



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Kelly Combs
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000018001
Transaction Type: Buyer
Customer: Ryan Manske & Nicole Campbell
Property: 6000 18th St S St Petersburg FL 33712
Close Date: 12/02/2014
Survey Completed Date: 12/22/2014
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

Kelly was a delight to work with and she met every expectation we had for home buying. She was always available when we needed. He was very trustworthy and enthusiastic.

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



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Agent: Kelly Combs
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000017901
Transaction Type: Buyer
Customer: Lisa Chancey
Property: 2711 Colewood Ln Dover FL 33527
Close Date: 10/28/2014
Survey Completed Date: 11/24/2014
Survey Type: Online

Overall Score
100%

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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
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Kelly did a great job for us... she definitely went above and beyond to make sure our new home purchase was an easy and pleasant experience. We will absolutely recommend her to everyone we know that might have need for a realtor.

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



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Agent: Kelly Combs
Office: CENTURY 21 Beggins Enterprises

Overall Score
93%

Transaction ID: 000000017370
Transaction Type: Seller
Customer: Michael Leake
Property: 1212 Kennewick Ct Wesley Chapel FL 33543
Close Date: 11/05/2014
Survey Completed Date: 11/15/2014
Survey Type: Online

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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
████████	████████	██████	9
████████	████████	██████	9
████████	████████	██████	9
████████	████████	████████	10
████████	████████	████████	10
████████	████████	██████	9
████████	████████	██████	9
████████	████████	██████	9
████████	████████	████████	10
████████	████████	████████	10

Additional comments

It truly was a pleasure working with Kelly. I found Kelly to be professional, motivated and experienced in the selling of our home. The next time we are in need of a Real Estate professional Kelly will be the first agent we call.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Kelly Combs
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000017533
Transaction Type: Seller
Customer: Matthew Stange
Property: 11820 13th Way N St Petersburg
 FL 33716
Close Date: 10/23/2014
Survey Completed Date: 11/07/2014
Survey Type: Online

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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

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Kelly Combs
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000016780
Transaction Type: Buyer
Customer: Miguel Mercados & Wandy Wright
Property: 2209 Roanoke Springs Dr Ruskin FL 33570
Close Date: 09/19/2014
Survey Completed Date: 10/01/2014
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
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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
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

She's the best .she understood every step .I recommend her to anyone of my family's or friends.or anyone whos trying to buy a home.Thank you so much.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Kelly Combs
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000017478
Transaction Type: Buyer
Customer: Isabel Rodriguez & Jorge Jaramillo
Property: 6241 Osprey Lake Cir Riverview FL 33578
Close Date: 09/17/2014
Survey Completed Date: 09/25/2014
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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	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 want to point Kelly Combs and her professionalism, her knowledge and care for her clients. Since the beginning of my journey in buying a house, she was always there, explained everything with details. At the end of the process I have some problems (related with the lender), but she was always in touch with me, either text, email or call, explaining every little detail to me, even after hours or weekends. I feel that Kelly really cares about her clients, she gives 100% of her time and I will recommend her to anybody who wants to sell or buy a house. Century 21 is very lucky to have such a professional and caring person working for them. Thank you Kelly, I could not do it without you. You are great!

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



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Agent: Kelly Combs
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000017407
Transaction Type: Buyer
Customer: Wallace and Sandra Blair
Property: 6203 Krista Dr Spring Hill FL 34609
Close Date: 08/22/2014
Survey Completed Date: 09/11/2014
Survey Type: Online

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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	████████	████████	████████	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

Kelly has been one of the greatest assets to this profession. We where buying a house from out of state. Sight unseen!!! Kelly went to the houses and did a video for us and gave us a lot of very good feed back. We never asked her too Kelly just offered. Kelly has so much energy and her personality is so vibrant. We have dealt with many many agents in this business and Kelly surpasses ALL of them. I would highly recommend Kelly and your company to anyone in a heart beat. I see Kelly going far in life. When ever we had a problem or question Kelly was right on it till she found the correct answer, no matter how long or how late into the night it took her. Kelly is one of the best assets you have going for your company. Thank you for letting us having the great privilege to work for and with us. Wally and Sandi Blair

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Kelly Combs
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000016842
Transaction Type: Buyer
Customer: Paul and Tiffany Marshall
Property: 413 North Bay St W Tampa FL 33603
Close Date: 05/15/2014
Survey Completed Date: 06/26/2014
Survey Type: Online

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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: Kelly Combs
Office: CENTURY 21 Beggins Enterprises

Overall Score
91%

Transaction ID: 000000016354
Transaction Type: Buyer
Customer: Michael Boscia
Property: 1910 Palm Ave E Tampa FL 33605
Close Date: 04/10/2014
Survey Completed Date: 05/09/2014
Survey Type: Online

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1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	██████	9
████████	████████	██████	9
████████	████████	██████	9
████████	████████	██████	9
████████	████████	██████	9
████████	████████	██████	9
████████	████████	██████	9
████████	████████	██████	9
████████	████████	██████	9

Additional comments

Kelly was very professional, organized, knowledgeable, responsive, and proactive.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Joel Brumbach
Office: CENTURY 21 Beggins Enterprises

Overall Score
97%

Transaction ID: 000000016361
Transaction Type: Buyer
Customer: Patricia Reed
Property: 916 Spindle Palm Way Apollo Beach FL 33572
Close Date: 03/31/2014
Survey Completed Date: 04/08/2014
Survey Type: Online

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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?	■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9
Regularly stayed in touch	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Knowledgeable about the market	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Understood what was important	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9
Resolution of any issue that arose	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Explaining the Agreement	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Managing the details from contract to close	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
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Additional comments

Joel's team agent Kelly Combs was wonderfully patient and always available. She responded to our every need.

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