



## 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: Karlondra Ellsworth            |        |           |             |        |  |
| Property Address: 28755 Sugar Island |        |           |             |        |  |
| <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<br>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 checked="" 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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