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Main Report 100% **CENTURY 21® Quality Service Survey**

Individual Survey Results

Agent: Pam Giordano  
Office: CENTURY 21 Access America



**Overall Score**  
100%

Transaction ID: C0000003249  
Transaction Type: Buyer  
Customer: Donald & Susan Crockford-Peters  
Property: 381 Walden Green Branford CT 06504  
Close Date: 01/15/2008  
Survey Completed Date: 02/13/2008  
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?	[Progress bars]			10
Regularly stayed in touch	[Progress bars]			10
Knowledgeable about the market	[Progress bars]			10
Understood what was important	[Progress bars]			10
Resolution of any issue that arose	[Progress bars]			10
Explaining the Agreement	[Progress bars]			10
Managing the details from contract to close	[Progress bars]			10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc)?	[Progress bars]			10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	[Progress bars]			10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	[Progress bars]			10

**Additional comments**

We have worked with Pam Giordano for over a decade. She is very professional and personable, regularly goes beyond what is necessary to be sure that a transaction will go smoothly and is always available to answer any questions no matter how trivial and no matter what time of day or evening. Pam understands our investment goals and shows us only properties that fit our needs, which saves valuable time. We really appreciate Pam's expertise.

KEY:	0-4	Dissatisfied	Page 1 of 1
	5-7	Merely Satisfied	
	8-10	Delighted	
	N/A	Not asked	

Close



Main Report 100% **CENTURY 21® Quality Service Survey**

Individual Survey Results

Agent: Pam Giordano  
Office: CENTURY 21 Access America



**Overall Score**  
97%

Transaction ID: 00000003922  
Transaction Type: Seller  
Customer: Michael Flaherty  
Property: 39 Jerimoth Branford CT 06405  
Close Date: 05/05/2008  
Survey Completed Date: 08/24/2008  
Survey Type: Online

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	[Progress bars]			10
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:	[Progress bars]			10
Regularly stayed in touch	[Progress bars]			9
Knowledgeable about the market	[Progress bars]			10
Understood what was important	[Progress bars]			10
Resolution of any issue that arose	[Progress bars]			10
Explaining the Agreement	[Progress bars]			9
Managing the details from contract to close	[Progress bars]			10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc)?	[Progress bars]			8
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	[Progress bars]			10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	[Progress bars]			10

Additional comments

Pam Giordano is our realtor for life. 100% dedicated to her clients. My family is grateful that we were lucky to have such a kind and knowledgeable professional to guide us through both a sale and a buy.

KEY:	0-4	Dissatisfied	Page 1 of 1
	5-7	Merely Satisfied	
	8-10	Delighted	
	N/A	Not Asked	