

Date: 8-May-2013

Agent: Demitri Zambus

Buyer: Tiffany and Rob Brebner

Property: 17729-68 Avenue

Demographics

Question	Answer
Gender	Female
Age Group	26-34 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 Local property magazine Radio Advertising Outdoor Advertising Personalized Direct Mail Saw the local office Television Advertising Yellow Pages or other Directory Previously dealt with agent/office Agent/office contacted you Other </div> </div>	<div> <div></div> <div> Referred by a friend/relative or business associate </div> </div>

Competitive Selection

Question	Answer
Did you consider other brokers?	Yes

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	Not Important	<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	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>

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	Demitri provided us with an excellent experience in purchasing our first home. We couldn't be more pleased with his professionalism and ability to make us feel comfortable during the home buying experience. Demitri provided us with excellent service at any time of the day, and he was able to answer all our questions. I would be happy to recommend Demitri to my family and friends and look forward to using him in the future.

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Demitri Zambus provided us with an excellent experience in purchasing our home. With this being the purchase of our first home we couldn't be more pleased with his professionalism and ability to make us feel comfortable during the home buying experience. Demitri provided us with excellent service at any time of the day, and he was able to answer all our questions. I would be happy to recommend Demitri to my family and friends and look forward to using him in the future.
Testimonial Name and Suburb	Tiffany Brebner Cloverdale