



Quality Service Survey

Individual Survey Results

Agent: Edward Vivona

Overall Score
100%

Transaction Type: Seller
Customer: Joseph & Karen Bergamo
Property: 19 Hyacinth Court Holmdel NJ
07733
Close Date: 07/25/2014
Survey Completed Date: 10/09/2014
Survey Type: Online

Overall, how would you rate your agent with regard to your recent property transaction?

Please rate your satisfaction with your agent, along each of the characteristics listed below:

Regularly stayed in touch

Knowledgeable about the market

Understood what was important

Resolution of any issues that arose

Explaining the Agreement

Managing the details from contract to close

Overall, how would you rate the office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your office and/or agent to a friend or colleague?

How likely are you to use your office and/or agent in future property transactions, should the need arise?

1 = 4	5 = 7	8 = 10	Score
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Additional comments

Ed was very professional & provided us with a comprehensive marketing package of services. He was very knowledgeable about the current real estate market & offered us valuable insight about competing homes for sale in our local area. Ed was diligent in following up, exemplified superior communication skills, followed up when promised & was easy to deal with every step along the way, throughout the process. We would not hesitate to contact Ed again if needed or recommend him to our friends, our family. Thank you for a job very well done. We couldn't be more delighted with our experience, our results!

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
NA Not asked