



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL**

**Customer:** Brisa Del Mar  
**Phone:** 8017065522  
**Email:** matthewsmoot@gmail.com  
**Address:** 7624 Nottingham Sky Drive

**Agent:** Jaci Stone  
**Office:** CENTURY 21 Beggins Enterprises

**Overall Score**  
**100%**

**Transaction ID:** 000000016201  
**Transaction Type:** Seller  
**Customer:** Brisa Del Mar  
**Property:** 6405 Mayra Shores Ln Apollo Beach FL 33572  
**Close Date:** 08/26/2014  
**Survey Completed Date:** 09/03/2014  
**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:

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**

Jaci and Dan are the best real estate agents I've ever worked with!

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Dan Caballer  
**Office:** CENTURY 21 Beggins Enterprises

**Overall Score**  
**91%**

**Transaction ID:** 000000017169  
**Transaction Type:** Buyer  
**Customer:** David and Angela Manley  
**Property:** 5007 Whispering Leaf Trl Valrico FL 33596  
**Close Date:** 07/24/2014  
**Survey Completed Date:** 08/04/2014  
**Survey Type:** Online

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	████████		████████	10
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:				
Regularly stayed in touch	████████	████████	████████	10
Knowledgeable about the market	████████	████████	████████	10
Understood what was important	████████	████████	████████	10
Resolution of any issue that arose	████████	████████		8
Explaining the Agreement	████████	████████		8
Managing the details from contract to close	████████	████████		8
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?	████████	████████	████████	10

### Additional comments

Dan is awesome. He met with us on short notice, gave us his full attention over the course of several days and helped us put together our deal. I have nothing bad to say about Dan, he even gave up a small amount of his commission to make the deal happen and gave me his lawn, maintenance and pool guys for personal use.

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Dan Caballer  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000012578  
**Transaction Type:** Buyer  
**Customer:** Jason and Tina Smith  
**Property:** 11127 Wembly Landing Dr Lithia FL 33547  
**Close Date:** 09/21/2012  
**Survey Completed Date:** 10/08/2012  
**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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████████	████████	████████	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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL**

**Customer:** Steve Masucci  
**Phone:**  
**Email:**  
**Address:**

**Agent:** Dan Caballer  
**Office:** CENTURY 21 Beggins Enterprises

**Overall Score**  
**100%**

**Transaction ID:** 000000012080  
**Transaction Type:** Buyer  
**Customer:** Steve Masucci  
**Property:** 6204 Venezia Pl Riverview FL 33578  
**Close Date:** 03/15/2012  
**Survey Completed Date:** 04/03/2012  
**Survey Type:** Online

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████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	██████	9
████████	████████	████████	10
████████	████████	████████	10

**Additional comments**

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