



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Phil DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000008481
Transaction Type: Buyer
Customer: Mary Ann Lowry & Linda East
Property: 1409 Pebble Beach Blvd N Sun City Center FL 33573
Close Date: 10/30/2014
Survey Completed Date: 11/16/2014
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:

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	████████	████████	██████	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.)?	████████	██		5
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

Phil was extremely consciencious and thorough. He was knowledgeable about the local market and graciously showed us numerous properties which I'm positive cut into his personal time. We will definitely recommend his services to friends and colleagues and we, personally, will use C21 and Phil for future sale/purchase transactions.

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000008093
Transaction Type: Buyer
Customer: Joan Kopycinski
Property: 1503 Pebble Beach Blvd N Sun City Center FL 33573
Close Date: 07/11/2014
Survey Completed Date: 07/30/2014
Survey Type: Online

Overall Score
100%

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

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?

Additional comments

Phil did an amazing job helping us to purchase a home sight unseen in Florida from Pennsylvania. Although online photos make this much more possible, Phil's diligence and knowledge of the area we were looking in helped us to avoid pitfalls that came up with various homes we looked at. He contacted us regularly and explained the rules and expenses that came with each choice we looked at. To date we have not physically seen the house nor have we met Phil. We are very excited to do both next week! This entire process would have been impossible without all the work Phil did at his end. Phil is an asset to Century 21 and you should be proud to have him there! Sincerely, Joan Kopycinski and Kim Horn

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000008095
Transaction Type: Buyer
Customer: Judith Scheider
Property: 807 Bluewater Dr SunCity Center
 FL 33573
Close Date: 06/30/2014
Survey Completed Date: 07/15/2014
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
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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

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000007957
Transaction Type: Buyer
Customer: Peter and Carol Leto
Property: 901 El Rancho Dr Sun City Center
 FL 33573
Close Date: 05/21/2014
Survey Completed Date: 06/06/2014
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: Phil DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000007704
Transaction Type: Buyer
Customer: Cyril and Christine Mathieu
Property: 1626 Woodmar Dr Sun City Center FL 33573
Close Date: 01/29/2014
Survey Completed Date: 02/06/2014
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
████████	████████	████████	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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000007274
Transaction Type: Seller
Customer: Margaret, Ann, & Mar Barrientos
Property: 1502 Fort Duquesna Dr Sun City Center FL 33573
Close Date: 02/12/2014
Survey Completed Date: 03/01/2014
Survey Type: Online

Overall Score
84%

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?	■ ■ ■ ■	■ ■ ■ ■ ■	■	8
Regularly stayed in touch	■ ■ ■ ■	■ ■ ■ ■ ■	■	8
Knowledgeable about the market	■ ■ ■ ■	■ ■ ■ ■ ■	■	8
Understood what was important	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
Resolution of any issue that arose	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
Explaining the Agreement	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
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.)?	■ ■ ■ ■	■		5
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	■ ■ ■ ■	■ ■ ■ ■ ■	■	8
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■	■		5

Additional comments

did not work with office. worked with Phil. He took care of the house for us and did the little chores that we couldn't. For a 1100 miles gap this sale was easy.

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000007462
Transaction Type: Buyer
Customer: Leslie and Brenda Jones
Property: 1715 Del Webb Blvd W Sun City Center FL 33573
Close Date: 10/23/2013
Survey Completed Date: 10/31/2013
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
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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	████████	████████	████████	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

Phil is fantastic to work with and a pleasure to know.

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000006457
Transaction Type: Seller
Customer: Eugene & Mary Ann Rychlewski
Property: 2303 Oxford Center Pl Sun City Center FL 33573
Close Date: 01/14/2013
Survey Completed Date: 02/15/2013
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
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 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

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000006621
Transaction Type: Buyer
Customer: Gary and Donna Gicking
Property: 610 Allegheny Dr Sun City Center
FL 33573
Close Date: 12/31/2012
Survey Completed Date: 01/17/2013
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
████████	████████	████████	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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000006409
Transaction Type: Buyer
Customer: William and Mary Carroll
Property: 310 Linger Ln Sun City Center FL 33573
Close Date: 09/27/2012
Survey Completed Date: 10/08/2012
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
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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.)?	████████	████████	████████	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

Everything was handled professionally and smoothly- a pleasure

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000006443
Transaction Type: Buyer
Customer: Linda Lewis
Property: 1518 Hartwick Dr Sun City Center
FL 33573
Close Date: 10/05/2012
Survey Completed Date: 10/24/2012
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
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1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Mr. D and the office staff was extremely helpful to me during this process. They always welcomed me when I went to the office and took care of all my needs. Mr. D and his wife spent a lot of time helping me sell my house and find another home. They went above and beyond the job of realtors. Everyone was wonderful to me and knew what I needed when I came to the office. I'm hoping not to move again for a long time but if I do, I will call on Mr. D to help me with my search.

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000006448
Transaction Type: Buyer
Customer: Douglas Adam Frye
Property: 707 Cypress Pl Sun City Center
FL 33573
Close Date: 09/26/2012
Survey Completed Date: 10/04/2012
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
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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
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Phil is an excellent agent.

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000006144
Transaction Type: Buyer
Customer: Dennis and Cinda Russell
Property: 311 Stroll Ln Sun City Center FL 33573
Close Date: 06/01/2012
Survey Completed Date: 06/11/2012
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.)?	████████	████████	██	8
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?	████████	████████	██	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: Phil DiRosario
Office: CENTURY 21 Beggins Enterprises

Overall Score
96%

Transaction ID: 000000006085
Transaction Type: Seller
Customer: Brooks & Betty Parsons
Property: 1922 Pebble Beach Blvd N Sun
 City Center FL 33573
Close Date: 05/17/2012
Survey Completed Date: 06/11/2012
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
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	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Explaining the Agreement	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■	8
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?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■	9

Additional comments

We were impressed with Phil throughout the process. He understood the market and was candid in his feedback. Given we were remote, Phil went the extra mile to make sure things got accomplished in the house preparation. In addition, I do believe the Beggins website is one of the best.

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000006180
Transaction Type: Buyer
Customer: Thomas and Sharon Hinkebein
Property: 704 Plumbrook Rd Sun City Center FL 33573
Close Date: 06/19/2012
Survey Completed Date: 06/27/2012
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

Phil DiRosario was extremely professional. He took the time we needed in order to find us a property to fit our needs. He was willing to take his weekend time and evening time to meet our schedule. He has been very courteous in helping us get the home inspection, providing us with information to find insurance and in providing us the information to contact the public utilities companies. We are very grateful to Phil for his customer service and especially for the peace of mind we felt with him as our agent, especially with us being in Missouri during all the transactions. We felt very comfortable with Phil from the very beginning and would definitely recommend him to anyone in need of a realtor.

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000005748
Transaction Type: Seller
Customer: Annette Bailey & Floyd Riegling
Property: 808 Staffordshire Lane #13 Sun
 City Center FL 33573
Close Date: 04/02/2012
Survey Completed Date: 04/23/2012
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
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10

Additional comments

THANK YOU PHILL FOR A JOB WELL DONE. FLOYD AND ANNETTE

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000005636
Transaction Type: Seller
Customer: Euqenia Musso & Don Bartlett
Property: 2033 Hawhurst Cir Sun City Center FL 33573
Close Date: 01/27/2012
Survey Completed Date: 02/06/2012
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
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Thanks for getting this sold

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000005284
Transaction Type: Seller
Customer: Leslie & Brenda Jones
Property: 1814 Fort Duquesna Dr Sun City Center FL 33573
Close Date: 06/14/2011
Survey Completed Date: 07/11/2011
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

If we could rate Phil higher than a 10 we sure would.

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000005158
Transaction Type: Seller
Customer: Arnold G. & Janet B. Charlson
Property: 637 Fort Duquesna Dr Sun City Center FL 33573
Close Date: 04/08/2011
Survey Completed Date: 04/22/2011
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

Since we live in MN, we would be unable to have Phil sell for us. If possible though, we would definitely do so. He was most helpful and very cordial. I felt the sale would not have gone thru but he went the extra to get it done and we certainly have appreciated it. Darlene Tomhave

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000004842
Transaction Type: Buyer
Customer: Daniel Boyle & Patricia Viamonte
Property: 2605 Lancaster Dr Sun City Center FL 33573
Close Date: 05/14/2010
Survey Completed Date: 06/08/2010
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
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	[10 bars]			10
Regularly stayed in touch	[10 bars]			10
Knowledgeable about the market	[10 bars]			10
Understood what was important	NA			NA
Resolution of any issue that arose	[10 bars]			10
Explaining the Agreement	NA			NA
Managing the details from contract to close	[10 bars]			10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	[8 bars]			8
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	[10 bars]			10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	[8 bars]			8

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000004901
Transaction Type: Seller
Customer: Estate of Marry E. Manna
Property: 683 Allegheny Dr Sun City Center
 FL 33573
Close Date: 02/16/2011
Survey Completed Date: 02/24/2011
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
■ ■ ■ ■			10

Additional comments

Phil worked tirelessly to expedite the sale of the estate property. Thanks Phil

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 DiRosario
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000004818
Transaction Type: Buyer
Customer: Williams and Jackie Watt
Property: 1201 Lenham Ct Sun City Center FL 33573
Close Date: 05/20/2010
Survey Completed Date: 06/14/2010
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
<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
<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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

Additional comments

We were purchasing this property from our home in Canada and we found Mr. Dirosario very helpful in assisting us in many ways.

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