



**MIKE REICHENBACH**  
Madeira Beach Office

# Customer Testimonials

Don't take our word for it,  
read what our customers have to say...

Hi Mike!

We just wanted to send you a thank you note for all your help with our purchase of our townhouse. It has been just over a year of our purchase and we are just so happy with our townhouse. I don't think we could have picked a better place. Vista Moorings is a perfect fit for us and our family. We have had several family members down to visit and everyone is so impressed at how beautiful the place is.

We just wanted to express our gratitude to you for all your hard work and time you put in to help us make our purchase. You were very patient with us when we changed our minds a hundred times. We could not have done it without you and would recommend you to anyone looking for a place in this area.

We could not be happier with our decision! Thank You!

*~The Kaba Family*

Just a short note to thank you for all your help and consideration in selling our property. You were very professional, we thank you for your gift.

*~George & Vivian Greenfield*

I would like to recognize the most outstanding realtor team, Donna & Mike Reichenbach. Compared to all my previous experience here in FL and other states for the past 38 years they provided higher standards, exceeded all my expectations and surprised me with their talent, expertise, ethics, dedication and attitude, just to mention a few.

I highly recommend Donna & Mike for any real estate need. It will be your most pleasant experience and it can't get any better than that.

*~Dr. A. Bascharon*

For Your "Finest Real Estate Experience" ...*GUARANTEED!*

**Century 21**  
BEGGINS ENTERPRISES  
c21beggins.com



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000002385  
**Transaction Type:** Buyer  
**Customer:** Patrice & Dexter Boone  
**Property:** 571 Johns Pass Ave Maderia Beach FL 33708  
**Close Date:** 11/05/2014  
**Survey Completed Date:** 11/25/2014  
**Survey Type:** Online

**Overall Score**  
**93%**

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

**Additional comments**

Donna is a very good Realtor and is knowledgable ,informed, and in touch with her market. Thank you for finding our home.

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



## CENTURY 21® Quality Service Survey

### Individual Survey Results



**Agent:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

**Overall Score**  
**90%**

**Transaction ID:** 000000001998  
**Transaction Type:** Seller  
**Customer:** Jim & Nancy Hulsebus  
**Property:** 401 150th Ave Madeira Beach FL 33708  
**Close Date:** 12/06/2013  
**Survey Completed Date:** 12/16/2013  
**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
■ ■ ■ ■		■ ■	9
■ ■ ■ ■	■ ■ ■ ■	■ ■	9
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■	9
■ ■ ■ ■	■ ■ ■ ■	■	8
■ ■ ■ ■	■ ■ ■ ■	■ ■	9
■ ■ ■ ■	■ ■ ■ ■	■ ■	9
■ ■ ■ ■	■ ■ ■ ■	■ ■	9
■ ■ ■ ■	■ ■ ■ ■	■ ■	9
■ ■ ■ ■	■ ■ ■ ■	■ ■	9

**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:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000002204  
**Transaction Type:** Seller  
**Customer:** Clifford & Kimbra Bertucci  
**Property:** 4495 Crestwood Dr N Saint Petersburg FL 33714  
**Close Date:** 11/06/2013  
**Survey Completed Date:** 11/27/2013  
**Survey Type:** Online

**Overall Score**  
**80%**

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?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■	9
Regularly stayed in touch	■ ■ ■ ■	■ ■ ■ ■	■	8
Knowledgeable about the market	■ ■ ■ ■	■ ■ ■ ■	■	8
Understood what was important	■ ■ ■ ■	■ ■ ■ ■	■	8
Resolution of any issue that arose	■ ■ ■ ■	■ ■ ■ ■	■	8
Explaining the Agreement	■ ■ ■ ■	■ ■ ■ ■	■	8
Managing the details from contract to close	■ ■ ■ ■	■ ■ ■ ■		7
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?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■	9

### 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:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000002149  
**Transaction Type:** Buyer  
**Customer:** David and Shirley Butler  
**Property:** 315 Belle Isle Ave Belleair Beach FL 33786  
**Close Date:** 11/12/2013  
**Survey Completed Date:** 12/02/2013  
**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	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	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

This was a stressful situation for us, beginning with the decision to leave our friends and home state of 30 plus years Maryland. We knew Michael and Donna Reichenbach from past positive experiences selling a house and buying a condo in Madeira Beach so it was an easy decision to go with them. In less than 3 months we were faced with selling a large home in Southern Maryland we had built and loved, plus a beach condo, as well as a challenging task of finding a waterfront home that would satisfy our needs for the rest of our lives. We had designed (to a degree) and built our last three homes and had definite ideas of what we wanted. The process was made more difficult by not having much time to be in Florida due to the demands of preparing our larger old house for sale and greatly downsizing possessions accurate over 40+ years to fit our new life. We would have had a far harder time without Michael's patience and research. He considered a large number of homes then culled a selection he thought would best fit our needs before we came to the area to look at them ourselves. Our Summer was very tightly scheduled with other commitments so we lost a few promising opportunities in a hot market but in the end found a pretty much perfect (for us) new home.



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

**Overall Score**  
**89%**

**Transaction ID:** 000000002042  
**Transaction Type:** Seller  
**Customer:** Cherie Arthur & Ly Hembrough  
**Property:** 13027 Pelican Ln Madeira Beach  
 FL 33708  
**Close Date:** 05/24/2013  
**Survey Completed Date:** 06/03/2013  
**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?	■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9
Regularly stayed in touch	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	8
Knowledgeable about the market	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9
Understood what was important	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9
Resolution of any issue that arose	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	8
Explaining the Agreement	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
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.)?	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	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?	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9

**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



**CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL**

**Customer:** Dalpe Property LLC  
**Phone:**  
**Email:**  
**Address:**

**Agent:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 00000002154  
**Transaction Type:** Buyer  
**Customer:** Dalpe Property LLC  
**Property:** 6430 Pensive Dr Port Richey FL 34668  
**Close Date:** 09/17/2013  
**Survey Completed Date:** 09/25/2013  
**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

**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:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000001913  
**Transaction Type:** Seller  
**Customer:** Jerry & Hollis Wingo & Kenneth Guider  
**Property:** 1548 Betty Ln S Clearwater FL 33756  
**Close Date:** 11/01/2012  
**Survey Completed Date:** 11/22/2012  
**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

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





# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000001903  
**Transaction Type:** Seller  
**Customer:** Robb Cole & Florida Research Inc  
**Property:** 1201 Gulf Blvd # 1 Indian Rocks Beach FL 33785  
**Close Date:** 12/04/2012  
**Survey Completed Date:** 12/17/2012  
**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

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000001909  
**Transaction Type:** Seller  
**Customer:** Dalph Management  
**Property:** 3101 54th Ave N St Petersburg FL 33714  
**Close Date:** 09/07/2012  
**Survey Completed Date:** 09/17/2012  
**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:

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:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

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

**Transaction ID:** 000000001713  
**Transaction Type:** Buyer  
**Customer:** Cynthia Blake  
**Property:** 116 146th Ave E Madeira Beach  
 FL 33708  
**Close Date:** 10/18/2011  
**Survey Completed Date:** 11/11/2011  
**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**

Mike and Donna both made the buying experience a pleasant one. I would definitely refer anyone looking for real estate to them. Thanks again for all the hard work.

<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:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 00000001670  
**Transaction Type:** Buyer  
**Customer:** Nicholas Romessar & Katherine Romessar  
**Property:** 4316 Waterville Ave Wesley Chapel FL 33543  
**Close Date:** 07/12/2011  
**Survey Completed Date:** 08/15/2011  
**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

We happened to luck into having Mike as our agent. We had flown down for just a few days expecting to see some homes because my husband was transferring in just months. Our agent, then, had stood us up and blew us off for days. Discouraged, we seen the office across the street from our hotel and decided to just see if someone could help us. We walked in the door and met Donna, Mike's wife. Donna introduced us to Mike. Mike started helping us right away and began calling and setting things up for us that day! Although our budget was modest, Mike treated us like first class buyers. Mike was also patient with us during our search. Needless to say, we showed Mike areas that he had never expected to see! To give you a hint, we purchased our perfect home in Wesley Chapel about an hour or more from Mike's office. Mike also knows how to build relationships with his clients. Mike treated us like family. Mike was even at our home inspection! We believe that we not only gained a wonderful realtor, but a wonderful friend! Of course we would recommend Mike to anyone we knew. Mike is a honest, caring person who enjoys his work. To top everything off they sent us a beautiful welcome basket. It has been a WOW experience!

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000001625  
**Transaction Type:** Buyer  
**Customer:** Daniel Martin & Entrust Group  
**Property:** 17721 Gulf Blvd Redington Shores  
 FL 33708  
**Close Date:** 06/07/2011  
**Survey Completed Date:** 06/15/2011  
**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**

Mike Reichenbach was the best real estate agent I've ever worked with.

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



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000001639  
**Transaction Type:** Buyer  
**Customer:** Edward & Nancy Kaba  
**Property:** 19651 Gulf Blvd # A-10 Indian Shores FL 33785  
**Close Date:** 06/01/2011  
**Survey Completed Date:** 06/13/2011  
**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**

We just loved working with Mike. We could not have asked for a better agent. Thanks for all you did for us.

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



# CENTURY 21® Quality Service Survey



## Individual Survey Results

**Agent:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000001357  
**Transaction Type:** Buyer  
**Customer:** Lisa Ammons  
**Property:** 13331 Gulf Blvd Madeira Beach FL 33708  
**Close Date:** 04/26/2010  
**Survey Completed Date:** 08/24/2010  
**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 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
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[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10

### Additional comments

Mike is a very attentive agent, and answered any questions I had, that day. I still contact him with questions, he is one of the best agents I have ever worked with.

He genuinely cares about his clients, and it shows.

While he was on vacation, I also had the pleasure of working with his wife Donna, and she is also as proficient as Mike. They make a great team, I have recommended both of them to my customers numerous times and will continue to do so.

Thank You, Lisa Ammons

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







# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Michael Reichenbach  
**Office:** CENTURY 21 Beggins Enterprises

**Transaction ID:** 000000001361  
**Transaction Type:** Seller  
**Customer:** John Savko  
**Property:** 727 Milwaukee Ave Dunedin FL 34698  
**Close Date:** 12/22/2009  
**Survey Completed Date:** 01/09/2010  
**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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

### Additional comments

I have been in Real estate for over 30 years and Mike was fantastic!!!!Extremely professional yet very personable.We had lots of activity in the worst real estate market ever, and the property eventually closed. He made it seem too easy!!!!

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