



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Danny Galuski  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000001958  
**Transaction Type:** Seller  
**Customer:** Stephen Boulet  
**Property:** 370 82nd Ave St Petersburg FL 33706  
**Close Date:** 06/06/2013  
**Survey Completed Date:** 06/30/2013  
**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:  
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?

**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:** Danny Galuski  
**Office:** CENTURY 21 Beggins Enterprises

**Overall Score**  
**96%**

**Transaction ID:** 000000001710  
**Transaction Type:** Buyer  
**Customer:** David Wendt  
**Property:** 290 6th Ave N Tierra Verde FL 33715  
**Close Date:** 12/30/2011  
**Survey Completed Date:** 01/18/2012  
**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
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	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	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:** Danny Galuski  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000001714  
**Transaction Type:** Buyer  
**Customer:** Erick Sherpard  
**Property:** 1444 Corey Ave W S Pasadena  
 FL 33707  
**Close Date:** 10/31/2011  
**Survey Completed Date:** 11/16/2011  
**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

### Additional comments

Danny is a excellant agent, very knowledgeable and a pleasure to work with. You are lucky to have him on your sales team.

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Danny Galuski  
**Office:** CENTURY 21 Beggins Enterprises

**Overall Score**  
**90%**

**Transaction ID:** 000000001739  
**Transaction Type:** Buyer  
**Customer:** Sharon Rastello  
**Property:** 521 Pinellas Bayway S # 403  
 Tierra Verde FL 33715  
**Close Date:** 02/07/2012  
**Survey Completed Date:** 02/15/2012  
**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
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:** Danny Galuski  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000001714  
**Transaction Type:** Buyer  
**Customer:** Erick Sherpard  
**Property:** 1444 Corey Ave W S Pasadena  
 FL 33707  
**Close Date:** 10/31/2011  
**Survey Completed Date:** 11/16/2011  
**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

### Additional comments

Danny is a excellant agent, very knowledgeable and a pleasure to work with. You are lucky to have him on your sales team.

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:** Gary Etheridge  
**Phone:**  
**Email:** pegb2@grics.net  
**Address:**

**Agent:** Danny Galuski  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000001666  
**Transaction Type:** Buyer  
**Customer:** Gary Etheridge  
**Property:** 363 81st Ave St Petersburg FL 33706  
**Close Date:** 06/13/2011  
**Survey Completed Date:** 06/21/2011  
**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

### Additional comments

Danny was exceptional! He was helpful and kept us up with everything. We couldn't have gotten a better agent!

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



**CENTURY 21® Quality Service Survey**  
Individual Survey Results



**Agent:** Danny Galuski  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000001643  
**Transaction Type:** Buyer  
**Customer:** Lind Glose  
**Property:** 5541 La Puerta Del Sol Blvd S #  
117 St Petersburg FL 33715  
**Close Date:** 05/03/2011  
**Survey Completed Date:** 05/19/2011  
**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
■ ■ ■ ■		■	8
■ ■ ■ ■			10
■ ■ ■ ■			10

**Additional comments**

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Danny Galuski  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 00000000180  
**Transaction Type:** Buyer  
**Customer:** Rod and Tammy Moffat  
**Property:** 9225 Gulf Blvd St Pete Beach FL 33706  
**Close Date:** 12/15/2009  
**Survey Completed Date:** 01/01/2010  
**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

Our agent never missed a phone call, email, or left us with unanswered questions. He was always courteous and stayed in touch sometimes just to see if we had questions. We have met several agents and none could match his easy going personality or his eagerness to get the deal done. I will refer any possible property seekers to him, he delivered on our dream!

Sincerely,  
Rodney & Tammy Moffatt

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





# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Danny Galuski  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 00000000180  
**Transaction Type:** Seller  
**Customer:** Carol Lecas  
**Property:** 9225 Gulf Blvd St Pete Beach FL 33706  
**Close Date:** 12/15/2009  
**Survey Completed Date:** 12/31/2009  
**Survey Type:** Online

**Overall Score**  
**98%**

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	[9 yellow squares]			9
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	NA			NA
Managing the details from contract to close	NA			NA
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	[10 yellow squares]			10
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

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