



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Marie Gregorio  
**Office:** CENTURY 21 LIST with BEGGINS

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

**Transaction ID:** 000000004928  
**Transaction Type:** Buyer  
**Customer:** Heather and Joseph Edwards  
**Property:** 115 Oak Run Dr Lakeland FL 33809  
**Close Date:** 12/10/2014  
**Survey Completed Date:** 12/22/2014  
**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:** Melissa Byrne  
**Office:** CENTURY 21 LIST with BEGGINS

**Transaction ID:** 000000004848  
**Transaction Type:** Buyer  
**Customer:** Ellen and John Mizio  
**Property:** 206 Emma St W Tampa FL 33603  
**Close Date:** 11/19/2014  
**Survey Completed Date:** 11/27/2014  
**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
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

Melissa Byrne and Marie Gregorio provided superior service in the recent purchase of our home. They are both highly knowledgeable and professional and extremely responsive to all our questions and concerns. I would highly recommend them to anyone looking to buy or sell a home.

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