

**Date:** 27-Jan-2019

**Agent:** Vijitha Bulathsinghala

**\* Satisfaction:** 100%

**Buyer:** Nirmala Landersz & Christopher Landersz

**\* Recommendation:** 100%

**Property:** 99 Blackwell Avenue, #1002, Toronto, ON, M1B3R5

**\* Performance:** 100%

## Demographics

Question	Answer
Gender	Female
Age Group	45-59 years






## Marketing Source

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

## Competitive Selection

Question	Answer
Did you consider other brokers?	No

## Appraisal : Factor of Influence

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

## 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	Good

## 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	

## Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Vijitha Bulathsinhala did a great job in finding my dream home, which I can afford. I would like to recommend Vijitha Bulathsinhala to my friends as he really understand the people needs and find the best homes.
Testimonial Name and Suburb	Nirmala Landersz - Scarborough