

Date: 2-Nov-2018

Agent: Vijitha Bulathsinghala

*** Satisfaction:** 100%

Buyer: Ashini S. Weerasinghe

*** Recommendation:** 100%

Property:

*** Performance:** 100%

Demographics

Question	Answer
Gender	Female
Age Group	25 years or less






Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
<ul style="list-style-type: none"> Yard Sign Agent's Website Other property website/portal Advertisement in local paper Advertisement/classifieds in major paper Local property magazine Radio/Outdoor/TV Advertising Social Media (Facebook/Twitter etc.) Personalized Direct Mail Saw the local office Internet Search (Google/Bing etc.) Yellow Pages or other Directory Referred by a friend/relative or business associate Agent/office contacted you Other 	<ul style="list-style-type: none"> Previously dealt with agent/office

Competitive Selection

Question	Answer
Did you consider other brokers?	No

Appraisal : Factor of Influence

Question	Answer	Level
Understanding of your needs and requirements	Critical	
Broker Commission	Critical	
Local Knowledge	Critical	
Recommendation from friend/relative	Critical	
Had dealt with Agent/Broker previously	Critical	

Your Purchase : Satisfaction

Question	Answer	Level
* Inspections/Open Houses	Excellent	
* Local Knowledge of area, communities and properties	Excellent	
* Negotiating the price and terms of the purchase	Excellent	
* The exchange of contracts and closing	Excellent	
* The handling of deposit money	Excellent	
* Attention to detail	Excellent	

The Agent : Performance Ratings

Question	Answer	Level
* Polite	Excellent	
* Understanding	Excellent	
* Friendly	Excellent	
* Patient	Excellent	
* Knowledgeable	Excellent	
* Helpful	Excellent	
* Trustworthy	Excellent	
* Professional	Excellent	
* Timely communications	Excellent	
* Clear communications	Excellent	
* Accessible	Excellent	
* Respectful	Excellent	
* Approachable	Excellent	





Other Broker Staff : Performance

Question	Answer
Performance of other Broker staff	Excellent

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Sale	Excellent	

Recommendation

Question	Answer	Level
Would use Broker's services again	Strongly Agree	
* Would use Agent's services again	Strongly Agree	
Would recommend Broker to family and friends	Strongly Agree	
* Would recommend Agent to family and friends	Strongly Agree	

Satisfied Buyer

Question	Answer
Improvement Comments	Vijitha was great! He was very knowledgeable about the whole process.

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Having dealt with Vijitha when my parents bough their house, I knew that when I wanted to buy my own house, I would go with Vijitha. He was very knowledgeable about the process and understanding of my needs and requirements. He never rushed us into buying a house and he went to visit several houses before we settled on one. In my encounters with him, he was always polite, friendly, helpful, professional and respectful. He was always accessible for communication and would respond in a timely manner. I had a great experience overall and I would recommend Vijitha to my family/friends.
Testimonial Name and Suburb	Ashini Weerasinghe, Mississauga