



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Melissa Philip
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 000000004918
Transaction Type: Buyer
Customer: Christopher Hradesky & Stephanie Hradesky
Property: 2616 Keene Park Dr Largo FL 33771
Close Date: 12/17/2014
Survey Completed Date: 01/17/2015
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

Melissa Byrne did an amazing job helping us to find a amazing home! She listened to what we wanted, took into consideration the area we wanted to be in and she went above and beyond by finding our dream home!!

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



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

Additional comments

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



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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:

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 Knowledgeable about the market
 Understood what was important
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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
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



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Individual Survey Results



Agent: Melissa Byrne
Office: CENTURY 21 LIST with BEGGINS

Transaction ID: 000000004377
Transaction Type: Buyer
Customer: Patrick ORourke
Property: 500 Buckingham Ave Oldsmar FL 34677
Close Date: 07/16/2014
Survey Completed Date: 08/22/2014
Survey Type: Online

Overall Score
97%

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

Overall Score
91%

Transaction ID: 000000004417
Transaction Type: Buyer
Customer: Coastal Acquisition Partners & M Ryan Homes
Property: 215 Grady Ave S Tampa FL 33609
Close Date: 07/16/2014
Survey Completed Date: 08/01/2014
Survey Type: Online

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

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: Melissa Byrne
Office: CENTURY 21 LIST with BEGGINS

Transaction ID: 000000004038
Transaction Type: Buyer
Customer: TIF TMP LLC
Property: 18312 Elmhurst Ln Tampa FL 33647
Close Date: 05/20/2014
Survey Completed Date: 06/16/2014
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
████████	████████	████████	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



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Agent: Melissa Byrne
Office: CENTURY 21 LIST with BEGGINS

Transaction ID: 00000003943
Transaction Type: Seller
Customer: Ellenbeth Wachs
Property: 116 Haya St W Tampa FL 33603
Close Date: 04/29/2014
Survey Completed Date: 05/18/2014
Survey Type: Online

Overall Score
96%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
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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
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	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	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?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■	9
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	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: 000000002073
Transaction Type: Buyer
Customer: Cyril Morgan
Property: 3629 Everette Ave W Tampa FL 33611
Close Date: 01/08/2013
Survey Completed Date: 01/16/2013
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
			N/A
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

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



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Agent: Melissa Byrne
Office: CENTURY 21 LIST with BEGGINS

Overall Score
95%

Transaction ID: 000000001532
Transaction Type: Buyer
Customer: Winson and Suyapa Lee
Property: 7417 Fitzgerald S Tampa FL 33616
Close Date: 09/04/2012
Survey Completed Date: 10/22/2012
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:

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 Knowledgeable about the market
 Understood what was important
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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	████████	████████	██████	9
Understood what was important	████████	████████	████████	10
Resolution of any issue that arose				N/A
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.)?	████████	████████	████████	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

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



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Agent: Melissa Byrne
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 000000001261
Transaction Type: Buyer
Customer: Orathai Northern
Property: 4515 Bay Spring Ct Tampa FL 33611
Close Date: 05/04/2012
Survey Completed Date: 05/25/2012
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
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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				NA
Explaining the Agreement	████████	████████	████████	10
Managing the details from contract to close	████████	████████	████████	10
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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

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	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked