

Date: 7-Jan-2019

Agent: Vijitha Bulathsinghala

*** Satisfaction:** 100%

Buyer: Wilson Suraweera & Akila Gamage

*** Recommendation:** 100%

Property: 16 Frost Street, Toronto, ON, M9W1Y6

*** Performance:** 100%

Demographics

Question	Answer
Gender	Male
Age Group	60+ 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 Previously dealt with agent/office Agent/office contacted you Other 	<ul style="list-style-type: none"> Agent's Website

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	Critical	
Had dealt with Agent/Broker previously	Important	

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	Vijitha is a outstanding real state professional with exceptional qualities.

Testimonial

Question	Answer
Would you like to provide a testimonial for Agent	Yes
Customer Testimonial	Vijitha is an outstanding real state professional with exceptional qualities.
Testimonial Name and Suburb	Wilson Suraweera