

**Date:** 20-Sep-2021

**Agent:** Vijitha Bulathsinghala

**\* Satisfaction:** 100%

**Buyer:** Ricardo Perera & Binari

**\* Recommendation:** 100%

**Property:** 51 East Liberty Street, #1008, Toronto, ON

**\* Performance:** 100%

## Demographics

Question	Answer
Gender	Male
Age Group	26-34 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>Previously dealt with agent/office</li> <li>Agent/office contacted you</li> <li>Other</li> </ul>	<ul style="list-style-type: none"> <li>Referred by a friend/relative or business associate</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	Critical	
Broker Commission	Critical	
Local Knowledge	Critical	
Recommendation from friend/relative	Important	
Had dealt with Agent/Broker previously	Not Important	
Comments regarding Agent Selection	Sincerity, trustworthiness and knowing they had our best interest in mind.	

## 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	

## Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	<p>Vijitha was a pleasure to work with. Even though I was first time home buyer, with his experience and guidance, the process was seamless. Super nice and always open to discussion at any hour of the day. He strategically evaluated all options with us, taking into account our core requirements and budget and helped us find the best property that meets all our needs. He was also very pleasant and patient in exploring the countless options in such a dynamic market.</p> <p>I would definitely recommend Vijitha Bulathsinghala to anyone I know that is looking to buy a property.</p>
Testimonial Name and Suburb	Ricardo Perera, Toronto