



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Lisa Cillo  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000017319  
**Transaction Type:** Seller  
**Customer:** Lymari Diaz-Quinones  
**Property:** 1042 Brenton Leaf Dr Ruskin FL 33570  
**Close Date:** 09/26/2014  
**Survey Completed Date:** 10/12/2014  
**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**

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Lisa Cillo  
**Office:** CENTURY 21 Beggins Enterprises

**Overall Score**  
**94%**

**Transaction ID:** 000000017285  
**Transaction Type:** Buyer  
**Customer:** Priscila Pastrana  
**Property:** 1217 Lake Highview Ln Brandon FL 33510  
**Close Date:** 08/15/2014  
**Survey Completed Date:** 09/08/2014  
**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	████████	████████	██████	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.)?	████████	████████	██████	8
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?	████████	████████	██████	9

**Additional comments**

She is quick, professional and responsible. It made me feel safe throughout the process and always willing to help in any subject although not their responsibility.

<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:** Lisa Cillo  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000016098  
**Transaction Type:** Seller  
**Customer:** Leonard and Arabella Roden  
**Property:** 5019 Clover Mist Dr Apollo Beach FL 33572  
**Close Date:** 05/16/2014  
**Survey Completed Date:** 06/02/2014  
**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

Selling the property took a year, Lisa did her best to stay in touch and to keep the process from failing. We are very happy with her, she went above and beyond to assist us.

<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:** Lisa Cillo  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000016073  
**Transaction Type:** Seller  
**Customer:** Suzanna Szabo & Leslie & Fidas Schielka  
**Property:** 3409 Sherry Dr Brandon FL 33511  
**Close Date:** 04/11/2014  
**Survey Completed Date:** 04/22/2014  
**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**

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Lisa Cillo  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000014719  
**Transaction Type:** Seller  
**Customer:** Ronald & Kelly Sibla  
**Property:** 10117 Tarragon Dr Riverview FL 33569  
**Close Date:** 06/11/2013  
**Survey Completed Date:** 06/19/2013  
**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
████████	████████	████████	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:** Lisa Cillo  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000015134  
**Transaction Type:** Seller  
**Customer:** Carl and Peggy Hunt  
**Property:** 10615 Berner Ln Riverview FL 33578  
**Close Date:** 08/14/2013  
**Survey Completed Date:** 09/05/2013  
**Survey Type:** Online

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

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?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■	8
Regularly stayed in touch	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Knowledgeable about the market	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■	8
Understood what was important	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Resolution of any issue that arose	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Explaining the Agreement	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■	8
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

Lisa was great help in this transaction. I was very confident in her which was important with myself not able to be around. Thank you again for all you did.

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