

Date: 13-Sep-2021

Agent: Vijitha Bulathsinghala

***Satisfaction:** 93%

Buyer: Nalinda Wickramaratne & Inoka Senerath

***Recommendation:** 100%

Property: 3600 Colonial Drive, #66, Mississauga, ON, L5L5P5

***Performance:** 96%

Demographics

Question	Answer
Gender	Male
Age Group	35-44 years






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 Previously dealt with agent/office Agent/office contacted you Other 	<ul style="list-style-type: none"> Referred by a friend/relative or business associate

Competitive Selection

Question	Answer
Did you consider other brokers?	Yes

Appraisal : Factor of Influence

Question	Answer	Level
Understanding of your needs and requirements	Critical	
Broker Commission	Important	
Local Knowledge	Critical	
Recommendation from friend/relative	Important	
Had dealt with Agent/Broker previously	Not Important	

Your Purchase : Satisfaction

Question	Answer	Level
* Inspections/Open Houses	Excellent	
* Local Knowledge of area, communities and properties	Good	
* Negotiating the price and terms of the purchase	Excellent	
* The exchange of contracts and closing	Good	
* 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	Good	
* Clear communications	Good	
* 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	Agree	
* Would use Agent's services again	Strongly Agree	
Would recommend Broker to family and friends	Agree	
* Would recommend Agent to family and friends	Strongly Agree	

Satisfied Buyer

Question	Answer
Improvement Comments	N/A

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	<p>Vijitha Bulathsinghala was introduced to us even before we reached the shores of Canada. Without seeing or knowing us, he very humbly guided our family to obtain our health insurance in Canada until we received our health cards. That was our first interaction.</p> <p>In very simple terms, he is a Real Estate Broker. But he proved to be a person much more than that considering many areas he assisted us over a period of 2 years which immensely helped us to strengthen our footing in Canada. Undoubtedly the most important encounter happened to be the purchase of our 1st house in this country. We will always appreciate and cherish the immense amount of encouragement, support and guidance received from Vijitha to fulfill one of our most precious dreams in Canada.</p>
Testimonial Name and Suburb	Nalinda Wickramaratne at Mississauga