



## Client Satisfaction Survey

TO: John Hincke

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

DIRECTIONS: Please rate your level of agreement with these statements; 10 = Strongly Agree, 1 = Strongly Disagree.	☹			☺				☺		
	1	2	3	4	5	6	7	8	9	10
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
7. If you were in charge of my business, what's one thing you'd change?										
8. What did we do really well? Jeff was wonderful, a real pro. This is the second time my family worked with you and your team. Identifying, competing and closing a home deal is complicated with lots of people involved, and your team did an excellent job. I had to add my wife to the deed after 2.5 weeks and the team was able to make the changes (even tho it was a little tight and we delayed closing a few days). Thank you for a job well done. I may be looking for a home in San Diego again, and I will certainly call Jeff again!										
9. Were you aware that we also service the Las Vegas, Nevada area?						<input checked="" type="checkbox"/> Yes		<input type="checkbox"/> No		
10. May we include your comments in our marketing materials?						<input checked="" type="checkbox"/> Yes		<input type="checkbox"/> No		

**Thank You!**