

Date: 11-Dec-2018

Agent: Vijitha Bulathsinghala

*** Satisfaction:** 100%

Buyer: T. Leonard & W. Perera

*** Recommendation:** 100%

Property: 50 Arkley Crescent, Toronto, ON, M9R3S3

*** 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"> Agent's Website Advertisement/classifieds in major paper Local property magazine Personalized Direct Mail Yellow Pages or other Directory Previously dealt with agent/office Other 	<ul style="list-style-type: none"> Yard Sign Other property website/portal Advertisement in local paper Radio/Outdoor/TV Advertising Social Media (Facebook/Twitter etc.) Saw the local office Internet Search (Google/Bing etc.) Referred by a friend/relative or business associate 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	Critical	
Local Knowledge	Critical	
Recommendation from friend/relative	Critical	
Had dealt with Agent/Broker previously	Not Important	
Comments regarding Agent Selection	Very professional in dealing with clients. Highly recommend for anyone.	

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	Very knowledgeable in all aspects of our purchase.	


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 Bulathsinghala exceeded our expectation by providing us with exceptional and value added services.	





Other Broker Staff : Performance

Question	Answer
Performance of other Broker staff	Excellent
Comments regarding other Broker staff	Great service by Century 21 staff.

Overall Satisfaction

Question	Answer	Level
* Overall satisfaction regarding the Sale	Excellent	
Overall Satisfaction Comments	He was very helpful and catered to all our needs. Also Vijitha provided us with great after sales services. Overall we had a wonderful experience dealing with Vijitha.	

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>Very professional in dealing with clients. Highly recommend for anyone.</p> <p>Very knowledgeable in all aspects of our purchase.</p> <p>Vijitha Bulathsinghala exceeded our expectation by providing us with exceptional and value added services.</p> <p>Great service by Century 21 staff.</p> <p>He was very helpful and catered to all our needs. Also Vijitha provided us with great after sales services. Overall we had a wonderful experience dealing with Vijitha.</p>
Testimonial Name and Suburb	Nilanthi Wahalatantrige