

**Date:** 5-Feb-2020

**Agent:** Vijitha Bulathsinghala

**\* Satisfaction:** 100%

**Buyer:** B.M. Shermila; M.Mendis & Manatunge Seneviratne

**\* Recommendation:** 100%

**Property:** 185 Roehampton Avenue, #414, Toronto, ON, M4P0C6

**\* Performance:** 100%

## Demographics

Question	Answer
Gender	Female
Age Group	35-44 years






## Marketing Source

<input type="checkbox"/> Not Selected	<input checked="" type="checkbox"/> Selected
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 Referred by a friend/relative or business associate Agent/office contacted you Other	Previously dealt with agent/office

## 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	Critical	
Recommendation from friend/relative	Not 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	

## Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Vijitha provided an excellent service to own our first home in Canada. He is a reliable and trustworthy. Will recommend him without any doubt.
Testimonial Name and Suburb	Shermila, Yonge and Eglinton