



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Cody Oswald
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 000000003932
Transaction Type: Seller
Customer: M Ryan Homes LLC
Property: 3620 Grady Ave S Tampa FL 33629
Close Date: 06/06/2014
Survey Completed Date: 06/16/2014
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

Cody was great with everything from selections to selling the home AND handling the customer

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



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Agent: Cody Oswald
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Overall Score
100%

Transaction ID: 000000003807
Transaction Type: Seller
Customer: Randolph & Cassandra Donathan
Property: 7710 Desoto St S Tampa FL 33616
Close Date: 04/29/2014
Survey Completed Date: 05/20/2014
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

Cody is very professional, knowledgeable, and our selling experience could not have been better.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Cody Oswald
Office: CENTURY 21 LIST with BEGGINS

Transaction ID: 000000003598
Transaction Type: Buyer
Customer: Sterling Bay Homes
Property: 3113 and 3115 Paxton Ave W
 Tampa FL 33611
Close Date: 11/29/2013
Survey Completed Date: 12/09/2013
Survey Type: Online

Overall Score
90%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
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 Knowledgeable about the market
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 Resolution of any issue that arose
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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?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■	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: Cody Oswald
Office: CENTURY 21 LIST with BEGGINS

Transaction ID: 000000002799
Transaction Type: Seller
Customer: William Ryan Homes
Property: 2407 Church Ave S Tampa FL 33629
Close Date: 12/31/2013
Survey Completed Date: 01/08/2014
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
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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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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
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 N/A Not asked



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Individual Survey Results



Agent: Cody Oswald
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 000000002519
Transaction Type: Seller
Customer: Scott Kirchner
Property: 3512 Vasconia St W Tampa FL 33629
Close Date: 07/07/2013
Survey Completed Date: 08/20/2013
Survey Type: Online

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████████	████████	████████	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: Cody Oswald
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 000000003069
Transaction Type: Buyer
Customer: Mae-Li Allison
Property: 6520 Biscayne Shore Ln Tampa
 FL 33611
Close Date: 08/02/2013
Survey Completed Date: 08/19/2013
Survey Type: Online

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

Additional comments

Cody is one of the best agents I've ever worked with. she's extremely responsive, courteous and easy to work with. I will definitely recommend her to others. thanks Cody!

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



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Agent: Cody Oswald
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 000000002480
Transaction Type: Seller
Customer: William Ryan Homes
Property: 4301 Kensington Ave W Tampa
 FL 33629
Close Date: 10/01/2013
Survey Completed Date: 10/14/2013
Survey Type: Online

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
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████████	████████	████████	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?
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Additional comments

Great Job!!

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5-7 Merely Satisfied
8-10 Delighted
N/A Not asked



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Agent: Cody Oswald
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 000000001873
Transaction Type: Buyer
Customer: Robert and Mary Hutson
Property: 7709 Fitzgerald St S Tampa FL 33616
Close Date: 03/28/2013
Survey Completed Date: 04/08/2013
Survey Type: Online

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████████	████████	████████	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: Cody Oswald
Office: CENTURY 21 LIST with BEGGINS

Overall Score
90%

Transaction ID: 000000001677
Transaction Type: Seller
Customer: Anthony & Paula Steele
Property: 7215 Sparkman St S Tampa FL 33616
Close Date: 10/23/2012
Survey Completed Date: 10/31/2012
Survey Type: Online

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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
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