

Date: 30-Dec-2018

Agent: Vijitha Bulathsinghala

*** Satisfaction:** 100%

Buyer: Ravin Halpawattage & Ismali Gunewardena

*** Recommendation:** 100%

Property: 576 Jack Giles Circle, Newmarket, ON, L3X1X9

*** Performance:** 100%

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?	No

Appraisal : Factor of Influence

Question	Answer	Level
Understanding of your needs and requirements	Critical	
Broker Commission	Not Important	
Local Knowledge	Important	
Recommendation from friend/relative	Important	
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	Not Applicable

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	Just keep-up the good work..

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	<p>He always encouraged us to buy a house even when we feel like giving up..</p> <p>Sent us many house listings to keep us up to date.</p> <p>He has taken us to show some houses, so that we can get a better understanding of what kind of a house we should be looking for.</p>
Testimonial Name and Suburb	Ravin