



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Carleen Lester
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000017687
Transaction Type: Buyer
Customer: David Riscile
Property: 619 Winterside Dr Apollo Beach
 FL 33572
Close Date: 09/12/2014
Survey Completed Date: 09/22/2014
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

Carleen was the consummate professional throughout our sale and purchase process, and we couldn't be happier. She is a tremendous asset to your organization and I won't hesitate to recommend her to anyone.

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



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Agent: Carleen Lester
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000016593
Transaction Type: Buyer
Customer: Local 2294 Hills Cty Frghtrs
Property: 5425 59th St Tampa FL 33610
Close Date: 04/15/2014
Survey Completed Date: 05/13/2014
Survey Type: Online

Overall Score
91%

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	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	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?	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9

Additional comments

It was an awesome experience working with Carleen. She is very knowledgeable of market conditions and remain energetic & enthused making the transaction fun.

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



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CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL

Customer: David Riscile
Phone:
Email: driscile@gmail.com
Address:

Agent: Carleen Lester
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000016150
Transaction Type: Seller
Customer: David Riscile
Property: 1027 Spindle Palm Way Apollo Beach FL 33572
Close Date: 02/24/2014
Survey Completed Date: 03/04/2014
Survey Type: Online

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

Additional comments

Carleen was the consummate professional throughout the process and we couldn't have been happier with the experience, or our decision to list the house with her.

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



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Agent: Carleen Lester
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000015780
Transaction Type: Buyer
Customer: Mary Jayne Cartwright
Property: 1304 Horatio St W Tampa FL 33608
Close Date: 12/06/2013
Survey Completed Date: 12/19/2013
Survey Type: Online

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
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			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: Carleen Lester
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000013243
Transaction Type: Buyer
Customer: Latarus Josey
Property: 918 Seminole Sky Dr Ruskin FL 33570
Close Date: 09/21/2012
Survey Completed Date: 10/16/2012
Survey Type: Online

Overall Score
93%

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Knowledgeable about the market
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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
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	████████	████████	████████	10
Regularly stayed in touch	████████	████████	██████	9
Knowledgeable about the market	████████	████████	██████	9
Understood what was important	████████	████████	████	8
Resolution of any issue that arose	████████	████████	████████	10
Explaining the Agreement	████████	████████	██████	9
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.)?	████████	████████	████	8
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

Carleen was great. She was prompt and eager to get me in a home. That was a big plus. I would highly recommend her to friends and family.

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



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Agent: Carleen Lester
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000012246
Transaction Type: Buyer
Customer: Michael and Jennifer Campbell
Property: 11809 Autumn Creek Dr Riverview FL 33569
Close Date: 03/29/2012
Survey Completed Date: 04/10/2012
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
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████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Carleen was extremely patient with my picky wife lol. She found the perfect home for us!

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



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Agent: Carleen Lester
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000011462
Transaction Type: Buyer
Customer: albert and Darlene Salo
Property: 11453 Callaway Pond Dr Riverview FL 33579
Close Date: 08/10/2011
Survey Completed Date: 08/22/2011
Survey Type: Online

Overall Score
100%

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

Additional comments

Carleen was a joy to work with... we got business done with a lot of laughs!! She is wonderful!!!

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



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Agent: Carleen Lester
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000009105
Transaction Type: Buyer
Customer: Robert Savage
Property: 136 Moon Ave N Brandon FL 33510
Close Date: 05/22/2009
Survey Completed Date: 06/15/2009
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

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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
<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
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<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"/>	8
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

Additional comments

I will always try to use Carleen for any real Estate transaactions

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



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Agent: Carleen Lester
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000010288
Transaction Type: Buyer
Customer: John Cafik & Jean McCalley
Property: 2223 Grenadier Dr Sun City Center FL 33573
Close Date: 04/21/2010
Survey Completed Date: 05/07/2010
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

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

Additional comments

It is important that you spell peoples name properly...It is not Jean McCalley..It is Jeanne McCauley, just as it is spelt on the buyers agreement..

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