

"Here's a Place Where Your Opinion Counts!"

July 28, 2015

Dear Sophia:

Thank you for placing your confidence in me for your recent real estate transaction. I continually strive to provide better and better service to my clients, and your opinions (both positive and negative) are essential to my success.

I have created below a simple survey of my performance relating to our recent transaction. Would you take a moment of your time to give me your honest feedback? Every answer will help me better serve my clients. As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

1. How well did you understand the services provided by me? (1, 2, 3, 4, 5, 6, 7, 8, 9, 10)
2. Did you feel well informed about the process of buying or selling your property? (1, 2, 3, 4, 5, 6, 7, 8, 9, 10)
3. Did everything happen on time as you expected? (1, 2, 3, 4, 5, 6, 7, 8, 9, 10)
4. Was I responsive to your inquiries and answer all your questions satisfactorily? (1, 2, 3, 4, 5, 6, 7, 8, 9, 10)
5. Did I meet or exceed your expectations of me? (1, 2, 3, 4, 5, 6, 7, 8, 9, 10)
6. Do you feel the selling/buying price I recommended was reasonable? (1, 2, 3, 4, 5, 6, 7, 8, 9, 10)
7. Do you feel I provided services beyond what you could get with other agents? (1, 2, 3, 4, 5, 6, 7, 8, 9, 10)
8. If buying, did you understand all financing options available to you? (1, 2, 3, 4, 5, 6, 7, 8, 9, 10)
9. What would be the likelihood you would use my services again for buying or selling your property when the need arises? (1, 2, 3, 4, 5, 6, 7, 8, 9, 10)
10. What would be the likelihood you would be willing to recommend me to a friend or family member buying or selling a property? (1, 2, 3, 4, 5, 6, 7, 8, 9, 10)
11. How would you rank my overall performance with you? (1, 2, 3, 4, 5, 6, 7, 8, 9, 10)
12. May I use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation of me? (YES / NO)

Finally, would you take a minute to provide a personal comment about my services, OR, give me any suggestions for improving my services? I have provided space on the back of this letter.

Thank you for your time and candid evaluation. Please return this survey in the enclosed pre-stamped envelope.

Sincerely,

Wally Dufurat
Re/Max Twin City Realty Inc. Brokerage

P.S. By the way....if you know anyone who could use the services of a caring, competent REALTOR™, I'd love to help them. Simply give them my name or give me a call at 519-752-5400, and I promise to provide them service well beyond their expectations!