



Professional Evaluation

The growth and productive success of our brand is dependent upon highly satisfactory consumer relationships. We understand the personal relationship that may have been established during your recent real estate transaction. It is to avoid personal feelings that we have elected to provide an anonymous forum to solicit feedback.

Once your feedback is returned to us we intend to compile your viewpoints with hundreds of other consumers of our growing brand.

We intend to use the data to better equip our Associates toward the opportunities during this next cycle of market expansion.

Your thoughtful and sincere feedback is integral to the growth and success of our brand. With the help of your honest analysis our Associates will further a path toward total customer satisfaction.

Thank you in advance for your participation.

Sincerely,

Russ Fitzpatrick
Regional Director

Associate: _____ Brokerage: _____

My transaction was a Buyer Side Seller Side Sell First and Then Buy using the Same Agent.

Circle One
1 = worst 10 = best

Professionalism & Expertise

- My agent had exceptional knowledge of the market conditions 1 2 3 4 5 6 7 8 9 10
- My agent demonstrated finance and property options that helped in our decision making 1 2 3 4 5 6 7 8 9 10
- My agent exposed us to market data that made our decisions easier 1 2 3 4 5 6 7 8 9 10
- My agent was forthcoming with comparable properties to increase our knowledge 1 2 3 4 5 6 7 8 9 10
- My agent exceeded our expectations as to the expertise he/she brought 1 2 3 4 5 6 7 8 9 10
- My agent dress code and vocabulary was top notch and professional 1 2 3 4 5 6 7 8 9 10
- My agent printed material and marketing was top notch and professional 1 2 3 4 5 6 7 8 9 10
- My agent added value in more ways than we expected 1 2 3 4 5 6 7 8 9 10
- My agent is a professional I would be proud to recommend to a discriminating client 1 2 3 4 5 6 7 8 9 10
- My agent is a consummate professional with experience and true expert status 1 2 3 4 5 6 7 8 9 10

An area of professionalism & expertise that could use improvement is: _____

Customer Service & Ethics

My agent represented our interests ahead of his/her own	1 2 3 4 5 6 7 8 9 10
My agent had always treated us with courtesy and good manners	1 2 3 4 5 6 7 8 9 10
My agent returned calls and emails promptly	1 2 3 4 5 6 7 8 9 10
My agent communicated thoroughly and with good care to ensure understanding	1 2 3 4 5 6 7 8 9 10
My agent provided adequate time for our own due diligence in decision making	1 2 3 4 5 6 7 8 9 10
My agent treated all decision makers with respect and dignity	1 2 3 4 5 6 7 8 9 10

An area of customer service & ethics that could use improvement is: _____

Facility & Resources

The office was well appointed, clean and comfortably furnished	1 2 3 4 5 6 7 8 9 10
Any automobiles we were transported in were clean and comfortable	1 2 3 4 5 6 7 8 9 10
The technology and capabilities provided our agent were cutting edge	1 2 3 4 5 6 7 8 9 10
The concierge services provider was valuable to our overall satisfaction	1 2 3 4 5 6 7 8 9 10
Your website added value to the entire transactional experience	1 2 3 4 5 6 7 8 9 10
The transaction was managed with state of the art communication & total transparency	1 2 3 4 5 6 7 8 9 10

Additional comments or concerns: _____

Simply scan and email to : service@associateworx.com
or for your convenience fax to: **954-467-7558**

Your participation is appreciated and necessary for our continued success.

Russ Fitzpatrick
Regional Director