

## *Customer Satisfaction is our Top Priority*

*In order to improve and provide more effective customer service for all your real estate needs, we invite you to take a few minutes of your time to complete this survey.*

### *ABOUT OUR COMPANY*

*How did you first learn about our company?*

- |  |   |
|--|---|
| <input type="checkbox"/> <i>Yard Sign</i>                  | <input type="checkbox"/> <i>Flyer</i>                         |
| <input type="checkbox"/> <i>Sales Office</i>               | <input type="checkbox"/> <i>Personal Acquaintance</i>         |
| <input type="checkbox"/> <i>Internet</i>                   | <input type="checkbox"/> <i>Referral from Friend/Relative</i> |
| <input checked="" type="checkbox"/> <i>Repeat Customer</i> | <input type="checkbox"/> <i>Relocation</i>                    |
| <input type="checkbox"/> <i>Newspaper/Magazine</i>         | <input type="checkbox"/> <i>Open House</i>                    |
| <input type="checkbox"/> <i>Other</i> _____                |   |

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat Dissatisfied</i>	<i>Very Dissatisfied</i>
<i>Staff Courtesy</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Marketing Efforts</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Professionalism</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### *ABOUT OUR SALES ASSOCIATE: Bob & Sheryl Pirrung*

*The REALTOR® was professional, courteous, knowledgeable, and service oriented.*

- Strongly Agree*    *Somewhat Agree*    *Agree*    *Somewhat Disagree*    *Strongly Disagree*

*Comments:* \_\_\_\_\_

*The REALTOR®'s appearance and manner was professional.*

- Strongly Agree*    *Somewhat Agree*    *Agree*    *Somewhat Disagree*    *Strongly Disagree*

*Comments:* \_\_\_\_\_

*The REALTOR® understood and responded to my questions and concerns in a professional manner.*

- Strongly Agree*    *Somewhat Agree*    *Agree*    *Somewhat Disagree*    *Strongly Disagree*

*Comments:* \_\_\_\_\_

The transactional and closing process were handled professionally by the REALTOR®.

Strongly Agree ( ) Somewhat Agree ( ) Agree ( ) Somewhat Disagree ( ) Strongly Disagree

Comments: \_\_\_\_\_

The financing process was handled satisfactorily by the loan officer/lending institution.

( ) Strongly Agree ( ) Somewhat Agree ( ) Agree ( ) Somewhat Disagree  Strongly Disagree

Lending Institution and Loan Officer: Bank of America

Comments: It was a night mare!! (Not to me) -> Sheryl + Bob reassured me all the way!  
-> to Sheryl + Bob

The closing office and follow-up of your real estate transaction met or exceeded expectations.

Strongly Agree ( ) Somewhat Agree ( ) Agree ( ) Somewhat Disagree ( ) Strongly Disagree

Closing Institution and Loan Officer: - a night mare for realtors !!

Comments: See above comments!!

Based on our experience, we would recommend Prudential Shimmering Sands Realty to others.

Strongly Agree ( ) Somewhat Agree ( ) Agree ( ) Somewhat Disagree ( ) Strongly Disagree

Comments: \_\_\_\_\_

Do you wish to discuss any aspects of your transaction?

Yes ( ) No Sheryl + Bob give 150% (of 100%) to get the job done!  
to 200%

Do you know of anyone that may be interested in a professional real estate career?

( ) Yes ( ) No

May we use your name and comments on our website?

Yes ( ) No

Your Name: JUDITH A. ORR

Address: 157 HEMPSTEAD DRIVE 60108 ILLINOIS

Email: Orjoh159@comcast.net Agent: Bob & Sheryl Pirrung

**Property Address: 6505 Thomas Dr 501 Panama City Beach, Florida**

**Thank you for taking the time to complete this survey. We appreciate it and will evaluate your input to better serve your needs.**