

Jessie Teehee and Subrina Banks ask you, "How Did We Do"?

Derek and Jessica,

We are pleased to have been of service to you and hope you had a great experience. At this time we would like to ask for your input on our performance. We are constantly striving to improve client services to enhance the customers satisfaction. Your opinion is very important to us and we thank you in advance for taking the time to complete this survey and return it in the pre-paid envelope enclosed.

You were represented as a Buyer Seller Both

On a scale of 1-10 (10 being the best), Please rate the following services:

Knowledge of Real Estate	<u>10</u>	9	8	7	6	5	4	3	2	1
Keeping You Informed	<u>10</u>	9	8	7	6	5	4	3	2	1
Efficiency and Effectiveness	<u>10</u>	9	8	7	6	5	4	3	2	1
Courtesy & Cooperation	<u>10</u>	9	8	7	6	5	4	3	2	1
Explaining Selling/Marketing Process	<u>10</u>	9	8	7	6	5	4	3	2	1
Explaining Buying/Closing Process	<u>10</u>	9	8	7	6	5	4	3	2	1
Problem Solving	<u>10</u>	9	8	7	6	5	4	3	2	1
Availability / Communication	<u>10</u>	9	8	7	6	5	4	3	2	1
Use of Technology	<u>10</u>	9	8	7	6	5	4	3	2	1
Overall Impression Of Service	<u>10</u>	9	8	7	6	5	4	3	2	1

May we use you as a reference?

Yes No

Would you feel comfortable recommending us to your family, friends and business associates?

Yes No

Were you offered a Home Warranty / Residential Service Agreement?

Yes No

Which Home Warranty / Residential Service Agreement did you choose?

Old Republic - purchased by seller

Briefly describe your experience using the Jessie Teehee Real Estate Team:

Working with Jessie and Subrina helped put many concerns at ease during purchasing our first home by their knowledge, experience, and kind hearts.

What areas did we excel / do well in and what areas could stand improvement? (please, dont be shy constructive criticism is what helps us improve our systems and grow!)

They excelled in communication (open, honest, and gracious).

What Vendors (Inspectors, Lenders, Insurance Agents, etc) did you use that you were most pleased with?

Mark Hattler was great to work with at First United.