



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: Nations Title
 Property Address: 3850 Norwood
 Please Circle: 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 (Buyers only)	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 (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	5
12. Communication and Professionalism at the Closing	1	2	3	4	5
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	4	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	5

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:

Jay is always wonderful to work with

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!

The LaBell Team
 3225 Van Horn, MI. 48183 ~ Ste 110
 Trenton, MI. 48183
 734-671-5782 or 734-671-5784
 kimlabell@wowway.com
 www.thelabellteam.com