



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanne Gleason  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000017330  
**Transaction Type:** Buyer  
**Customer:** Gregory and Barbara Pigeon  
**Property:** 10223 Caraway Spice Ave  
 Riverview FL 33578  
**Close Date:** 07/09/2014  
**Survey Completed Date:** 09/17/2014  
**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

Jeanne Gleason has been terrific throughout the entire process, educating us on short sales, foreclosures, used home market, new home market and holding our hand throughout the purchase and after closing.

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanne Gleason  
**Office:** CENTURY 21 Beggins Enterprises

**Overall Score**  
**97%**

**Transaction ID:** 000000017359  
**Transaction Type:** Buyer  
**Customer:** Airrion Solomon & Latisha Williams  
**Property:** 1319 Oak Pond St Ruskin FL 33570  
**Close Date:** 07/16/2014  
**Survey Completed Date:** 08/14/2014  
**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
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	████████	████████	██	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

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Leslie Griffin  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000016811  
**Transaction Type:** Seller  
**Customer:** Reedis Singleton  
**Property:** 11450 Newgate Crest Dr Riverview  
 FL 33579  
**Close Date:** 07/17/2014  
**Survey Completed Date:** 08/12/2014  
**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**

Incredibly dedicated to what they do! Jeanne actually said my house would sell by June and she was dead on, accepted the offer on the 18th. Wonderful working with Jeanne and Leslie. Thanks 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:** Jeanne Gleason  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000017002  
**Transaction Type:** Buyer  
**Customer:** Alexa Clark & Michael Fox  
**Property:** 10431 Heron Lake Dr Riverview FL 33578  
**Close Date:** 05/30/2014  
**Survey Completed Date:** 06/16/2014  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
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Regularly stayed in touch  
 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
████████	██████		6
████████	████████	██████	9
████████	████████	██████	9

### Additional comments

Mrs Gleason was awesome! She took care of problems immediately and was always prompt in answering questions when asked.

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanne Gleason  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000016327  
**Transaction Type:** Buyer  
**Customer:** Nadine and Michael OBrien  
**Property:** 317 Knottwood Ct Sun City Center  
 FL 33573  
**Close Date:** 04/11/2014  
**Survey Completed Date:** 04/30/2014  
**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.)?  
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 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 Love Jeanne..... Jeanne is extremely knowledgeable in the market I was interested in. If there was something she was not 100% sure of, she obtained that information, and got right back to me with the answer. I would definitely recommend Century 21, and specifically Jeanne. For any future purchases, Jeanne is my go to person. I look forward to working with her in the future.

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Jeanne Gleason  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000016430  
**Transaction Type:** Buyer  
**Customer:** James and Shirlynn Malczewski  
**Property:** 6421 Clair Shore Dr Apollo Beach FL 33572  
**Close Date:** 03/25/2014  
**Survey Completed Date:** 04/02/2014  
**Survey Type:** Online

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

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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

**Additional comments**

Very friendly an helped us out in knowledge of other thing concerning the house !!!! We are very satisfied

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