



### 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: <i>Christine McCalley</i>
Property Address: <i>6900 Montrose</i>
<b>Please Circle:</b> 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 ( <b>Buyers only</b> )					<u>5</u>
2. Agent's Knowledge of Market					<u>5</u>
3. Attention to Details of your transaction					<u>5</u>
4. Availability of Staff					<u>5</u>
5. Availability of Agents					<u>5</u>
6. Teams Efficiency and Timeliness of Responding to Phone Calls					<u>5</u>
7. Courtesy and Honesty					<u>5</u>
8. Marketing/Advertising Strategies ( <b>Sellers Only</b> )					5
9. Communication while your home was on the market from the Team ( <b>Sellers only</b> )					5
10. Did your agent educate and prepare you for the Offer, Pending and Closing Process ( <b>Buyers/Sellers Only</b> )					5
11. Were you sent your documents timely when the offer was accepted?					<u>5</u>
12. Communication and Professionalism at the Closing					<u>5</u>
13. Communication and Professionalism during the offer submission process ( <b>Agents only</b> )					5
14. Were you kept updated on the transaction status? ( <b>Agents, Title Co.s, and Lenders</b> )					<u>5</u>
15. Would you be interested in working for The LaBell Team? ( <b>Agents Only</b> )					5
16. Likelihood that you would Recommend The LaBell Team to others					<u>5</u>

**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 | <input type="checkbox"/> family        |
| <input type="checkbox"/> Homes                 | <input type="checkbox"/> Website        | <input type="checkbox"/> Our            | <input type="checkbox"/> Employee      |
| <input type="checkbox"/> Magazine              | <input type="checkbox"/> Call on a sign | <input type="checkbox"/> Subdivisions   | <input type="checkbox"/> Bank          |
| <input type="checkbox"/> Home Shopping Channel | <input type="checkbox"/> Open house     | <input type="checkbox"/> Past Client    | <input type="checkbox"/> Another Agent |
|  |   | <input type="checkbox"/> friend         | <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!**

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