

Tell it like...it really is!

1) Overall, how did you find your real estate experience with The Hammer Team?
Fair...Good...Excellent Why?

The customer service was superb.

2) Did you feel that The Hammer Team always put your interest first? Can you give any specific examples?

Yes, since we lived out of town, Suzanne was willing to work around our schedules.

3) How concerned were they, with customer satisfaction?

It was obvious from our first meeting that you wanted to understand exactly what our needs were to find us a good match.

4) Why did you choose The Hammer Team to help you buy or sell your home?

Referral from Sarah Ingley.

5) How often did someone from The Hammer Team talk to you about your needs?

Had a good first meeting and then we were encouraged to provide feedback for each house we saw.

6) How responsive were The Hammer Team to what you told them about your needs?

Very responsive. We never saw a house that was out of our range for possibilities.

7) Think about the most recent transaction you had with The Hammer team. On a scale of 1(low) & 5(high), how satisfied were you? Why?

4 - very good.

8) Are The Hammer Team doing anything that you particularly like? Explain.

Suzanne provided insight and feedback for each house that we viewed.

9) What is the ONE thing that The HammerTeam could do to improve the quality of service to you?

10) Was there ever a time when you felt uncomfortable, frustrated, uneasy, "out of control", during this process? When? Why? How could we have helped? No.

11) What is the ONE thing that you would say to someone who is thinking of using The Hammer Team as their agents? helpful

12) If you were going to refer The Hammer team to your best friend, how would you explain their services to them?

They have the right skills to get you "THE" house that you've always wanted.

I acknowledge and agree my comments may be shared with other clients, or in The Hammer Team's Marketing or Advertising.



Yes. Use my photo.

Name: Helen + Matt Fagan Date: Sept 18, 2008