



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jack Wesley
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000007846
Transaction Type: Buyer
Customer: Kevin ODea
Property: 18820 Chopin Dr Lutz FL 33558
Close Date: 04/11/2014
Survey Completed Date: 04/30/2014
Survey Type: Online

Overall Score
84%

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	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
Knowledgeable about the market	■ ■ ■ ■ ■	■ ■ ■ ■ ■		7
Understood what was important	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
Resolution of any issue that arose	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
Explaining the Agreement	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■	8
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?	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■	8
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9

Additional comments

Also Jaci Stone helped and was very good in all she did.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jack Wesley
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000007457
Transaction Type: Buyer
Customer: Allan and Potjaman Brown
Property: 1030 Lightfoot Rd Wimauma FL 33598
Close Date: 01/08/2014
Survey Completed Date: 01/24/2014
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:

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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

Jack was very knowledgeable about the short sale process, and made the process for both my wife and I very easy. Jack went above and beyond of just being an excellent agent. He not only allowed me to park my moving trailer in his yard so it would be secure, he brought my wife and I in the meet his wife and show us his house. He also let me borrow tools so I could install a mailbox. Jack is not only my real estate agent, we now consider him a friend. Great job Jack!

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jack Wesley
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000007807
Transaction Type: Buyer
Customer: Steven and Terry Carter
Property: 7963 113th Ave Parrish FL 34219
Close Date: 02/14/2014
Survey Completed Date: 02/23/2014
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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Knowledgeable about the market
Understood what was important
Resolution of any issue that arose
Explaining the Agreement
Managing the details from contract to close
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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
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10

Additional comments

Jack Wesley our agent was all of the above and plus. We were glad to have him work for us from the beginning to the end. Thanks Jack Wesley Century 21 Beggins Enterprises. Terry and Steve Carter

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jack Wesley
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000007501
Transaction Type: Seller
Customer: William Smedley Jr
Property: 1213 Butch Cassidy Trl Wimauma FL 33598
Close Date: 12/19/2013
Survey Completed Date: 01/08/2014
Survey Type: Online

Overall Score
100%

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 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

Jack worked hard on this sale and I could not have asked for more from him. The property sold very quickly and I'm very happy.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000015772
Transaction Type: Seller
Customer: Byron and Suan Easley
Property: 15812 Dawson Ridge Dr Tampa
 FL 33647
Close Date: 12/26/2013
Survey Completed Date: 01/11/2014
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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 Knowledgeable about the market
 Understood what was important
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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

Jaci Stone and Jack Wesley were an excellent team assisting us to find, qualify, and lease our home in Tampa to excellent tenants!

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jack Wesley
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000006861
Transaction Type: Buyer
Customer: Dennis and Nanette Clark
Property: 1711 Shenandoah Rd Wimauma
 FL 33598
Close Date: 05/08/2013
Survey Completed Date: 05/28/2013
Survey Type: Online

Overall Score
100%

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 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

Jack's professionalism and expertise helped us stay focused as we worked through a very challenging contract negotiation and mortgage process. Jack was always available when we needed to communicate. We sincerely appreciate his support and guidance.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jack Wesley
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000007184
Transaction Type: Seller
Customer: Bernard & Clare Nienhaus
Property: 1703 Danbury Dr Sun City Center
 FL 33573
Close Date: 06/20/2013
Survey Completed Date: 08/02/2013
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

Jack Wesley was all of the above and more. He was polite, patient and courteous. He could not have done a better job. He made everything happen in a timely and efficient manner. Thank you, Jack. Clare Nienhaus

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jack Wesley
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000007390
Transaction Type: Seller
Customer: Mario and Debra Valcarcel
Property: 1126 Oxbow Rd Wimauma FL 33598
Close Date: 10/17/2013
Survey Completed Date: 10/28/2013
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

Jack Wesley and Beggins Enterprises managed the selling of our professionally and stress free. Mr. Wesley was friendly, helpful, knowledgeable and accessible.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jack Wesley
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000007328
Transaction Type: Buyer
Customer: Gary and Tracey Hock
Property: 1912 21st St W Palmetto FL 34221
Close Date: 08/23/2013
Survey Completed Date: 09/10/2013
Survey Type: Online

Overall Score
100%

	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	████████	████████	████████	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

Jack Wesley is one of a kind. He took our home search very personal and consistently made us aware of things to pay attention to. He never told us which decision to make but always made us aware of our options. His knowledge of general home maintenance, construction, etc. proved to be very valuable. Not only is he an excellent agent, he is a wonderful person. I gained a lot of respect for him throughout the whole process. He is probably one of the most thorough people I have ever met. We are very fortunate to have had Jack guide us through our home purchase. Thank you Jack for everything.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jack Wesley
Office: CENTURY 21 Beggins Enterprises

Overall Score
94%

Transaction ID: 000000006652
Transaction Type: Buyer
Customer: Henry and Barbarah Barnett
Property: 2009 Prestancia Ln Sun City Center FL 33573
Close Date: 01/31/2013
Survey Completed Date: 02/12/2013
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
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	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	████████	████████	██	8
Understood what was important	████████	████████	██	8
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: Jack Wesley
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000006280
Transaction Type: Seller
Customer: Joseph & Janet Geraghty
Property: 1261 Lornewood Dr Valrico FL 33596
Close Date: 09/07/2012
Survey Completed Date: 09/26/2012
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:

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1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	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