

# Tell it like...it really is!

1) Overall, how did you find your real estate experience with The Hammer Team?

Fair...Good...Excellent...Why?

efficient, friendly & knowledgeable.

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

yes. In everyway Tony was thoughtful, considerate, & on top everything, I didn't have to really ask anything, because he answered it first.

3) How concerned were they, with customer satisfaction?

Very.

4) Why did you choose The Hammer Team to help you buy or sell your home? Well, I went on computer & entered what I was looking for & the Hammer Team was the 1st to respond & Carol sent me info.

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

Each time before appt. to confirm & at each appt.

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

VERY

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

A little mix-up with the address, But all worked out.

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

WORKING FOR ME  
DID EVERYTHING I NEEDED

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

can't think of anything

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?

Satisfaction

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

Excellent

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: LAUREEN HOPKINS Date: SEPT. 20.09