



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000016983
Transaction Type: Seller
Customer: Elizabeth Fay
Property: 1710 Shell Point Rd W Ruskin FL 33570
Close Date: 10/20/2014
Survey Completed Date: 11/06/2014
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.)?
 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

Brenda has been very understanding, patient, informative and knowledgeable of the real estate environment. It has been a pleasure to work with Brenda!

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000016143
Transaction Type: Seller
Customer: Jeffrey Benbow
Property: 12219 Dawn Vista Dr Riverview FL 33578
Close Date: 04/18/2014
Survey Completed Date: 05/04/2014
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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Knowledgeable about the market
Understood what was important
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Explaining the Agreement
Managing the details from contract to close

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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

Brenda is a great agent and went above and beyond to suit my needs.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL

Customer: Alton and Erica Harrison
Phone:
Email: alton_h20@msn.com
Address:

Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000016433
Transaction Type: Buyer
Customer: Alton and Erica Harrison
Property: 333 Cockle Shell Loop Apollo Beach FL 33572
Close Date: 04/22/2014
Survey Completed Date: 04/30/2014
Survey Type: Online

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 Regularly stayed in touch
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 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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000016208
Transaction Type: Buyer
Customer: Donna Gillaspay
Property: 1416 Westover Ave Parrish FL 34219
Close Date: 02/26/2014
Survey Completed Date: 03/13/2014
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
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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
████████	████████	████████	10

Additional comments

Best Real Estate Agent EVER!! :-)

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000015944
Transaction Type: Buyer
Customer: David Gillaspy
Property: 332 Heritage Isles Way Bradenton
 FL 34212
Close Date: 11/22/2013
Survey Completed Date: 12/17/2013
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
■ ■ ■ ■			10
■ ■ ■ ■			10

Additional comments

Brenda is an asset to your organization. Love my new home!

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



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Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000015954
Transaction Type: Seller
Customer: Laury Padin
Property: 4708 Bear Claw Ct Valrico FL 33594
Close Date: 02/28/2014
Survey Completed Date: 03/12/2014
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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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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Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000015945
Transaction Type: Buyer
Customer: Alicia and Ovidio MendezFlores
Property: 312 Crichton St Ruskin FL 33570
Close Date: 12/27/2013
Survey Completed Date: 01/13/2014
Survey Type: Online

Overall Score
100%

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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

Being a first time homebuyer, Brenda Fricks was great! She explained everything with detail and always kept me updated. Brenda was always there when I had a question. She went above and beyond her duties. She kept my spirits up through all the bumps in the road. Excellent person!!!!

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000015289
Transaction Type: Seller
Customer: Mark and Julie Shusko
Property: 6202 Whimbrelwood Dr Lithia FL 33547
Close Date: 11/01/2013
Survey Completed Date: 11/14/2013
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
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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?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10

Additional comments

Brenda Fricks managed the sales process in a totally professional and friendly manner. I feel she was instrumental in our successful transaction.

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



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Individual Survey Results



CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL

Customer: Abdelghani Lafkir
 Phone:
 Email: adamsalah@hotmail.com
 Address:

Agent: Brenda Fricks
 Office: CENTURY 21 Beggins Enterprises

Overall Score
90%

Transaction ID: 00000014489
 Transaction Type: Buyer
 Customer: Abdelghani Lafkir
 Property: 10824 Rockledge View Dr
 Riverview FL 33579
 Close Date: 06/12/2013
 Survey Completed Date: 06/28/2013
 Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
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1 - 4	5 - 7	8 - 10	Score
■■■■		■■	9
■■■■	■■■■	■■	9
■■■■	■■■■	■■	9
■■■■	■■■■	■■	9
■■■■	■■■■	■■	9
■■■■	■■■■	■■	9
■■■■	■■■■	■■	9
■■■■	■■■■	■	8
■■■■	■■■■	■■■■	10
■■■■	■■■■	■■	9

Additional comments

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000013955
Transaction Type: Buyer
Customer: Avery Ruff Harris
Property: 18032 Villa Creek Dr Tampa FL 33647
Close Date: 03/20/2013
Survey Completed Date: 04/09/2013
Survey Type: Online

Overall Score
100%

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

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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?

Additional comments

Brenda was an excellent agent. I will use her for any real estate needs that arise for me in the future. I tell all of my friends how great this experience was and encourage anyone who is looking to consider Century 21 Beggins!

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000013614
Transaction Type: Buyer
Customer: Caroline Paredes
Property: 1608 Comfy Ct Sun City Center
 FL 33573
Close Date: 02/08/2013
Survey Completed Date: 02/18/2013
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

Brenda did an amazing job of staying positive, focused and calm no matter the challenges that presented themselves along the way from contract to closing. I know I would not be in my new home without her efforts. The C-21 Beggins team is beyond lucky to have her working with them, just as I was.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000012902
Transaction Type: Seller
Customer: Gloria Marks
Property: 1024 Bal Harbour Dr Apollo Beach
 FL 33572
Close Date: 02/08/2013
Survey Completed Date: 02/25/2013
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
			NA
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
			NA
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Brenda Fricks was a wonderful representative of your company and a great asset If buying or selling I will be asking for her Thank you Brenda for being there for me Gloria J Marks

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000013731
Transaction Type: Buyer
Customer: Justin Glidewell
Property: 950 Seminole Sky Dr Ruskin FL 33570
Close Date: 12/31/2012
Survey Completed Date: 01/16/2013
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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	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.)?	████████	█		5
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	████████	████████	████████	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████	████████	████████	10

Additional comments

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000012632
Transaction Type: Buyer
Customer: Charles and Dianne Hughes
Property: 7516 Surrey Pines Dr Apollo Beach FL 33572
Close Date: 06/25/2012
Survey Completed Date: 07/11/2012
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
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1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

B renda Fricks was very helpful and thoughtful of my needs to get my 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: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000011760
Transaction Type: Buyer
Customer: Cynthia King
Property: 2410 Oxford Down Ct Sun City Center FL 33573
Close Date: 10/24/2011
Survey Completed Date: 11/09/2011
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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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
████████	████████	████████	10

Additional comments

Brenda went above and beyond what was expected to assist me in my home search. She is truly a professional and it was a sincere pleasure for me to work with her. She was extremely prompt in answering my questions and in gathering information necessary for me to evaluate the properties I was considering, and she made the entire home-buying experience very comfortable for me. Brenda represented C-21 Beggins in the most positive and professional manner of any realtor I have ever met. I am extremely satisfied with the services she provided to me both before and after the sale. Thank you, Brenda!!!

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Overall Score
90%

Transaction ID: 000000011435
Transaction Type: Buyer
Customer: Scott and April Shupert
Property: 5377 Ruth Morris Rd Wimauma
 FL 33598
Close Date: 11/18/2011
Survey Completed Date: 11/26/2011
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
■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9

Additional comments

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000011985
Transaction Type: Buyer
Customer: Jessica & Joseph Polson
Property: 12832 Longcrest Dr Riverview FL 33579
Close Date: 02/14/2012
Survey Completed Date: 02/22/2012
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.)?
 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?	████████	████████	████████	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████	████████	████████	10

Additional comments

We are first time home buyers, and Brenda made it extremely easy to understand everything that was going on. She was timely, attentive, and extremely nice! A pleasure to work with. I have a handful of friends/family members that are either in or will be in the market for a new home. I plan on giving her business card to all of them!!

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000011760
Transaction Type: Buyer
Customer: Cynthia King
Property: 2410 Oxford Down Ct Sun City Center FL 33573
Close Date: 10/24/2011
Survey Completed Date: 11/09/2011
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.)?
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
████████	████████	████████	10

Additional comments

Brenda went above and beyond what was expected to assist me in my home search. She is truly a professional and it was a sincere pleasure for me to work with her. She was extremely prompt in answering my questions and in gathering information necessary for me to evaluate the properties I was considering, and she made the entire home-buying experience very comfortable for me. Brenda represented C-21 Beggins in the most positive and professional manner of any realtor I have ever met. I am extremely satisfied with the services she provided to me both before and after the sale. Thank you, Brenda!!!

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Overall Score
90%

Transaction ID: 000000011435
Transaction Type: Buyer
Customer: Scott and April Shupert
Property: 5377 Ruth Morris Rd Wimauma
 FL 33598
Close Date: 11/18/2011
Survey Completed Date: 11/26/2011
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
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	9
Regularly stayed in touch	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	9
Knowledgeable about the market	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	9
Understood what was important	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	9
Resolution of any issue that arose	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	9
Explaining the Agreement	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	9
Managing the details from contract to close	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	9
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	9
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	9
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	9

Additional comments

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000011291
Transaction Type: Buyer
Customer: William McLain
Property: 1826 Raven Glen Dr Ruskin FL 33570
Close Date: 05/16/2011
Survey Completed Date: 05/28/2011
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.)?

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

From the moment we met Brenda, we knew that she was the agent we wanted to work with. The care and patience that she shared with us throughout the process of finding exactly what WE wanted was simply all that we could have hoped for in our first home purchase.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000011062
Transaction Type: Buyer
Customer: James Clark
Property: 7114 Cromwell Park Ln Apollo Beach FL 33572
Close Date: 06/22/2011
Survey Completed Date: 07/18/2011
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.)?
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
████████	████████	██████	9
████████	████████	████████	10
████████	████████	████████	10

Additional comments

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000010328
Transaction Type: Buyer
Customer: George Dalrymple
Property: 5740 Jim Davis Rd Parrish FL 34219
Close Date: 07/15/2010
Survey Completed Date: 08/06/2010
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.)?

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

Additional comments

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000010575
Transaction Type: Buyer
Customer: Susan Diogostine
Property: 1726 Coco Palm Cir Sun City Center FL 33573
Close Date: 09/16/2010
Survey Completed Date: 10/04/2010
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.)?

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

Additional comments

Brenda was very professional she went up and over what I expected she is a doll. I would recommend her highley. I am very grateful to have found such a wonderful agent.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000009668
Transaction Type: Buyer
Customer: Jon Goldstein & Jason Goldstein
Property: 717 Cristelle Jean Dr Ruskin FL 33570
Close Date: 12/31/2009
Survey Completed Date: 01/28/2010
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.)?

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

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000009862
Transaction Type: Buyer
Customer: Virgil Weed
Property: 10407 Soaring Eagle Dr Riverview FL 33578
Close Date: 04/30/2010
Survey Completed Date: 05/17/2010
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.)?

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
■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Brenda Fricks
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000010409
Transaction Type: Buyer
Customer: Katarina Coleman
Property: 13025 Early Run Ln Riverview FL 33578
Close Date: 06/04/2010
Survey Completed Date: 06/22/2010
Survey Type: Online

Overall Score
99%

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
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	[10 yellow squares]			10
Regularly stayed in touch	[10 yellow squares]			10
Knowledgeable about the market	[9 yellow squares]			9
Understood what was important	[10 yellow squares]			10
Resolution of any issue that arose	[10 yellow squares]			10
Explaining the Agreement	[10 yellow squares]			10
Managing the details from contract to close	[10 yellow squares]			10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	[10 yellow squares]			10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	[10 yellow squares]			10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	[9 yellow squares]			9

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



CENTURY 21® Quality Service Survey



Individual Survey Results

Agent: Brenda Fricks
Office: CENTURY 21 Begins Enterprises

Transaction ID: 000000010110
Transaction Type: Buyer
Customer: David and Donna Gillaspay
Property: 1906 154th St E Bradenton FL 34212
Close Date: 04/09/2010
Survey Completed Date: 04/26/2010
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.)?

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

Additional comments

Fantastic!

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