



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Berg
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000007734
Transaction Type: Buyer
Customer: Kevin and Diane McPherson
Property: 1728 Wolf Laurel Dr Sun City Center FL 33573
Close Date: 01/24/2014
Survey Completed Date: 02/11/2014
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
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Additional comments

Diane Berg was awesome to work with had everything put together and well planned out we viewed over 30 homes in a couple days, before making a offer. We are from Michigan we were in contact several times before personally meeting her. she was very professional very courteous and turned out far better than I assumed to be and my expectations were very high based on prior phone conversation.....Just Awesome experience.

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