







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 
-made us feel at ease over something that we were really nervous about.
- 2) Did you feel that The Hammer Team always put your interest first? Can you give any specific examples? YES  Made sure we weren't settling for less than what we wanted.
- 3) How concerned were they, with customer satisfaction?
 VERY Concerned, we were impressed.
- 4) Why did you choose The Hammer Team to help you buy or sell your home?
The HAMMER Team came highly recommended from Derek's Mother.
- 5) How often did someone from The Hammer Team talk to you about your needs?
All the time.
- 6) How responsive were The Hammer Team to what you told them about your needs?
Jan. was always quick to answer emails, book viewings of houses, and answer any questions we had.
- 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?
Everything went Super Smooth 
- 8) Are The Hammer Team doing anything that you particularly like? Explain.
◆ New Listings by email
◆ The Initial Buyer's chat, proved helpful 
- 9) What is the ONE thing that The Hammer Team could do to improve the quality of service to you?
Well if they were willing to pay for the house, that would be icing on the cake 
- 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? Before we talked to the HAMMER Team we were feeling overwhelmed. Didn't know what direction to take.
- 11) What is the ONE thing that you would say to someone who is thinking of using The Hammer Team as their agents?
DO IT. They Rule.
- 12) If you were going to refer The Hammer team to your best friend, how would you explain their services to them?
pleasant, helpful, informative, on time, dependable, professional.

I acknowledge and agree my comments may be shared with other clients, or in The Hammer Team's Marketing or Advertising. Name: ARAH Date: April 12/09