

Date: 30-Aug-2019

Agent: Vijitha Bulathsinghala

*** Satisfaction:** 100%

Buyer: Seena Abbasi & Hajira Sajjad

*** Recommendation:** 100%

Property: 149 Lynch Circle, Guelph, ON, N1L1R7

*** 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"> Yard Sign 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 Referred by a friend/relative or business associate Other 	<ul style="list-style-type: none"> Agent's Website Previously dealt with agent/office Agent/office contacted you

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	A Consideration	
Local Knowledge	Critical	
Recommendation from friend/relative	Important	
Had dealt with Agent/Broker previously	Critical	
Comments regarding Agent Selection	Personalized, professional and friendly services	

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	
Comments regarding the Agent	Smooth and flawless conduction of services through Vijitha- total satisfaction.	

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	
* Comments regarding the Agent	Vijitha went beyond the call of duty and was there with us from start to end of the deal!	





Other Broker Staff : Performance

Question	Answer
Performance of other Broker staff	Not Applicable

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Sale	Excellent	
Overall Satisfaction Comments	My family and I are extremely happy with Vijitha 's support, guidance and have total trust in his professionalism.	

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	Vijitha is an asset to the brokerage! Keep up the good work...Thank you.

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Vijitha 's professional and friendly service Stands out. He is truly trustworthy when it comes to his expertise and knowledge. Vijitha is our family real estate agent!
Testimonial Name and Suburb	Seema, mississauga