



KELLER WILLIAMS®

R E A L T Y

Jessie Teehee asks you, "How Did I Do"?

Jeremy and Kerri,

I am pleased to have been of service to you and hope to help you, your family, friends or neighbors with any real estate needs in the future. At this time I would like to ask for your input on my performance. I am constantly striving to improve my services to enhance the customers satisfaction. Your opinion is very important to me and I 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

| | Excellent | Sat | Unsat |
|--------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Knowledge of Real Estate | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Keeping You Informed | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Efficiency and Effectiveness | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Courtesy & Cooperation | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Explaining Selling/Marketing Process | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Explaining Buying/Closing Process | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Problem Solving | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Availability / Communication | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Use of Technology | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Resources (Inspectors, Lenders, etc) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall Impression Of Service | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

May I use you as a reference? Yes No

Would you feel comfortable recommending me to your family, friends and business associates? Yes No

What did you like / dislike about me working with / for you?

We loved the fact that Jessie met with us at the beginning to discuss the things we were looking for in a home. From the outset, he never forgot all our likes/dislikes & made sure that his search criteria included those features important to us.

What areas could stand improvement? (please, dont be shy constructive criticism is what helps me improve my systems and grow!)

We thought an area that you could improve upon would be communication. It's not being afraid to share explanations for delays, rescheduling, etc. You had valid reasons for these things but didn't mention your reasons until later. That's why we feel it's sometimes okay to mix business with your personal life because your family should always come first.

Briefly Describe your experience with Jessie Teehee as your Real Estate Advocate:

Jessie was extremely patient & understanding throughout the process. He remained positive & was willing to do whatever he could to help us find the right home. From the beginning we knew he was there to serve us & with each house we looked at, this became more & more obvious. Jessie never wavered in his commitment to help us no matter how picky we may have seemed.