



### SALE/CLOSING SURVEY

The LaBell Team is committed to great service and a great experience, not only for our own clients but also the agents and companies we work with. We would love you to take a quick minute and return this survey to us so. Please complete the categories applicable to you. We sincerely thank you for your business.

Name:	
Property Address:	8054 Raybone
Please Circle: Were you a:	Buyer    Seller <u>Title Co.</u> Co-op Agent    Lender

For each item identified below, circle the number to the right that best fits your judgment.

Description/Identification of Survey Item	Scale 1-5 1-Poor to 5-Excellent				
	1	2	3	4	5
1. Communication during your shopping experience (Buyers only)					
2. Agent's Knowledge of Market					5
3. Attention to Details of your transaction					5
4. Availability of Staff					5
5. Availability of Agents					5
6. Teams Efficiency and Timeliness of Responding to Phone Calls					5
7. Courtesy and Honesty					5
8. Marketing/Advertising Strategies (Sellers Only)					
9. Communication while your home was on the market from the Team (Sellers only)					
10. Did your agent educate and prepare you for the Offer, Pending and Closing Process (Buyers/Sellers Only)					
11. Were you sent your documents timely when the offer was accepted?					5
12. Communication and Professionalism at the Closing					5
13. Communication and Professionalism during the offer submission process (Agents only)					
14. Were you kept updated on the transaction status? (Agents, Title Co.s, and Lenders)					5
15. Would you be interested in working for The LaBell Team? (Agents Only)					
16. Likelihood that you would Recommend The LaBell Team to others					5

*wasn't there*

**How did you originally hear about us? Please Check One of the Following:**

- |                                                |                                         |                                                          |                                                   |
|------------------------------------------------|-----------------------------------------|----------------------------------------------------------|---------------------------------------------------|
| <input type="checkbox"/> Newspaper             | <input type="checkbox"/> TV Commercial  | <input type="checkbox"/> Coming to 1 of Our Subdivisions | <input type="checkbox"/> family                   |
| <input type="checkbox"/> Homes                 | <input type="checkbox"/> Website        | <input type="checkbox"/> Past Client                     | <input type="checkbox"/> Employee                 |
| <input type="checkbox"/> Magazine              | <input type="checkbox"/> Call on a sign | <input type="checkbox"/> friend                          | <input type="checkbox"/> Bank                     |
| <input type="checkbox"/> Home Shopping Channel | <input type="checkbox"/> Open house     |                                                          | <input checked="" type="checkbox"/> Another Agent |
|                                                |                                         |                                                          | <input type="checkbox"/> Other                    |

**Are there any additional comments that we should be made aware of:**

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**Please send any thank you gifts to The LaBell Team, not individuals, as we share our success.**

If you would like to call to discuss your experience please contact:  
 Team Manager/Owner  
 Kimberly LaBell  
 (734) 558-5533  
**Please Refer Us to A Friend!**

The LaBell Team  
 3225 Van Horn, MI. 48183 ~ Ste 110  
 Trenton, MI. 48183  
 734-671-5782 or 734-671-5784  
 kimlabell@wowway.com  
 www.thelabellteam.com