

Date: 12-Apr-2019

Agent: Vijitha Bulathsinghala

* **Satisfaction:** 100%

Seller: Ardian & Enerjeta Cipi

* **Recommendation:** 100%

Property: 7241 Lowville Heights, Mississauga, ON, L5N8L3

* **Performance:** 100%

Demographics

Question	Answer
Gender	Male
Age Group	45-59 years





Marketing Source





<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
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	Previously dealt with agent/office

The Sale : Information

Question	Answer
Did you purchase another property prior to this Sale?	Yes
How was the client's property sold?	For Sale
Did the Seller consider other agencies when selecting your Brokerage?	No

Appraisal : Factor of Influence







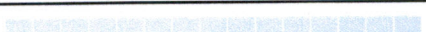






Question	Answer	Level
Sales Record in the area	Important	
Understanding of our needs and requirements	Critical	
Broker Commission	A Consideration	
Properly estimating the sale price of your home	Important	

Question	Answer	Level
Local Knowledge	Critical	
Suggested Marketing Plan for property	Critical	
Recommendation from friend/relative	Not Important	
Had dealt with Agent/Broker previously	Critical	









The Sale : Information






Question	Answer
How long did it take for the client to sell the property?	Up to two weeks

The Sale : Satisfaction Ratings

Question	Answer	Level
* Sales Campaign Planning	Excellent	
* Sales Campaign Delivery	Excellent	
* Print Advertising	Excellent	
* Online Advertising	Excellent	
* Other Advertising	Excellent	
* Yard Sign	Excellent	
* Inspections/Open Houses	Not Applicable	
* Negotiations with prospective buyers	Excellent	
* Value for Money	Excellent	
* Sales Result	Excellent	
* The exchange of contracts	Excellent	
* The Closing	Excellent	
* The handling of deposit money	Excellent	

The Agent : Performance Ratings


Question	Answer	Level
* Polite	Excellent	
* Understanding	Excellent	
* Friendly	Excellent	
* Patient	Excellent	
* Knowledgeable	Excellent	
* Helpful	Excellent	
* Trustworthy	Excellent	
* Professional	Excellent	

Question	Answer	Level
* 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	

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Vijay is a true professional salesman. We Dealt with him before when we bought the house, he was representing the Sellers at the time. He left a great impression, so after eight years we decided to go with him again. Would strongly recommend his services to anyone dealing with real estate transactions!
Testimonial Name and Suburb	Ardian Cipi