

# Tell it like...it really is!

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

Fair...Good..Excellent Why? Excellent! Very helpful - always looking out for our best interest. Always available for questions, viewings, etc.

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

Yes! Only looking at houses in our price range - no pressure!

3) How concerned were they, with customer satisfaction?

Very - did exactly what expected + more - lots of notice for viewings,

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

Fred + Carol helped us buy our 1st home - 11 yrs ago!

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

Every time we saw houses, we discussed if it met our needs. 1st mtg was entirely about our needs.

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

They were great! Didn't try to convince us we needed more. Had discussions to help us decide what we REALLY needed.

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** They helped us find a wonderful new house + sold our house on the 1st day it was listed.

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

Staging - we were skeptical but it really works!

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?

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

You'll never regret it! You'll LOVE 'em!

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

They are very focused on each client. They find out what you need and they do their best to accommodate. They are very accessible, friendly + supportive. No pressure at all.

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: Paul + Janice Jones Date: Aug 22/08