



### 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:	Sue Nichols Closer, Randall S. Miller + Associates				
Property Address:	8905 Whitcomb				
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)					
2. Agent's Knowledge of Market					
3. Attention to Details of your transaction					5
4. Availability of Staff					5
5. Availability of Agents					5
6. Teams Efficiency and Timeliness of Responding to Phone Calls					5
7. Courtesy and Honesty					5
8. Marketing/Advertising Strategies (Sellers Only)					
9. Communication while your home was on the market from the Team (Sellers only)					
10. Did your agent educate and prepare you for the Offer, Pending and Closing Process (Buyers/Sellers Only)					
11. Were you sent your documents timely when the offer was accepted?					
12. Communication and Professionalism at the Closing					
13. Communication and Professionalism during the offer submission process (Agents only)					
14. Were you kept updated on the transaction status? (Agents, Title Co.s, and Lenders)					5
15. Would you be interested in working for The LaBell Team? (Agents Only)					
16. Likelihood that you would Recommend The LaBell Team to others					

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

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

Your office is always a pleasure to work with on transactions. I always get a quick response to any emails that I send whether it be for help or letting me know of HUD revisions/approval. Keep up the good work! (3)

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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