

Tell Us Your Story

We first met Carol Hammer after requesting a market analysis online. From her first phone call I knew we had found someone unique. After meeting Carol we knew we were in good hands!

It took us 9 months to find the next 'perfect' home for us and to sell our home. Nine months of impatience, anxiety, riddled emails, and continuous searching. Carol very calmly reassured us that the right house for us was out there somewhere, we just had to be patient - easier said than done! But patience seemed to remain Carol's mantra. So for 9 long months she educated us on the "science" of real-estate, willingly showed us house after house and when that perfect house came along, delighted along with us! Her service throughout our time together was both extremely professional yet personal at the same time. She not only made sure our buyer/seller needs were met, but she did so in a way that made us feel as if we were working with a friend.

Carol Hammer and The Hammer Team far exceeded our expectations for professionalism, knowledge of the field and customer service and satisfaction. I would highly recommend giving Carol a call so that you too can experience all that The Hammer Team has to offer!

Possible Topics

1. Why were you selling and where were you going?
2. How did you first meet The Hammer Team?
3. What was your first meeting like? (First impressions)
4. How quickly and smoothly did the transaction go?
5. How regularly did The Hammer Team keep in contact with you?
6. Did you feel The Hammer Team had your best interests at heart?
7. What did you like best about the service provided by The Hammer Team?
8. Did you ever feel frustrated, confused or anxious throughout this transaction? How could we have helped?
9. Is there anything that you'd like The Hammer Team to change?
10. What is the one thing you'd say to someone who is thinking of working with The Hammer Team?

Tell it like...it really is!

- 1) Overall, how did you find your real estate experience with The Hammer Team?
Fair...Good..Excellent Why? *We had an excellent experience! From Carol's first phone call we knew we had found someone unique. Her vast knowledge and expertise set our minds at ease and made selling our house almost fun!*
- 2) Did you feel that The Hammer Team always put your interest first? Can you give any specific examples? *Always! For example, the first offer on our house was less than what we imagined. Carol very calmly reassured us that it was okay to turn away an offer. It wasn't just about a sale for her, but about our needs!*
- 3) How concerned were they, with customer satisfaction?
Carol regularly checked in to see if we had any questions or concerns. It was obvious that our satisfaction was a priority.
- 4) Why did you choose The Hammer Team to help you buy or sell your home? *We chose Carol to buy and sell our house because she instantly made us feel like we were working with a friend to genuinely care.*
- 5) How often did someone from The Hammer Team talk to you about your needs?
Very regularly. Carol not only discussed our needs with us but she listened to us! It really felt like it was all about us!
- 6) How responsive were The Hammer Team to what you told them about your needs?
Carol listened carefully to all of our needs and even made us aware of some new ones!
- 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? *We were very satisfied (5) Not only were our needs met but we had the privilege of working with someone who has been in the business so long - complete peace of mind.*
- 8) Are The Hammer Team doing anything that you particularly like? Explain. *Educating us! Things were never done for or to us, but with us. We learned so much during our time with Carol!*
- 9) What is the ONE thing that The Hammer Team could do to improve the quality of service to you?
Honestly we can't think of a thing! The quality of service provided was exceptional!
- 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? *Never, and certainly not directed towards any one on the Hammer team. If we became frustrated after searching for so long Carol very patiently addressed our concerns.*
- 11) What is the ONE thing that you would say to someone who is thinking of using The Hammer Team as their agents? *Stop thinking about it and do it! It was the best decision we made!*
- 12) If you were going to refer The Hammer team to your best friend, how would you explain their services to them? *The Hammer team provides professional and yet personal quality service when buying or selling a house.*

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: *Jim & Natasha J.* Date: *Oct 14, 2008*