

Company Name  
 Address  
 Contact Numbers  
 Web Site Address

**WE CARE ABOUT WHAT YOU THINK!**

1. How would you rate (Company Name Here) as a company?

Excellent ____	Satisfactory ____	Unsatisfactory ____
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2. Would you recommend (Company Name Here) to others?

Yes ____	No ____	Already have ____
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3. Please rate your (Company Name Here) agent on the following (check one):

a. Overall knowledge of real estate	Excellent	Good	Fair	Poor	Undecided
b. Knowledge of real estate financing	Excellent	Good	Fair	Poor	Undecided
c. Keeping you informed	Excellent	Good	Fair	Poor	Undecided
d. Efficiency and effectiveness	Excellent	Good	Fair	Poor	Undecided
e. Personality and appearance	Excellent	Good	Fair	Poor	Undecided
f. Overall service offered	Excellent	Good	Fair	Poor	Undecided

4. How would you describe the service you received from your sales associate and our real estate company?

Sales associate	Excellent	Good	Fair	Poor	Undecided
Company	Excellent	Good	Fair	Poor	Undecided

5. Would you recommend our sales associate to others? Yes\_\_\_ No\_\_\_

6. Name of associate who worked with you: \_\_\_\_\_

7. Comments: what you liked best or least. \_\_\_\_\_  
\_\_\_\_\_

8. Please indicate how you happened to list or buy through (Company Name Here):

a. We were referred to the company \_\_\_

Referred by : \_\_\_\_\_

b. We were referred to your sales associate \_\_\_

Referred by: \_\_\_\_\_

c. We called(Company Name) because of its reputation \_\_\_

d. Classified ad \_\_\_

open house \_\_\_

other (indicate the source): \_\_\_\_\_

e. We are a past customer \_\_\_

f. Your associate called on us asked for our business \_\_\_

9. How has your sales  
associate contacted you since  
the sale closed?

personal visit \_\_\_

phone \_\_\_

mail \_\_\_

none \_\_\_

10. What, if any, services did your sales associate or did our company provide that were unexpected and made your real estate transaction easier?  
\_\_\_\_\_

11. Are there other services that we could have provided both before and after the closing that would have been helpful to you? \_\_\_\_\_  
\_\_\_\_\_

12. What could we do to improve our service? \_\_\_\_\_  
\_\_\_\_\_

13. Please use this space for any additional comments:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature/Name (optional)  
\_\_\_\_\_

***Thank you for taking your time to help us achieve the highest level of service to our customers.  
We appreciate your business!***

