



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000007992
Transaction Type: Buyer
Customer: Sandra Pulis
Property: 2275 Sifield Greens Way Sun City Center FL 33573
Close Date: 12/05/2014
Survey Completed Date: 12/30/2014
Survey Type: Online

Overall Score
86%

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?	████████	████████	██	8
Regularly stayed in touch	████████	████████	██	8
Knowledgeable about the market	████████	████████	███	9
Understood what was important	████████	████████	██████	10
Resolution of any issue that arose	████████	████████	██	8
Explaining the Agreement	████████	████████	███	9
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.)?	████████	██		5
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	████████	████████	██	8
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████	██		5

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: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000008431
Transaction Type: Buyer
Customer: Kathleen Kaye
Property: 2467 Nantucket Harbor Loop Sun City Center FL 33573
Close Date: 10/24/2014
Survey Completed Date: 11/16/2014
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

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000007964
Transaction Type: Seller
Customer: William & Phyllis Colleran
Property: 703 Plumbrook Rd Sun City Center FL 33573
Close Date: 07/29/2014
Survey Completed Date: 08/06/2014
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

Diane was great! I only wished I had her last October when the property was first listrd. It would have saved me alot of aggravation, anxiety and money. Thank you all. Best regards, William E. Colleran, Jr.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000008098
Transaction Type: Seller
Customer: Harry and June Porter
Property: 1017 Ardmore Way Sun City Center FL 33573
Close Date: 06/23/2014
Survey Completed Date: 07/01/2014
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: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000008076
Transaction Type: Buyer
Customer: Maryanne and Harry Eberle
Property: 2405 Sifield Greens Way Sun City Center FL 33573
Close Date: 06/23/2014
Survey Completed Date: 07/02/2014
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
 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: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000007723
Transaction Type: Buyer
Customer: Jane Bocchieri
Property: 2246 New Bedford Dr Sun City Center FL 33573
Close Date: 04/07/2014
Survey Completed Date: 04/15/2014
Survey Type: Online

Overall Score
90%

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
■ ■ ■ ■	■ ■ ■ ■ ■	■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■	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: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Overall Score
91%

Transaction ID: 000000007365
Transaction Type: Seller
Customer: Scott and Karen Carpenter
Property: 2210 Del Webb Blvd W Sun City Center FL 33573
Close Date: 09/18/2013
Survey Completed Date: 09/30/2013
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
████████		████████	10
████████	████████		7
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████		7
████████	████████	████	9
████████	████████	████████	10
████████	████████	████████	10

Additional comments

We used Diane to purchase the house and used her to sell the house. I guess that means we would use her again if we decided to live in the area.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000006453
Transaction Type: Buyer
Customer: Thomas and Linda Lansing
Property: 1306 Lenox Greens Dr Sun City Center FL 33573
Close Date: 02/25/2013
Survey Completed Date: 03/05/2013
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
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

Thanks do Diane for making this such a great experience!

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000006364
Transaction Type: Buyer
Customer: Margaret and Richard Sanders
Property: 1238 Del Webb Blvd W Sun City Center FL 33573
Close Date: 09/10/2012
Survey Completed Date: 09/27/2012
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.)?	████████	████████	████████	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

Diane went above and beyond in this transaction!!

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Overall Score
91%

Transaction ID: 000000005939
Transaction Type: Seller
Customer: Randall & Kim Zito
Property: 1110 Villeroy Dr Sun City Center
 FL 33573
Close Date: 05/16/2012
Survey Completed Date: 06/01/2012
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	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	8
Knowledgeable about the market	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Understood what was important	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9
Resolution of any issue that arose	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9
Explaining the Agreement	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
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

Diane was very aggressive at selling our home and did an excellent job in getting our home sold within 7 weeks. Thank you for selling our home so timely which enabled us to get the home we love...

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000005436
Transaction Type: Buyer
Customer: Eugene and Sharon Goad
Property: 1004 Andover Cir Sun City Center
 FL 33573
Close Date: 06/01/2012
Survey Completed Date: 06/24/2012
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

This is the second home we have purchased from Beggins

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000005539
Transaction Type: Buyer
Customer: Walter and Diane Weldon
Property: 416 Noble Faire Dr Sun City Center FL 33573
Close Date: 04/17/2012
Survey Completed Date: 05/06/2012
Survey Type: Online

Overall Score
97%

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	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	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.)?	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	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

We were very pleased with our experience with Diane.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000005716
Transaction Type: Seller
Customer: Dana & Rosa Judy & Judy Family Trust
Property: 2423 New Haven Cir # 67 Sun City Center FL 33573
Close Date: 04/26/2012
Survey Completed Date: 05/04/2012
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.)?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	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: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000005343
Transaction Type: Seller
Customer: Cullen & Margaret Martin
Property: 2025 Prestancia Ln Sun City Center FL 33573
Close Date: 06/10/2011
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
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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

Diane was wonderful to work with. We could not have had a better experience selling our home.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000005033
Transaction Type: Seller
Customer: James & Yvonne Kelly
Property: 1008 Apollo Beach Blvd # 205
 Apollo Beach FL 33572
Close Date: 07/18/2011
Survey Completed Date: 07/26/2011
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

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000004675
Transaction Type: Seller
Customer: James and Nancy Wisler
Property: 2336 Emerald Lake Dr Sun City Center FL 33573
Close Date: 07/28/2010
Survey Completed Date: 08/13/2010
Survey Type: Online

CLIENT HAS REQUESTED, YOU CONTACT HIM/HER FOR A REFERRAL:
Customer: James and Nancy Wisler
Phone:
Email: jaw@nwonline.net
Address:

Overall Score
93%

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	██████████████████████████████████████			10
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.)?	██████████████████████████████████			7
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

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000005003
Transaction Type: Buyer
Customer: John and Betti Fraas
Property: 1310 Emerald Dunes Dr Sun City Center FL 33573
Close Date: 09/15/2010
Survey Completed Date: 10/10/2010
Survey Type: Online

Overall Score
80%

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?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	8
Regularly stayed in touch	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	8
Knowledgeable about the market	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	8
Understood what was important	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	8
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.)?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	8
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

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000004350
Transaction Type: Seller
Customer: Patrick & Diane Ladzinski
Property: 2250 New Bedford Dr Sun City Center FL 33573
Close Date: 08/20/2009
Survey Completed Date: 09/05/2009
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

Additional comments

sold in 5 days

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000004826
Transaction Type: Buyer
Customer: Dana and Roseann Judy
Property: 2423 New Haven Cir Sun City Center FL 33573
Close Date: 04/28/2010
Survey Completed Date: 05/14/2010
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
[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

Additional comments

Diane was fantastic. She went way beyond the call of duty in helping us find our home. We have never met an agent that worked so hard on our behalf. If and when our friends in Ohio start looking for a home in Sun City Center there will be only one agent for them to contact: Diane Ladzinski

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000004487
Transaction Type: Buyer
Customer: Tony and Judy Brinkman
Property: 2325 Del Webb Blvd E Sun City Center FL 33573
Close Date: 05/18/2010
Survey Completed Date: 06/12/2010
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

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Diane Ladzinski
Office: CENTURY 21 Begins Enterprises

Transaction ID: 000000004706
Transaction Type: Buyer
Customer: David and Cindy Edwards
Property: 2306 Del Webb Blvd W Sun City Center FL 33573
Close Date: 02/23/2010
Survey Completed Date: 03/11/2010
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.)?	[5 yellow squares]			5
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: Diane Ladzinski
Office: CENTURY 21 Begins Enterprises

Transaction ID: 000000004732
Transaction Type: Buyer
Customer: Jon and Dorothy Blanchard
Property: 304 La Jolla Ave Sun City Center FL 33573
Close Date: 03/31/2010
Survey Completed Date: 04/16/2010
Survey Type: Online

Overall Score
91%

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]			7
Knowledgeable about the market	[Progress bar]			10
Understood what was important	[Progress bar]			10
Resolution of any issue that arose	[Progress bar]			10
Explaining the Agreement	[Progress bar]			10
Managing the details from contract to close	[Progress bar]			8
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: Diane Ladzinski
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000004621
Transaction Type: Seller
Customer: Peter and Maria DeMarco
Property: 1416 Bluewater Dr Sun City Center FL 33573
Close Date: 03/31/2010
Survey Completed Date: 04/25/2010
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
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.)?	████████████████			7
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

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