

Tell it like...it really is!

- 1) Overall, how did you find your real estate experience with The Hammer Team?
Fair...Good...Excellent Why? You always kept us informed of what was going on and of the next steps we needed to take. You made things clear and less confusing.
- 2) Did you feel that The Hammer Team always put your interest first? Can you give any specific examples? Yes, you gave us honest opinions without hurting our feelings, ~~and~~ reminded us of our list of "needs".
- 3) How concerned were they, with customer satisfaction?
We felt that you honestly weren't happy unless we were.
- 4) Why did you choose The Hammer Team to help you buy or sell your home? My mom proved you to talk about going a house you had listed and Carol explained why we should get an agent, in great detail, and right then I knew you were the one.
- 5) How often did someone from The Hammer Team talk to you about your needs? All the time! It was totally about us.
- 6) How responsive were The Hammer Team to what you told them about your needs? It was so hard at first to narrow down a list of needs, but you helped us realize what we wanted most out of our house.
- 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? "5" we got honest answers and informative information. It was so nice to be able to look at the houses we wanted so quickly and we didn't have to do any of the work!
- 8) Are The Hammer Team doing anything that you particularly like? Explain. I love all of the books and information you gave us to read. It helped so much.
- 9) What is the ONE thing that The Hammer Team could do to improve the quality of service to you?
Nothing! Seriously you were amazing.
- 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? With small towns there's less to choose from, so when we were interested in a house in Baden and it sold so quickly, it was very frustrating. There was no way to fix this situation.
- 11) What is the ONE thing that you would say to someone who is thinking of using The Hammer Team as their agents? Go for it! You won't be sorry!
- 12) If you were going to refer The Hammer team to your best friend, how would you explain their services to them? Outstanding! Especially for first home owners. I never felt confused.

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: Jen Frayre

Date: _____

Tell Us Your Story

WE STARTED LOOKING AT SOME HOMES FOR SALE ON THE INTERNET AND WOEN'T REALLY CONSIDERING BUYING A HOME JUST YET. WE CONTACTED THE LISTING AGENT OF ONE HOME, AND SPOKE WITH THEM. WE RECEIVED ALOT OF INFORMATION AND A REALLY GOOD FEELING ABOUT THE AGENT THAT WE SPOKE WITH, WHICH WAS CAROL. THEN WE COULDN'T WAIT TO MEET WITH HER TO GET STARTED LOOKING FOR A HOME. WE WERE SET UP WITH IAN TO HELP US LOOK AT SOME HOMES THAT WE WERE INTERESTED IN

RIGHT AWAY. HE TOOK US THROUGH A FEW HOMES AND HELPED US WITH "ALL" OF OUR QUESTIONS. WE NEVER FELT ANY PRESSURE ABOUT ANYTHING, WE ONLY BECAME MORE CONFIDENT IN KNOW WHAT KIND OF HOME THAT WE WERE LOOKING FOR WITH HIS DIRECTION. THE HAMMER TEAM WERE REALLY QUICK IN GETTING BACK TO US ABOUT LISTINGS AND INFORMATION, WE REALLY AIDN'T CONSIDER PLATTSVILLE TO BE A LOCATION OF CHOICE BUT DECIDED TO CHECK IT OUT ANYWAYS. BOTH JEN & I HAD A GOOD FEELING ABOUT THIS HOME EVEN BEFORE WE WALKED THROUGH THE DOOR. WE WENT THROUGH FIVE HOMES AND KNEW THIS ONE WAS PERFECT FOR US. OUR DECISION WITH THE PURCHASE OF OUR HOME, WE HAD THE SAME TRUST IN OUR DECISION WHEN WE CHOSE TO PUT OUR NEEDS AND TRUST IN IAN AND THE ENTIRE HAMMER TEAM. WE WOULD DEFINETLY RECOMMEND THE SERVICES OF HAMMER TEAM TO ANY ONE WE KNOW AND KNOWING THAT THEY WERE IN GREAT HANDS. THANK YOU FOR YOU GUIDENCE AND EASY TRANSITION WITH THE PURCHASE OF OUR FIRST HOME.

Possible Topics

1. Were you aware of the costs of buying a home?
2. Did you receive consistent up-to-date information?
3. Were "The Hammer Team" always available to show you homes?
4. Did you feel any pressure from anyone?
5. Did you feel more informed & knowledgeable about the market?
6. Did you feel more informed about the process of buying a home?
7. How often did "The Hammer Team" keep in contact?
8. How did you know it was the right home for you?
9. ___ days to find your home.
10. How do you feel about your decision?
11. How did you feel about working with "The Hammer Team"?
12. Would you recommend others to use the program?
13. Who do you know is the next most likely person to buy or sell a home in the next 12 months?
14. Have you actively told them about "The Hammer Team"?
15. Have you called "The Hammer Team" and told them about your friends?

JENNIFER & JIM FRAYNE.