



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Hannah Stevens
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000017168
Transaction Type: Buyer
Customer: Aaron Haney & Whitney Shields
Property: 806 Maryland Ave N Plant City FL 33563
Close Date: 07/24/2014
Survey Completed Date: 08/04/2014
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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| ████████ | ████████ | ████████ | 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: Hannah Stevens
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000016370
Transaction Type: Buyer
Customer: Brigitte Cartrette
Property: 603 King Louis Ct Seffner FL 33584
Close Date: 04/30/2014
Survey Completed Date: 05/22/2014
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?

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| ████████ | ████████ | ████████ | 10 |
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| ████████ | ████████ | ████████ | 10 |
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| ████████ | ████████ | ████████ | 10 |
| ████████ | ████████ | ████████ | 10 |
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| ████████ | ████████ | ████████ | 10 |
| ████████ | ████████ | ████████ | 10 |

Additional comments

Hannah always answered my calls, no matter how late it was. She took the initiative to help me with things that I didn't even know a realtor could handle. Hannah was always available to show me properties, even at the last minute. She is so professional and I will definitely use her again in years from now when I buy a house again.

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