

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

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

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

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: \_\_\_\_\_

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 (x) No

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

( ) Yes (x) No

May we use your name and comments on our website?

Yes ( ) No

Your Name: Kenneth and Sharon Erne

Address: 617 Blount Ave., Guntersville, AL 35976

Email: babydoll22855@yahoo.com Agent: Bob & Sheryl Pirrung

**Property Address: 110 Grand Lagon Shores, Panama City Beach, Florida**

**Thank you for taking the time to complete this survey. We appreciate it.**