

Date

Name

Address

City, State, Zip

Dear \_\_\_\_\_,

Congratulations on the successful closing of your home! I am pleased to have been of service to you, and hope to be of service in the future. In the meantime, I'd appreciate your help in this "reality check" of my performance. Your opinion is important to me, and I appreciate your taking the time to complete this survey. It is also available online at [www.YourWebSite.com](http://www.YourWebSite.com)

On a scale of one to ten, one being poor and ten being "WOW", how would you rate your experience of my service in these areas?

Knowledge	1	2	3	4	5	6	7	8	9	10
Listening Skills	1	2	3	4	5	6	7	8	9	10
Problem Solving	1	2	3	4	5	6	7	8	9	10
Availability	1	2	3	4	5	6	7	8	9	10
Enthusiasm	1	2	3	4	5	6	7	8	9	10
Communication	1	2	3	4	5	6	7	8	9	10
General Conduct	1	2	3	4	5	6	7	8	9	10
Easy to Work With	1	2	3	4	5	6	7	8	9	10
Source of Information	1	2	3	4	5	6	7	8	9	10
Internet/Web Site	1	2	3	4	5	6	7	8	9	10

What did you like about working with me? \_\_\_\_\_

\_\_\_\_\_

Please describe the most memorable thing that took place while working with me:

\_\_\_\_\_

\_\_\_\_\_

What areas of my service could stand improvement? \_\_\_\_\_

\_\_\_\_\_

Would you utilize my services in another transaction? \_\_\_Yes \_\_\_No

If not, why? \_\_\_\_\_

\_\_\_\_\_

How did our Team Member do:

Loan: 1 2 3 4 5 6 7 8 9 10

Title: 1 2 3 4 5 6 7 8 9 10

Home Inspector: 1 2 3 4 5 6 7 8 9 10

What areas of their service could stand improvement? \_\_\_\_\_

\_\_\_\_\_

Would you refer your family and friends to me? \_\_\_Yes \_\_\_No

If Yes, Who? \_\_\_\_\_

If No, is there a reason why? \_\_\_\_\_

May I use you as a reference? \_\_\_Yes \_\_\_No

Would you be interested in writing a letter of recommendation for me? \_\_\_Yes \_\_\_No

Is there anyone you know of who is interested in buying or selling real estate in the future?

Names/Phone Numbers: \_\_\_\_\_

Thanks again!

Sincerely,

Your Name

TITLE

Company Name

After you have completed the survey  
would you please return in the self addressed stamped envelope to:

Your Name

Street Address

City, State – Zip Code

P.S. This same survey can be done online at [www.YourWebSite.com](http://www.YourWebSite.com)