



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000018078  
**Transaction Type:** Buyer  
**Customer:** Jose Cardona & Elizabeth Arroyo  
**Property:** 309 9th St NE Ruskin FL 33570  
**Close Date:** 12/18/2014  
**Survey Completed Date:** 01/20/2015  
**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

**Additional comments**

I am please and grateful on how everything was handle. The professionalism on how bussiness was executed was outstanding.

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000018126  
**Transaction Type:** Buyer  
**Customer:** Wildalis Caraballo  
**Property:** 1216 Acadia Harbor Pl Brandon FL 33511  
**Close Date:** 11/25/2014  
**Survey Completed Date:** 12/28/2014  
**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



**CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL**

Customer: Mayra Quinones  
 Phone:  
 Email: mmkl\_4@yahoo.com  
 Address:

Agent: Jeanette Martinez  
 Office: CENTURY 21 Beggins Enterprises

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

Transaction ID: 000000017726  
 Transaction Type: Buyer  
 Customer: Mayra Quinones  
 Property: 1808 Early Bird Pl Ruskin FL 33570  
 Close Date: 11/19/2014  
 Survey Completed Date: 11/28/2014  
 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**

I like Jeanneth Martinez, profesionaliamo, ella sabe lo q hace y lo q realmente llena las expectativas del comprador...

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000017725  
**Transaction Type:** Buyer  
**Customer:** Raymond and Sandra Skaine  
**Property:** 1502 Pebble Beach Blvd N Sun City Center FL 33573  
**Close Date:** 10/15/2014  
**Survey Completed Date:** 10/23/2014  
**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:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000016608  
**Transaction Type:** Buyer  
**Customer:** Andres Sueiro Diaz  
**Property:** 5007 Indian Shores Pl Wimauma FL 33598  
**Close Date:** 04/21/2014  
**Survey Completed Date:** 05/05/2014  
**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

Jeannette has been diligent in all the aspects of the buying process, also she has giving us follow us after the closing in order to be sure that everything is going well in the house and this is something that we appreciate.

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000016116  
**Transaction Type:** Buyer  
**Customer:** Jose Estremera & Lilliam Molina  
**Property:** 12955 Kings Crossing Dr  
 Gibsonton FL 33534  
**Close Date:** 12/30/2013  
**Survey Completed Date:** 01/15/2014  
**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

Jeanette Martinez Es muy profesional y conoce bien su trabajo. Estamos muy satisfechos con su servicio Y la recomendare a familiares y amigos. Gracias por su interes Y por tener a Jeanette como parte de Century 21. Jose Estremera y Lilliam Jimenez

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000016131  
**Transaction Type:** Buyer  
**Customer:** Vilma Jimenez Molina  
**Property:** 12342 Streambed Dr Riverview FL 33579  
**Close Date:** 02/26/2014  
**Survey Completed Date:** 03/11/2014  
**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?	██████	██████	██████	10
Regularly stayed in touch	██████	██████	██████	10
Knowledgeable about the market	██████	██████	██████	10
Understood what was important	██████	██████	██████	10
Resolution of any issue that arose	██████	██████	██	9
Explaining the Agreement	██████	██████	██████	10
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

### Additional comments

Jeanette did an excellent job. Now, concern to me, is good to know that i can count with a friend like Jeanette.

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 00000007133  
**Transaction Type:** Buyer  
**Customer:** Wilfredo & Grace La Paz  
**Property:** 2022 Hawks View Dr Ruskin FL 33570  
**Close Date:** 05/23/2013  
**Survey Completed Date:** 06/09/2013  
**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**

Jeanette was an amazing agent I have already repeatedly recommended her. For our 11 month process she held our hands and stood by us til the end as well as at our closing process. She is a true asset to Century 21.

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





# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000007229  
**Transaction Type:** Buyer  
**Customer:** Jose and Elizabeth Pena  
**Property:** 924 Spindle Palm Way Apollo Beach FL 33572  
**Close Date:** 07/15/2013  
**Survey Completed Date:** 07/29/2013  
**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**

Mrs. Jeanette is very professional, knows her job, very reliable and always on time. She is a very friendly person. Always came up with solution to any problems that arise. "Will recommend"

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 00000006966  
**Transaction Type:** Buyer  
**Customer:** Viorel Zdrobau  
**Property:** 10408 White Peacock PI Riverview  
 FL 33579  
**Close Date:** 06/28/2013  
**Survey Completed Date:** 07/31/2013  
**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**

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000006624  
**Transaction Type:** Buyer  
**Customer:** Lino and Lillian Hernandez  
**Property:** 1502 Dedham Dr Sun City Center  
FL 33573  
**Close Date:** 11/21/2012  
**Survey Completed Date:** 12/08/2012  
**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
████████	████████	████████	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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL**

**Customer:** Angel Vasquez-Ortiz & Ana Ramos-Rodriguez  
**Phone:**  
**Email:** anar727@gmail.com  
**Address:**

**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 00000006598  
**Transaction Type:** Seller  
**Customer:** Angel Vasquez-Ortiz & Ana Ramos-Rodriguez  
**Property:** 10209 Tapestry Key Ct Riverview FL 33578  
**Close Date:** 02/08/2013  
**Survey Completed Date:** 02/18/2013  
**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
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	██████	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:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000006869  
**Transaction Type:** Buyer  
**Customer:** Allan and Gloria Rogers  
**Property:** 677 Fort Duquesna Dr Sun City Center FL 33573  
**Close Date:** 02/15/2013  
**Survey Completed Date:** 02/25/2013  
**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**

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:** Jose & Judith Torres  
**Phone:** 7874491869  
**Email:** torres.fiji@hotmail.com  
**Address:** HC2box6910

**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 00000006441  
**Transaction Type:** Buyer  
**Customer:** Jose & Judith Torres  
**Property:** 2341 Glenmore Cir Sun City Center FL 33573  
**Close Date:** 09/17/2012  
**Survey Completed Date:** 09/25/2012  
**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	████████	████████	████████	10
Knowledgeable about the market				NA
Understood what was important				NA
Resolution of any issue that arose				NA
Explaining the Agreement				NA
Managing the details from contract to close				NA
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

Mrs.Martinez is a value one of the value realtor that you has.Very good knowlegde of her job,very,very responsible and you will not need other seller having her there.Extremly profesinal in her job

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000005316  
**Transaction Type:** Seller  
**Customer:** Jose Luis & Andrea Cordona  
**Property:** 11414 Blue Lilac Ave Riverview FL 33578  
**Close Date:** 09/14/2012  
**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

I was very satisfied with the job done.

<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:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 00000006196  
**Transaction Type:** Buyer  
**Customer:** Jorge and Melanie Amayo  
**Property:** 1054 Seminole Sky Dr Ruskin FL 33570  
**Close Date:** 07/31/2012  
**Survey Completed Date:** 08/08/2012  
**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
<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**

Very kind, knowledgeable, always in touch, great agent.

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





# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Overall Score**  
**91%**

**Transaction ID:** 000000006044  
**Transaction Type:** Buyer  
**Customer:** Frank and JoAnn Sherman  
**Property:** 2003 Hadrian Ct Sun City Center  
 FL 33573  
**Close Date:** 04/19/2012  
**Survey Completed Date:** 05/05/2012  
**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	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	10
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?	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	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 Jeanette's service to us. She tirelessly drove us around to look at many homes in a short period of time.

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000005554  
**Transaction Type:** Buyer  
**Customer:** Francisco Ramon Munoz  
**Property:** 13561 Fladgate Mark Dr Riverview  
 FL 33579  
**Close Date:** 12/19/2011  
**Survey Completed Date:** 01/10/2012  
**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
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

**Additional comments**

Everything was excellent with Jeanette Martinez. Very nice lady and responsible +

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000005554  
**Transaction Type:** Buyer  
**Customer:** Francisco Ramon Munoz  
**Property:** 13561 Fladgate Mark Dr Riverview FL 33579  
**Close Date:** 12/19/2011  
**Survey Completed Date:** 01/10/2012  
**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
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

**Additional comments**

Everything was excellent with Jeanette Martinez. Very nice lady and responsible +

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000005396  
**Transaction Type:** Buyer  
**Customer:** Steven Farrell  
**Property:** 4215 Bird St E Tampa FL 33617  
**Close Date:** 09/16/2011  
**Survey Completed Date:** 10/03/2011  
**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
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	9
Regularly stayed in touch	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	10
Knowledgeable about the market	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	9
Understood what was important	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	9
Resolution of any issue that arose	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	8
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?	■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	8

**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:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000005297  
**Transaction Type:** Seller  
**Customer:** Iлона Sigalov-Lobanov & POA  
 Lorraine Ayzelnlan  
**Property:** 13015 Carlington Ln Riverview FL  
 33579  
**Close Date:** 08/01/2011  
**Survey Completed Date:** 09/02/2011  
**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
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**

<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:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000005325  
**Transaction Type:** Buyer  
**Customer:** Jaime Velaquez Spody  
**Property:** 12809 Avelar Manor Pl Riverview FL 33578  
**Close Date:** 06/13/2011  
**Survey Completed Date:** 06/22/2011  
**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:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000005203  
**Transaction Type:** Buyer  
**Customer:** Christopher Pearl  
**Property:** 806 Parker Den Dr Ruskin FL 33570  
**Close Date:** 05/27/2011  
**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**

Jeanette was an absolute professional and a pleasure to work with. We are first time home buyers and she made our experience a memorable one. I was recommended her through a colleague at my job who also used her to buy his first home. She listened to our concerns / needs, she treated us with respect, and she was very patient with us all while helping make the decision easier. I would most definately recommend her to someone else. I feel we have gained, not only a realtor, but a friend.

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanette Martinez  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000005069  
**Transaction Type:** Buyer  
**Customer:** David Ramos  
**Property:** 12912 Brookcrest PI Riverview FL 33578  
**Close Date:** 11/30/2010  
**Survey Completed Date:** 01/14/2011  
**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**

Jeanette was with us from day one, even though it took us close to six months to find the house of our dreams! She also taught us so much about the market and purchasing a home that we gained a lot of trust in her opinion. The biggest Compliment I can pay her is that I have recommended her to various family and friends. Hopefully this year will bring her many more purchases!

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