



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: Fidelity Land Title Agency of Cincinnati, Inc.					
Property Address: 10723 Montgomery Rd. Cincinnati OH 45242					
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)	1	2	3	4	5
2. Agent's Knowledge of Market	1	2	3	4	<u>5</u>
3. Attention to Details of your transaction	1	2	3	<u>4</u>	5
4. Availability of Staff	1	2	3	<u>4</u>	5
5. Availability of Agents	1	2	3	<u>4</u>	5
6. Teams Efficiency and Timeliness of Responding to Phone Calls	1	2	<u>3</u>	4	5
7. Courtesy and Honesty	1	2	3	4	<u>5</u>
8. Marketing/Advertising Strategies (Sellers Only)	1	2	3	4	5
9. Communication while your home was on the market from the Team (Sellers only)	1	2	3	4	5
10. Did your agent educate and prepare you for the Offer, Pending and Closing Process (Buyers/Sellers Only)	1	2	3	4	5
11. Were you sent your documents timely when the offer was accepted?	1	2	3	4	<u>5</u>
12. Communication and Professionalism at the Closing	1	2	3	4	<u>5</u>
13. Communication and Professionalism during the offer submission process (Agents only)	1	2	3	4	5
14. Were you kept updated on the transaction status? (Agents, Title Co.s, and Lenders)	1	2	3	<u>4</u>	5
15. Would you be interested in working for The LaBell Team? (Agents Only)	1	2	3	4	5
16. Likelihood that you would Recommend The LaBell Team to others	1	2	3	4	<u>5</u>

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

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

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

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!

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