



## 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: Cheryl Krug, Real Estate One-Livonia					
Property Address: 27033 Mayfair, Brownstown					
<b>Please Circle:</b> Were you a:					
Buyer	Seller	Title Co.	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 <b>(Buyers only)</b>	1	2	3	4	5
2. Agent's Knowledge of Market	1	2	3	4	5
3. Attention to Details of your transaction	1	2	3	4	5
4. Availability of Staff	1	2	3	4	5
5. Availability of Agents	1	2	3	4	5
6. Teams Efficiency and Timeliness of Responding to Phone Calls	1	2	3	4	5
7. Courtesy and Honesty	1	2	3	4	5
8. Marketing/Advertising Strategies <b>(Sellers Only)</b>	1	2	3	4	5
9. Communication while your home was on the market from the Team <b>(Sellers only)</b>	1	2	3	4	5
10. Did your agent educate and prepare you for the Offer, Pending and Closing Process <b>(Buyers/Sellers Only)</b>	1	2	3	4	5
11. Were you sent your documents timely when the offer was accepted?	1	2	3	4	5
12. Communication and Professionalism at the Closing	1	2	3	4	5
13. Communication and Professionalism during the offer submission process <b>(Agents only)</b>	1	2	3	4	5
14. Were you kept updated on the transaction status? <b>(Agents, Title Co.s, and Lenders)</b>	1	2	3	4	5
15. Would you be interested in working for The LaBell Team? <b>(Agents Only)</b>	1	2	3	4	5
16. Likelihood that you would Recommend The LaBell Team to others	1	2	3	4	5

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

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

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

This was one of the easiest Bank Owned deals I have participated in. I am especially grateful for Jay's prompt attention to all concerns. He really made this a smooth deal.

**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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