



CENTURY 21® Quality Service Survey

Individual Survey Results



CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL

Customer: Wifredo Bonilla & Merida Donate
Phone:
Email: myw_bonilla@hotmail.com
Address:

Agent: Gwen Mills-Owen
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 000000004414
Transaction Type: Seller
Customer: Wifredo Bonilla & Merida Donate
Property: 6914 Freeport Dr Riverview FL 33578
Close Date: 10/20/2014
Survey Completed Date: 11/06/2014
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



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Agent: Gwen Mills-Owen
Office: CENTURY 21 LIST with BEGGINS

Transaction ID: 000000004812
Transaction Type: Buyer
Customer: Alice Bane
Property: 20019 Date Palm Way Tampa FL 33647
Close Date: 09/15/2014
Survey Completed Date: 10/15/2014
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
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 Understood what was important
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 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

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Agent: Ann Wilson
Office: CENTURY 21 LIST with BEGGINS

Transaction ID: 000000004673
Transaction Type: Seller
Customer: Mark and Tomeka Lee
Property: 10209 Beneva Dr Tampa FL 33647
Close Date: 09/25/2014
Survey Completed Date: 10/06/2014
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:
Regularly stayed in touch
Knowledgeable about the market
Understood what was important
Resolution of any issue that arose
Explaining the Agreement
Managing the details from contract to close
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
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How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10

Additional comments

Ann and Gwen are the best! We can't thank them enough for their assistance with helping sell our home.

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Ann Wilson
Office: CENTURY 21 LIST with BEGGINS

Transaction ID: 00000004669
Transaction Type: Buyer
Customer: Vinno and Hansranie Naidu
Property: 12012 Legacy Bright St Riverview FL 33578
Close Date: 08/28/2014
Survey Completed Date: 09/13/2014
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
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Regularly stayed in touch
Knowledgeable about the market
Understood what was important
Resolution of any issue that arose
Explaining the Agreement
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	████████	████████	████████	10
Regularly stayed in touch	████████	████████	████████	10
Knowledgeable about the market	████████	████████	████████	10
Understood what was important	████████	████████	████████	10
Resolution of any issue that arose	████████	████████	████████	10
Explaining the Agreement	████████	████████	████████	10
Managing the details from contract to close	████████	████████	████████	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	████████	████████	████████	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	████████	████████	████████	NA
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████	████████	████████	10

Additional comments

Anne and Gwen were both phenomenal. It was a pleasure working with Ann. Not only did we get a great and knowledgeable Real Estate agent but now she is a friend of the family. She was very attentive and could really read body language. She already knew when I really like or disliked a property b4 I could say anything. I have already recommend her to colleagues at Verizon. Whether I recommend Century 21 or not doesn't really matter but I will definitely recommend Ann "great Personality" and all around fun person. Most importantly its was the client that she put first and not trying to get us to buy big so she can a bigger commission. I can go on and on about her but there is not enough time or space for me to continue.

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked



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Individual Survey Results



Agent: Gwen Mills-Owen
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 000000003887
Transaction Type: Buyer
Customer: Daniel and Elizabeth Bruce
Property: 1579 Imperial Key Dr Trinity FL 34655
Close Date: 03/21/2014
Survey Completed Date: 03/31/2014
Survey Type: Online

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How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
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████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Gwen went above and beyond. She and her partner Ana were amazing and we are very grateful for the outstanding customer service. They made us feel we were their most important clients, taking the time to get to know us and always available to help us through the complicated process of buying our home. They were not only professionals but also made the effort of personal touch.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



CENTURY 21® Quality Service Survey

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Agent: Ann Wilson
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 000000002577
Transaction Type: Buyer
Customer: Mitchell Ball
Property: 7001 Interbay Blvd # 158 Tampa
 FL 33616
Close Date: 04/19/2013
Survey Completed Date: 04/29/2013
Survey Type: Online

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████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Anne was fantastic!

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

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CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL

Customer: Luis Zayas
Phone: 81350378941
Email:
Address:

Agent: Ann Wilson
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 00000002357
Transaction Type: Seller
Customer: Luis Zayas
Property: 2551 Siena Way Valrico FL 33596
Close Date: 02/11/2013
Survey Completed Date: 02/28/2013
Survey Type: Online

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1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

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