

# CLIENT EXPERIENCE SURVEY

## For Xanthe Brown

Please circle the number that best describes the level of service you received from us.

- 1 = Unsatisfactory  
3 = Average  
5 = Excellent

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. Timeliness of return phone calls was                  | 1 | 2 | 3 | 4 | 5 |
| 2. Problems were handled                                 | 1 | 2 | 3 | 4 | 5 |
| 3. Communication with you was                            | 1 | 2 | 3 | 4 | 5 |
| 4. The knowledge of real estate demonstrated was         | 1 | 2 | 3 | 4 | 5 |
| 5. Attention given to your special needs was             | 1 | 2 | 3 | 4 | 5 |
| 6. Your overall impression of our real estate service is | 1 | 2 | 3 | 4 | 5 |

How did you choose to work with us?

Duncan contacted us after we de-listed with a previous agent.  
We continued to keep in touch and send listings.

When you think of your real estate experience with us, what stands out most in your mind?

Excellent knowledge + communication. Referrals for lawyer +  
inspector were also excellent.

How did you find working within our associate team concept? Did this enhance or detract from the level of personalized service you received?

Enhanced - Krista was very efficient and also very communicative.

How would you describe the level of our negotiating skill and expertise on your behalf?

Good - Duncan gave us detailed information and area knowledge.  
We had no issues with either negotiation (sale or purchase).

Was there ever a time you felt we breached your trust? If so, how?

Never.

Did you find that our mailings were of any benefit to you?

Yes \_\_\_\_\_

No X \_\_\_\_\_

Please comment.

Was there a particular activity or service we provided that you particularly appreciated?

The boxes were FABULOUS! Plus the feedback after the showings at our townhouse. It was good to read what potential buyers wanted.

What could we do to provide a more positive experience?

Nothing! Duncan was great and we hugely appreciate his patience with us - we know we weren't the easiest clients.

What is your overall impression of The Jarvis Group members you had worked with?

Excellent - responsive, honest, knowledgeable.

Do you feel that we genuinely cared about you and your real estate needs?

Yes X \_\_\_\_\_

No \_\_\_\_\_

Have we earned the right to pursue an ongoing relationship towards our goal of being your "Realtor for Life"?

Yes X \_\_\_\_\_

No \_\_\_\_\_

May we count on your personal recommendation of our services to friends and relatives?

Yes X \_\_\_\_\_

No \_\_\_\_\_

If yes to the above, who is the next person you know who would be considering a move?

Name \_\_\_\_\_

Phone # \_\_\_\_\_

(no one currently - market / job worries BUT moment we hear will recommend Duncan)

In comparison to other Realtors you may have worked with, how did we compare?

- 1. Substantially Lower
- 2. Moderately Lower
- 3. About the Same
- 4. Moderately Higher
- 5. Substantially Higher

Any Other Comments or Reference Quote for our website:

Duncan helped us sell our townhouse quickly and with minimal effort - his knowledge and negotiating skills were excellent. In addition he helped us find our dream house. Again his market knowledge and negotiating skills were amazing. Thank to his hard-work and patience our family is thrilled. Thank you to him and his terrific team at the Jarvis Group.

Xanthe + Jordan Abernethy.

# Associated Services Feedback

As we are often involved in co-ordinating your move with a number of other suppliers, can you also please take a moment to let us know how you were treated. Please circle the number that best describes the level of service you received.

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1. Which law firm or notary did you use?

Name: Joseph Berta  
Overall satisfaction level: 1 2 3 4 5  
Comments:

2. If you financed your purchase, which lender did you use?

Name: ING  
Overall satisfaction level: 1 2 3 4 5  
Comments:  
Good internet bank, easy to access and good tools on website!

3. Did you also use a mortgage broker?

Name: Susan Hunenick  
Overall satisfaction level: 1 2 3 4 5  
Comments:

4. Did you use the services of a moving company?

Name: LaPorte moving  
Overall satisfaction level: 1 2 3 4 5  
Comments:  
Nice movers but VERY slow!

5. Did you use the services of a building inspector?

Name: Before U Buy  
Overall satisfaction level: 1 2 3 4 5  
Comments: Jan was great - performed 2 inspections for us and was very thorough and good detailed report.