



# CENTURY 21® Quality Service Survey

## Individual Survey Results



Agent: Pam Giordano  
Office: CENTURY 21 AllPoints Realty

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

Transaction ID: 00000004671  
Transaction Type: Buyer  
Customer: Roberta I Grant  
Property: 25 Riverside Drive Clinton CT 06413  
Close Date: 07/19/2011  
Survey Completed Date: 07/27/2011  
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
<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

**Additional comments**

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



# ALLPoints Realty

265 East Main Street  
Branford, Connecticut 06405  
Phone: (203) 481-7247

*7/18/11 closed  
25 Riverside Dr #B-3  
Clinton Ct*

July 15, 2011

ROBERTA GRANT  
74 GROVE Street  
CLINTON CT 06413

Dear ROBERTA,

Thank you again for the opportunity you gave me to work for you. No transaction is ever like any other, and nothing ever goes exactly as planned. But I am proud of the work we did for you, and proud that I got to represent you in the sale of your home.

Now I have two favors to ask of you. First, you are in a position to see this transaction from a very different angle than I am, and I would appreciate having the benefit of your perspective. Would you please take a moment to think back over the sale process and give me CANDID feedback on how my company and I did? You don't have to sugar-coat it for me, I just want your real thoughts.

Second, there are really two sources of new clients and customers for people like me. One is to find people cold-- that means I don't know them and they don't know me. The second—and better--source of new clients is referrals from satisfied clients and customers. So if you would, please let me know about any referrals you can let me have, anyone who is even thinking about buying or selling property. It would be my pleasure to service them with your recommendation.

Questionnaire: You can write on this letter. As briefly or as extensively as you like, please help me with:

1. How did you happen to hear of me?  
*The pleasure of knowing her mother*
2. How would you rate my performance? *15 + stars!*
3. What did we do for you that you found most valuable?  
*Kept me informed every step of the buying process and gave excellent advice.*
4. What DIDN'T we do for you that would have helped you out?  
*There is nothing I could think of that Pam didn't anticipate and take care of.*
5. May we use you as a reference in the future?

Best wishes,  
Pam Giordano  
BROKER-REALTOR

*Yes!*