

Date: 8-Oct-2014

Agent: Cristy Roecker

Buyer: JESSICA N DESJARDINS

Property: 287 W COLLEEN CT GARDNER, KS 66030

Demographics

Question	Answer
Gender	Female
Age Group	25 years or less






Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<ul style="list-style-type: none"> Yard Sign Agency/Office/Agent website Other property website/portal Advertisement in local paper Advertisement/classifieds in major paper Local property magazine Radio/Outdoor/TV Advertising Social Media (Facebook/Twitter etc.) Personalized Direct Mail / Flyer Saw the local office Internet Search (eg Google/Bing etc) Yellow Pages or other Directory Previously dealt with Agent/Office Agent/Office contacted you Other 	<ul style="list-style-type: none"> Referred by a friend/relative or business associate

Competitive Selection

Question	Answer
Did you consider other brokers?	No

Appraisal : Factor of Influence

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

Comments regarding Agent Selection	Cristy did an amazing job and made the process much easier.
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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	Level
Performance of other Broker staff	Excellent	

Overall Satisfaction

Question	Answer	Level
Overall satisfaction regarding the Purchase	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
Improvement Comments	No

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Cristy is amazing at her job. Not only is she pleasant to work with, but she is very knowledgeable and dedicated to her customers. She truly works hard to make sure her clients get their Dream house for their dream price.
Testimonial Name and Suburb	Jessica DesJardins, gardner ks