

**Date:** 23-Apr-2019

**Agent:** Vijitha Bulathsinghala

\* **Satisfaction:** 100%

**Seller:** Ravindra De Silva & G.Hewage Thilakaratna

\* **Recommendation:** 100%

**Property:** 75 Graydon Hall Drive, #1008, Toronto, ON, M3A3M5

\* **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"> <li>Yard Sign</li> <li>Agent's Website</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>Agent/office contacted you</li> <li>Other</li> </ul>	<ul style="list-style-type: none"> <li>Previously dealt with agent/office</li> </ul>

## The Sale : Information

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

## Appraisal : Factor of Influence

Question	Answer	Level
Sales Record in the area	Not Important	
Understanding of our needs and requirements	Critical	
Broker Commission	Critical	
Properly estimating the sale price of your home	Important	

Question	Answer	Level
Local Knowledge	Important	
Suggested Marketing Plan for property	Important	
Recommendation from friend/relative	Not Important	
Had dealt with Agent/Broker previously	Critical	
Comments regarding the Appraisal and Appointment	This is the third time we have engaged Vijitha to buy and sell real estate. All three times, we are happy with the outcome. Vijitha would advise professionally, but would not pressure us in to make decisions. We plan to sell and buy one more time and would engage Vijitha without any hesitation.	

## 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	Not Applicable	
* 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	
Comments regarding the Sale Process	We priced realistically and received offers from the first day. Then we went ahead with an offer we received on the third day after Vijitha negotiated a better price.	

## The Agent : Performance Ratings

Question	Answer	Level
* Polite	Excellent	
* Understanding	Excellent	
* Friendly	Excellent	

Question	Answer	Level
* Patient	Excellent	
* Knowledgeable	Excellent	
* Helpful	Excellent	
* Trustworthy	Excellent	
* Professional	Excellent	
* Timely communications	Excellent	
* Clear communications	Excellent	
* Accessible	Excellent	
* Respectful	Excellent	
* Approachable	Excellent	
Comments regarding the Agent	Vijitha provides advice professionally but does not pressure into decision making. Vijitha always answers phone calls and replies to emails instantly.	

## 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 Seller

Question	Answer
Improvement Comments	Nothing in particular.

## Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	<p>This is the third time we have engaged Vijitha to buy and sell real estate. All three times, we are happy with the outcome. Vijitha would advise professionally, but would not pressure us in to make decisions. We plan to sell and buy one more time and would engage Vijitha without any hesitation.</p> <p>Vijitha always answers phone calls and replies to emails instantly.</p> <p>We priced realistically and received offers from the first day. Then we went ahead with an offer we received on the third day after Vijitha negotiated a better price.</p>
Testimonial Name and Suburb	Sidida De Silva, Vaughan