

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: Janis Chiapparo Elite Realty					
Property Address: Rosemont					
Please Circle: Were you a: Buyer Seller Title Co. <u>Co-op Agent</u> 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. Communication during your shopping experience (Buyers only)	1	2	3	4	5
2. Agent's Knowledge of Market	1	2	3	4	x5
3. Attention to Details of your transaction	1	2	3	4	x5
4. Availability of Staff	1	2	3	4	5
5. Availability of Agents	1	2	3	4	x5
6. Teams Efficiency and Timeliness of Responding to Phone Calls	1	2	3	4	5xx
7. Courtesy and Honesty	1	2	3	4	x5
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	x5
12. Communication and Professionalism at the Closing	1	2	3	4	x5
13. Communication and Professionalism during the offer submission process (Agents only)	1	2	3	4	x5
14. Were you kept updated on the transaction status? (Agents, Title Co.s, and Lenders)	1	2	3	4	x5
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	x5

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

- Newspaper
- Homes Magazine
- Home Shopping Channel
- TV Commercial
- Website
- Call on a sign
- Open house
- Coming to 1 of Our Subdivisions
- Past Client
- friend
- family
- Employee
- Bank
- Another Agent
- Other

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

The labell team was EXTREMELY courteous and professional throughout the whole process, especially when things got rough, they were able to work it all out.