



### 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:	Jeri Kephner / Randall Miller + Associates				
Property Address:	1070 Malino Wyandale MI				
<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> )	1	2	3	4	5	-N/A
2. Agent's Knowledge of Market	1	2	3	4	5	-N/A
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	-N/A
9. Communication while your home was on the market from the Team ( <b>Sellers only</b> )	1	2	3	4	5	-N/A
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	-N/A
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	-N/A
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	-N/A
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             | <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"/> Past Client                     | <input type="checkbox"/> Employee      |
| <input type="checkbox"/> Home Shopping Channel | <input type="checkbox"/> Call on a sign | <input type="checkbox"/> friend                          | <input type="checkbox"/> Bank          |
|  | <input type="checkbox"/> Open house     |  | <input type="checkbox"/> Another Agent |
|  |   |  | <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!**

The LaBell Team  
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