

**Date:** 3-Jan-2015

**Agent:** Demitri Zambus

**Seller:** Steve Meregi

**Property:** 15072 Beachview, White Rock, BC

## 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> 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  Referred by a friend/relative or business associate  Previously dealt with agent/office  Agent/office contacted you  Other </div> </div>	<div> <div></div> <div> Yard Sign </div> </div>

## The Sale : Information

Question	Answer
Did you purchase another property prior to this Sale?	Yes
How was the client's property sold?	For Sale
Did the Seller consider other agencies when selecting your Brokerage?	No

## Appraisal : Factor of Influence

Question	Answer	Level
Sales Record in the area	Not Important	<div><div></div><div></div><div></div><div></div></div>
Understanding of our 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>

Question	Answer	Level
Properly estimating the sale price of your home	Important	
Local Knowledge	Important	
Suggested Marketing Plan for property	Important	
Recommendation from friend/relative	Not Important	
Had dealt with Agent/Broker previously	Important	

## The Sale : Information

Question	Answer
How long did it take for the client to sell the property?	Eight to twelve weeks

## The Sale : Satisfaction Ratings

Question	Answer	Level
Sales Campaign Planning	Excellent	
Sales Campaign Delivery	Excellent	
Print Advertising	Excellent	
Online Advertising	Excellent	
Other Advertising	Excellent	
Yard Sign	Excellent	
Inspections/Open Houses	Excellent	
Negotiations with prospective buyers	Excellent	
Value for Money	Excellent	
Sales Result	Excellent	
The exchange of contracts	Excellent	
The Closing	Excellent	
The handling of deposit money	Excellent	

## The Agent : Performance Ratings

Question	Answer	Level
Polite	Excellent	
Understanding	Excellent	
Friendly	Excellent	
Patient	Excellent	
Knowledgeable	Excellent	
Helpful	Excellent	

Question	Answer	Level
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	Excellent

## Overall Satisfaction

Question	Answer	Level
Overall satisfaction regarding the Sale	Excellent	

## Recommendation

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

## Satisfied Seller

Question	Answer
Improvement Comments	<p>We were happy to work with Mr Demitri Zambus and would work with him in the future as well.</p> <p>With regards, Istvan and Edit Mereg</p>

## Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Demitri Zambus had sold our home in a difficult market and found the right buyers who paid the appropriate asking price.
Testimonial Name and Suburb	Istvan Edit Mereg White Rock ,BC