



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Phil Berger
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000017544
Transaction Type: Buyer
Customer: Ana Elicier-Cruz
Property: 6407 Osprey Lake Cir Riverview
 FL 33578
Close Date: 08/06/2014
Survey Completed Date: 08/18/2014
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



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Individual Survey Results



Agent: Phil Berger
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000017440
Transaction Type: Buyer
Customer: David Greif
Property: 9468 Forest Hills Pl Tampa FL 33612
Close Date: 07/28/2014
Survey Completed Date: 08/13/2014
Survey Type: Online

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
■■■■			10
■■■■	■■■■	■■■■	10
■■■■	■■■■	■■■■	10
■■■■	■■■■	■■■■	10
■■■■	■■■■	■■■■	10
■■■■	■■■■	■■■■	10
■■■■	■■■■	■■■■	10
■■■■	■■■■	■■■■	10
■■■■	■■■■	■■■■	10
■■■■	■■■■	■■■■	10

Additional comments

Phil did a great job and is a pleasure to work with. He is very professional and extremely attentive to my needs. He gets my highest recommendation.

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



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Individual Survey Results



Agent: Phil Berger
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000016933
Transaction Type: Buyer
Customer: Ana Negron-Hernandez
Property: 418 Kensington Lake Cir Brandon FL 33511
Close Date: 07/08/2014
Survey Completed Date: 07/24/2014
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
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 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
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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

Actually we are buying another property with 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: Phil Berger
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000015642
Transaction Type: Seller
Customer: Lloyd and Carol Harrison
Property: 5655 Sunset Falls Dr Apollo Beach FL 33572
Close Date: 07/03/2014
Survey Completed Date: 07/21/2014
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	████████	████████	████████	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?	████████	████████	██	8

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: Phil Berger
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000015932
Transaction Type: Seller
Customer: Morris Blackistone & Cynthia Blackistone
Property: 5623 Sunset Falls Dr Apollo Beach FL 33572
Close Date: 02/28/2014
Survey Completed Date: 03/10/2014
Survey Type: Online

Overall Score
94%

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	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Knowledgeable about the market	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Understood what was important	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Resolution of any issue that arose	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9
Explaining the Agreement	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Managing the details from contract to close	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	8
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: Phil Berger
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000016412
Transaction Type: Buyer
Customer: Richard and Jana Dechau
Property: 606 Riviera Dunes Way Palmetto FL 34221
Close Date: 02/28/2014
Survey Completed Date: 03/10/2014
Survey Type: Online

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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

Phil was extremely knowledgeable professional and personable. We really enjoyed working with Phil and cannot say enough good things about how he led us through the cumbersome process of procuring our new home.

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



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Agent: Phil Berger
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000015990
Transaction Type: Buyer
Customer: Angelia Brown
Property: 6908 Covington Stone Ave Apollo Beach FL 33572
Close Date: 11/28/2013
Survey Completed Date: 12/09/2013
Survey Type: Online

Overall Score
96%

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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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	████████	████████	██████	9
Resolution of any issue that arose	████████	████████	██████	9
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.)?	████████	████████	██████	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

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



CENTURY 21® Quality Service Survey

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Agent: Phil Berger
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000015419
Transaction Type: Buyer
Customer: Rachel Fishman
Property: 15922 Courtside View Dr Lithia FL 33547
Close Date: 08/26/2013
Survey Completed Date: 09/11/2013
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
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Understood what was important
Resolution of any issue that arose
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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: Phil Berger
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000013041
Transaction Type: Seller
Customer: David & Frances Greif
Property: 321 Silver Falls Dr Apollo Beach
 FL 33572
Close Date: 04/15/2013
Survey Completed Date: 04/23/2013
Survey Type: Online

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

Phil is the best, he worked very hard and was totally dedicated to selling my home. It was a pleasure working with him. Thanks Phil.

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

