

Agent(s): Bob Stevens

Please fill in the circle of the appropriate response OR Complete this survey on-line at www.LeadingResearch.com

1. Did your sales associate provide a written and detailed competitive or comparable market analysis prior to you making an offer? (If practical under market conditions) Yes No
2. Did your sales associate contact you after the closing? Yes No

5 VERY SATISFIED 4 SATISFIED 3 NEUTRAL 2 DISSATISFIED 1 VERY DISSATISFIED

How satisfied were you with...

3. ... the counseling and needs assessment provided by your sales associate? (5) (4) (3) (2) (1)
4. ... the thoroughness of the search process to find a property that met your needs? (5) (4) (3) (2) (1)
5. ... the availability of your sales associate? (5) (4) (3) (2) (1)
6. ... your sales associate's knowledge of the area, community, and properties? (5) (4) (3) (2) (1)
7. ... the assistance your sales associate provided in negotiating the price and terms of the purchase? (5) (4) (3) (2) (1)
8. ... the quality and frequency of communication provided by your sales associate? (5) (4) (3) (2) (1)
9. ... your sales associate's attention to details and assistance from contract to closing? (5) (4) (3) (2) (1)
10. What was your **overall satisfaction** with the results and service provided by your sales associate? (5) (4) (3) (2) (1)

5 VERY LIKELY 4 LIKELY 3 NEUTRAL 2 UNLIKELY 1 VERY UNLIKELY

11. Given the need to purchase property in the same market area, how likely would you be to use the same sales associate to assist you? (5) (4) (3) (2) (1)
12. Given the need to purchase property in the same market area, how likely would you be to use the same real estate company to assist you? (5) (4) (3) (2) (1)
13. Given the opportunity, how likely would you be to recommend the services of your sales associate to a friend, neighbor or relative? (5) (4) (3) (2) (1)
14. Given the opportunity, how likely would you be to recommend the services of the real estate company to a friend, neighbor or relative? (5) (4) (3) (2) (1)

15. What was your PRIMARY reason for selecting your sales associate? (Select the one most influential factor)

- | | | |
|---|--|--|
| <input type="radio"/> Referred by a Friend | <input type="radio"/> Walk-in/Open House | <input type="radio"/> Marketing Programs/Plan |
| <input type="radio"/> Satisfied Past Customer | <input type="radio"/> Advertising | <input type="radio"/> Yard Signs in the Area |
| <input type="radio"/> Knew Sales Associate Personally | <input type="radio"/> The Internet | <input type="radio"/> Sales Associate's Presentation |
| <input type="radio"/> Company Name/Reputation | <input type="radio"/> Other (please specify _____) | |

Please offer any comments or suggestions you feel appropriate:

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1. Did your sales associate contact you after the closing? Yes No
2. How long did you expect your property to be on the market before it was sold?
 <30 days 31-60 days 61-90 days 91-120 days 121-180 days 180 days and more
3. How long was your property marketed by your sales associate and broker before you accepted an offer?
 <30days 31-60 days 61-90 days 91-120 days 121-180 days 180 days and more

5 VERY SATISFIED 4 SATISFIED 3 NEUTRAL 2 DISSATISFIED 1 VERY DISSATISFIED

How satisfied were you with...

4. ... the advice/counsel offered by your sales associate? (5) (4) (3) (2) (1)
5. ... the marketing plan developed and implemented for the sale of your property? (5) (4) (3) (2) (1)
6. ... the price and terms of the sale? (5) (4) (3) (2) (1)
7. ... the assistance your sales associate provided in negotiating the price/terms of sale? (5) (4) (3) (2) (1)
8. ... the quality and frequency of communication provided by your sales associate? (5) (4) (3) (2) (1)
9. ... your sales associate's attention to details and assistance from contract to closing? (5) (4) (3) (2) (1)
10. What was your overall satisfaction with the results and service provided by your sales associate? (5) (4) (3) (2) (1)

5 VERY LIKELY 4 LIKELY 3 NEUTRAL 2 UNLIKELY 1 VERY UNLIKELY

11. Given the need to sell property in the same market area, how likely would you be to use the same sales associate to assist you? (5) (4) (3) (2) (1)
12. Given the need to sell property in the same market area, how likely would you be to use the same real estate company to assist you? (5) (4) (3) (2) (1)
13. Given the opportunity, how likely would you be to recommend the services of your sales associate to a friend, neighbor or relative? (5) (4) (3) (2) (1)
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