



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Carolyn Heckman
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 000000000867
Transaction Type: Seller
Customer: Gordon T & Julie K. Simpson
Property: 2804 Baypointe Cir Tampa FL 33611
Close Date: 08/06/2012
Survey Completed Date: 09/18/2012
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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Individual Survey Results



Agent: Carolyn Heckman
Office: CENTURY 21 LIST with BEGGINS

Transaction ID: 000000001175
Transaction Type: Buyer
Customer: Keith Koehler & Soho Real Estate LLC
Property: 2204 Soho Bay Ct Tampa FL 33606
Close Date: 02/16/2012
Survey Completed Date: 02/28/2012
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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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

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Carolyn Heckman
Office: CENTURY 21 LIST with BEGGINS

Transaction ID: 000000000915
Transaction Type: Seller
Customer: Karen & Keith Guntert
Property: 4314 Cameron Ave S Tampa FL 33611
Close Date: 09/02/2011
Survey Completed Date: 09/12/2011
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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	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				N/A
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

Carolyn Heckman handled all communication and transactions in a very professional manner. She was very attentive to our needs and always worked towards solving any problems or situations promptly. Carolyn was always available by phone and when we left messages, she promptly returned all calls and the same courtesy was shown in e-mails.

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



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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				N/A
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

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8-10 Delighted
N/A Not asked