



Client Satisfaction Survey

TO: Tiffany Freiert

FROM: Jeff Howard, Realtor

We worked together on a project of utmost importance to you – the purchase of your home. Please help me serve you and your friends better by taking a few minutes to complete this survey so I know how my team performed. If you wish to talk to me directly, don't hesitate to call me on my personal cell phone at 702-369-6000.

Please rate your level of satisfaction with these statements, from 1 to 5 stars	☹		☺		☺
	★	★★	★★★	★★★★	★★★★★
1. We delivered on what we promised.					X
2. We were accessible when you needed to contact us.					X
3. We listened to you.					X
4. We kept you fully informed during the process.					X
5. You are willing to recommend us to others.					X
6. You would use us again if you needed an agent.					X
<p>7. If you were in charge of my business, what's one thing you'd change?</p> <p>I wouldn't...everything was great and as a first time home buyer I couldn't picture it going any better than the way it did...everyone knew what I wanted and was looking for...I never felt pressured at all to make any decision...I believe that you look out for my best interest and help me make one of the best decisions of my life.</p>					
<p>8. What did we do really well?</p> <p>Keep me up to date on what was happening and talked me through everything that was happening or what was going to happen..everyone met face to face which I really liked a lot</p>					
<p>9. Were you aware that will interview agents anywhere in the U.S. for you & your friends and family at no charge?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>					
<p>10. Were you aware that we can also help you with your commercial real estate needs?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>					
<p>11. May we include your comments in our marketing materials? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>					

Thank you!