



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Linda O'Hanlan
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000004394
Transaction Type: Seller
Customer: Barbara Moorman
Property: 9490 Harbor Greens Way # 301
 Seminole FL 33776
Close Date: 05/29/2014
Survey Completed Date: 06/09/2014
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

I am 89 years old and sold my winter condo. I could not have done this without Linda. She tied up loose ends - like when Salvation Army 'forgot' to come, the day before closing, and pick up my furniture - they did not pick up everything, but Linda offered to reschedule with them and be there when they showed up. She also returned my cable modem. She was extremely helpful and went beyond what was expected.

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



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Individual Survey Results



Agent: Linda OHanlan
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000004399
Transaction Type: Buyer
Customer: James Roehm & Charlene Ruhge
Property: 10722 59th Ave Seminole FL 33772
Close Date: 03/21/2014
Survey Completed Date: 03/31/2014
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
██████	██		5
██████	██████	██████	10
██████	██████	██████	10

Additional comments

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



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Agent: Linda O'Hanlan
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000004165
Transaction Type: Seller
Customer: David & Beverly Wahl
Property: 6475 Shoreline Dr # 5403 St Pete Beach FL 33708
Close Date: 05/03/2013
Survey Completed Date: 05/16/2013
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
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

Additional comments

Linda did a great job getting our place sold and for the price we wanted. She definitely represented us well as the seller. Too many agents want to pressure you to lower the price to make their job easier. This was not so with Linda.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Linda O'Hanlan
Office: CENTURY 21 Beggins Enterprises

Overall Score
97%

Transaction ID: 000000004235
Transaction Type: Seller
Customer: Kelly Hayslip
Property: 12374 Imperial Dr Seminole FL 33772
Close Date: 07/15/2013
Survey Completed Date: 07/29/2013
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
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	████████	████████	██████	9
Resolution of any issue that arose	████████	████████	████████	10
Explaining the Agreement	████████	████████	██████	9
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.)?	████████	████████	██████	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

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