



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Property: 4629 Chatterton Way Riverview FL 33578
Close Date: 09/03/2014
Survey Completed Date: 09/23/2014
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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000017529
Transaction Type: Buyer
Customer: Lea Harrison
Property: 4629 Chatterton Way Riverview FL 33578
Close Date: 09/03/2014
Survey Completed Date: 09/18/2014
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
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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				N/A
Managing the details from contract to close				N/A
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: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000016815
Transaction Type: Buyer
Customer: James & Caitlin Holmes
Property: 7711 Bristol Park Dr Apollo Beach FL 33572
Close Date: 05/23/2014
Survey Completed Date: 06/02/2014
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

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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

Charmaine was on top of it from the beginning. She was always available and responded very quickly to any inquiries.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000016718
Transaction Type: Buyer
Customer: Khadene and Curtis Simmons
Property: 7503 Tangle Rush Dr Gibsonton FL 33534
Close Date: 05/14/2014
Survey Completed Date: 06/02/2014
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
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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
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	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: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000016815
Transaction Type: Seller
Customer: Christine and Ngoman Alexis
Property: 7711 Bristol Park Dr Apollo Beach FL 33572
Close Date: 05/23/2014
Survey Completed Date: 06/05/2014
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:

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 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
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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
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	NA
████████	████████	████████	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



CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL

Customer: Christine & Ngomane Alexis
Phone:
Email: bago@hotmail.com
Address:

Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000016026
Transaction Type: Buyer
Customer: Christine & Ngomane Alexis
Property: 7711 Bristol Park Dr Apollo Beach FL 33572
Close Date: 04/18/2014
Survey Completed Date: 05/01/2014
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

Charmaine is the quintessential real estate professional. This is the second time she has served as our agent and we have nothing but rave reviews for the service she has provided us - courteous, knowledgeable, efficient and most importantly available/reachable. She is a true asset.

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: MJ and MCM Properties
Phone:
Email: mathewkandco@yahoo.com
Address:

Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000015124
Transaction Type: Buyer
Customer: MJ and MCM Properties
Property: 11229 Summer Star Dr Riverview FL 33579
Close Date: 12/10/2013
Survey Completed Date: 01/03/2014
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:

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

Additional comments

Charmaine is an excellent real estate agent, always update the status and keep in touch. we very happy with her service.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000014300
Transaction Type: Buyer
Customer: Ngomane Alexis
Property: 4629 Chatterton Way Riverview FL 33578
Close Date: 05/13/2013
Survey Completed Date: 05/27/2013
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

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: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000014668
Transaction Type: Seller
Customer: Ngomane Alexis
Property: 4629 Chatterton Way Riverview FL 33578
Close Date: 05/31/2013
Survey Completed Date: 11/25/2013
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
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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.)?	■ ■ ■ ■	■ ■ ■ ■	■	8
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: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000013621
Transaction Type: Seller
Customer: Jomo & Charmaine Cousins
Property: 12425 Bramfield Dr Riverview FL 33579
Close Date: 05/10/2013
Survey Completed Date: 05/26/2013
Survey Type: Online

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

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
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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?

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: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000013460
Transaction Type: Seller
Customer: Guy Bracken
Property: 3321 Shell Point Rd W Ruskin FL 33570
Close Date: 05/30/2013
Survey Completed Date: 06/25/2013
Survey Type: Online

Overall Score
100%

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

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:
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Knowledgeable about the market
Understood what was important
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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?

Additional comments

Charmaine handled everything and made the sale as smooth and simple as possible.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000012853
Transaction Type: Seller
Customer: Doug Fisher
Property: 2619 Wilson Cir Lutz FL 33548
Close Date: 07/17/2013
Survey Completed Date: 08/07/2013
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
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10

Additional comments

Very Patient with all Parties

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000013584
Transaction Type: Seller
Customer: Jaime Weinstein
Property: 5023 White Sanderling Ct Tampa FL 33619
Close Date: 06/13/2013
Survey Completed Date: 08/06/2013
Survey Type: Online

Overall Score
100%

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Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
Knowledgeable about the market
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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

Charmaine was great. We had a lot of challenges come our way thanks in part to the two banks attached to my short sale. Charmaine dealt with each issue that came up like a true professional and always had a backup plan.

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: Alfred Noel
Phone:
Email: Tyme2prosper@hotmail.com
Address:

Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000015413
Transaction Type: Buyer
Customer: Alfred Noel
Property: 1708 Jean St E Tampa FL 33610
Close Date: 10/22/2013
Survey Completed Date: 10/30/2013
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
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

This was me and my wife first home and it was a real roller coaster ride. We really wanted to give up so many times but Charmaine was there for us, the whole time even giving up some weekend to help us find the right home for us. She was there from beginning to end and when we purchase our income property in a few years from now we will call her to help us out. If I know of anyone looking for a home I will be giving them her business card. Now that we are in in our new home we LOVE IT and still in shock we have a home. We would not have had a another realtor to help us through our process. Now we think of it 10 is not a high enough number to give her on this survey to us her service is much higher than a 10. Thank You for everything Charmaine

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000012757
Transaction Type: Seller
Customer: Valerie & Reggie Polnitz
Property: 11769 Summer Springs Dr
Riverview FL 33579
Close Date: 12/10/2012
Survey Completed Date: 12/18/2012
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				NA
Knowledgeable about the market				NA
Understood what was important				NA
Resolution of any issue that arose				NA
Explaining the Agreement				NA
Managing the details from contract to close				NA
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

Charmaine was like no other. She was so easy to deal with and we always felt she had our best interest at heart. I plan to become an unofficial advocate for her by sending more business in her direction. I trust that she is the best person for the real estate wants and needs for my family, friends, colleagues, and contacts.

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: Roberto Gerena & Carmen Torres
Phone: 787-484-0919
Email: alegrepr12@aol.com
Address: P.O. Box 5612

Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Overall Score
97%

Transaction ID: 000000011523
Transaction Type: Buyer
Customer: Roberto Gerena & Carmen Torres
Property: 11325 Village Brook Dr Riverview FL 33579
Close Date: 06/12/2012
Survey Completed Date: 07/16/2012
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
████████	████████	██████	9
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	██████	9
████████	████████	██████	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: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000010638
Transaction Type: Seller
Customer: Amirah Brown-Johnson & Market Tampa Investments LLC
Property: 6781 Waterton Dr Riverview FL 33578
Close Date: 04/09/2012
Survey Completed Date: 04/17/2012
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.)?	■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	8
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

My Agent Ms.Charmaine Blake was very informative about the market. She was always available day or night. She really made us feel very comfortable during this process. In many ways she went beyond the call of duty in order to meet our needs! During this process she became more than an Agent to our family, she became a friend! I have already began to recommend her services to others. Thanks so much Charmaine Blake!

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000011729
Transaction Type: Seller
Customer: Sheldon & Lareba Gilling
Property: 11429 Weston Course Lp
 Riverview FL 33579
Close Date: 03/30/2012
Survey Completed Date: 04/17/2012
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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000011206
Transaction Type: Seller
Customer: Lenora & Reginald Hill
Property: 5015 Cluster Ave E Tampa FL 33617
Close Date: 09/16/2011
Survey Completed Date: 09/28/2011
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
■ ■ ■ ■			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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000011813
Transaction Type: Buyer
Customer: Sudden Homes
Property: 1807 21st Ave E Tampa FL 33605
Close Date: 10/07/2011
Survey Completed Date: 10/30/2011
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
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10

Additional comments

Charmaine is the best! Great Agent, & became a great friend. I met Charmaine in 2008. She helped me to buy my first home. Very knowledgeable, great advice, & honest! I wouldn't trade her for any other Agent. Since 2008, Charmaine has kept in touch & helped me on a recent income home purchase. She's the Best!

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000010484
Transaction Type: Buyer
Customer: Mostin Williams
Property: 8324 Paddlewheel St Tampa FL 33637
Close Date: 08/02/2010
Survey Completed Date: 08/18/2010
Survey Type: Online

Overall Score
94%

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?	[Progress bar]			9
Regularly stayed in touch	[Progress bar]			10
Knowledgeable about the market	[Progress bar]			9
Understood what was important	[Progress bar]			10
Resolution of any issue that arose	[Progress bar]			10
Explaining the Agreement	[Progress bar]			9
Managing the details from contract to close	[Progress bar]			9
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	[Progress bar]			8
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	[Progress bar]			10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	[Progress bar]			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: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000009179
Transaction Type: Buyer
Customer: Charles and Deloris Davis
Property: 9706 Cypress Harbor Dr Gibsonton FL 33534
Close Date: 07/17/2009
Survey Completed Date: 08/12/2009
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 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			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: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000010253
Transaction Type: Buyer
Customer: Audlyn Loroy
Property: 808 College Leaf Dr Ruskin FL 33570
Close Date: 06/23/2010
Survey Completed Date: 07/09/2010
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
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	[10 yellow squares]			10
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.)?	[9 yellow squares]			9
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?	[10 yellow squares]			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: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000009853
Transaction Type: Buyer
Customer: Justin and Carol Goushaw
Property: 1755 Bonita Bluff Ct Ruskin FL 33570
Close Date: 12/23/2009
Survey Completed Date: 01/09/2010
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

Charmaine was exceptional and we very much appreciated her excellent service and expertise. A huge Thank-You goes out to Charmaine!

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Charmaine Blake
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000009673
Transaction Type: Buyer
Customer: Patrick Womack
Property: 821 College Chase Dr Ruskin FL 33570
Close Date: 02/04/2010
Survey Completed Date: 03/02/2010
Survey Type: Online

Overall Score 81%

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?	[Progress bar: 8 bars in 8-10 column]			8
Regularly stayed in touch	[Progress bar: 10 bars in 8-10 column]			10
Knowledgeable about the market	[Progress bar: 9 bars in 8-10 column]			9
Understood what was important	[Progress bar: 7 bars in 8-10 column]			7
Resolution of any issue that arose	[Progress bar: 7 bars in 8-10 column]			7
Explaining the Agreement	[Progress bar: 8 bars in 8-10 column]			8
Managing the details from contract to close	[Progress bar: 8 bars in 8-10 column]			8
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	[Progress bar: 8 bars in 8-10 column]			8
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	[Progress bar: 8 bars in 8-10 column]			8
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	[Progress bar: 8 bars in 8-10 column]			8

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