



CENTURY 21® Quality Service Survey

Individual Survey Results



CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL

Customer: Zhibin Liang & Huiyu Zeng
Phone:
Email: ricky1@126.com
Address:

Agent: Ken Baldwin
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 000000004632
Transaction Type: Buyer
Customer: Zhibin Liang & Huiyu Zeng
Property: 1428 Harbour Blue St Ruskin FL 33570
Close Date: 08/08/2014
Survey Completed Date: 08/18/2014
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
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████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

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



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Individual Survey Results



Agent: Ken Baldwin
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 00000004419
Transaction Type: Buyer
Customer: Yang Wang & Li Liu
Property: 3650 Windber Blvd Palm Harbor
 FL 34685
Close Date: 07/11/2014
Survey Completed Date: 07/23/2014
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
 Resolution of any issue that arose
 Explaining the Agreement
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Additional comments

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