



CENTURY 21® Quality Service Survey



Individual Survey Results

Agent: Pam Giordano
Office: CENTURY 21 Access America

Transaction ID: 00000004443
Transaction Type: Buyer
Customer: William Wilson
Property: 161 Peddlers Dr Branford CT 06405
Close Date: 11/30/2010
Survey Completed Date: 12/16/2010
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
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10
[10 yellow squares]			10

Additional comments

Agent Pam Giordano was extremely influential in getting the deal done. She was on top of everything in showcasing the property I purchased and then following through in all aspects of the purchase. She" Gets it Done ". She brought a breath of fresh air to the whole purchasing process

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