



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Nate Kalk
Office: CENTURY 21 LIST with BEGGINS

Overall Score
100%

Transaction ID: 000000004766
Transaction Type: Buyer
Customer: Rex and Loretta Moody
Property: 4412 Pearl Ave W Tampa FL 33611
Close Date: 10/07/2014
Survey Completed Date: 10/17/2014
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

Nate is professional, knowledgeable and very helpful. He set up the sale of our house and the purchase of our new home. He responded to any questions or issues immediately. He made what could have been an extremely stressful experience as easy as possible. We recommend him to anyone. Thanks to Nate for everything he did for us.

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



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Agent: Nate Kalk
Office: CENTURY 21 LIST with BEGGINS

Overall Score
97%

Transaction ID: 000000002980
Transaction Type: Seller
Customer: Frank Mulder
Property: 3307 San Juan St W Tampa FL 33629
Close Date: 07/11/2014
Survey Completed Date: 08/14/2014
Survey Type: Online

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

Additional comments

Nate did a great job in helping me with my short sale. I will use him again and I will recommend his services to anyone that I know. Frank Mulder

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



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Agent: Nate Kalk
Office: CENTURY 21 LIST with BEGGINS

Transaction ID: 000000002070
Transaction Type: Seller
Customer: Anitra Massie
Property: 3806 Turkey Creek Rd Plant City FL 33567
Close Date: 06/17/2013
Survey Completed Date: 08/07/2013
Survey Type: Online

Overall Score
100%

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

Additional comments

Nate was a great agent. We had moved out of state and Nate handled everything for us. He regularly stayed in contact and we are so thankful for him.

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



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Nate Kalk
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000005583
Transaction Type: Seller
Customer: John & Cindy Rogers
Property: 9005 Norfolk St W Tampa FL 33615
Close Date: 10/31/2011
Survey Completed Date: 11/10/2011
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

We appreciate Nate's personal attention to our needs. He was always available to us and responded quickly to our calls. Thank you for a job well done!

KEY: 0-4	Dissatisfied
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8-10	Delighted
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CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Nate Kalk
Office: CENTURY 21 LIST with BEGGINS

Transaction ID: 000000001122
Transaction Type: Buyer
Customer: Gerald & Betty Kubick
Property: 19412 Heritage Harbor Pkwy Lutz
 FL 33558
Close Date: 02/27/2012
Survey Completed Date: 03/15/2012
Survey Type: Online

Overall Score
100%

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

Additional comments

Nate was a professional who cared

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



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Individual Survey Results



Agent: Nate Kalk
Office: CENTURY 21 LIST with BEGGINS

Transaction ID: 000000001062
Transaction Type: Seller
Customer: Vinicio & Rebecca Febles
Property: 5826 Wrenwater Dr Lithia FL 33547
Close Date: 02/14/2012
Survey Completed Date: 02/22/2012
Survey Type: Online

Overall Score
100%

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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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Office: CENTURY 21 Beggins Enterprises

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Transaction Type: Seller
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Close Date: 10/31/2011
Survey Completed Date: 11/10/2011
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Overall Score
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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	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	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

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



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Agent: Nate Kalk
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000005444
Transaction Type: Seller
Customer: Matt & Lindsey Grooms
Property: 2288 Blackwood Dr Mulberry FL 33860
Close Date: 08/18/2011
Survey Completed Date: 09/07/2011
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
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.)?	████████	████████	███	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

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
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