

Date: 13-Dec-2019

Agent: Vijitha Bulathsinghala

*** Satisfaction:** 100%

Buyer: SMD Kalpa Samarathunga & Shakila Lokumanna

*** Recommendation:** 100%

Property: 152 Moregate Crescent, Brampton, ON, L6S3K9

*** 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"> 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.) Saw the local office Internet Search (Google/Bing etc.) Yellow Pages or other Directory Referred by a friend/relative or business associate Previously dealt with agent/office Agent/office contacted you Other 	<ul style="list-style-type: none"> Personalized Direct Mail

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	Critical	
Local Knowledge	Critical	
Recommendation from friend/relative	Critical	
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	Excellent

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	He helps us to get our dream home and it was hassle free process.he has good knowledge and we utter satisfied with him

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Vijitha has a vast experience and knowledge about the entire process and knitty gritties of first time home purchases. We were very happy to have obtained his expertise and we are also looking forward to obtain his support in the future as well. We would highly recommend him to anyone looking to get their dream houses
Testimonial Name and Suburb	Kalpa Samarathunga-Brampton,ON