly Agree	
Would recommend Agent to family and friends	Strongly Agree	

Satisfied Buyer

Question	Answer
Comments	I 'm satisfied working with him.

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	No