

Your Name: James & Thyllis Please answer the following questions and use the self-addressed, stamped envelope to mail back to me. Thank you!

Agent Name: Mark Dellaposta

[poor] 1 - 2 - 3 - 4 - 5 [excellent]

- 1 2 3 4 5 How would you rate your agent's courtesy and proficiency?
- 1 2 3 4 5 How would you rate your agent's communication with you?
- 1 2 3 4 5 How would you rate your agent's availability?
- 1 2 3 4 5 How would you rate your agent's in terms of resolving any problems that occurred?
- 1 2 3 4 5 How would you rate his/her enthusiasm?
- 1 2 3 4 5 How would you rate his/her negotiating skills?

How did you find out about us? THROUGH THE AGENT, MARK DELLAPOSTA

Of all our services, what was the most important thing we did for you? THE MOST IMPORTANT FACTOR WAS W.E. WOOD HIRING M. DELLAPOSTA

What is the one thing that we could improve upon? THIS SURVEY WAS SENT TO MY UNOCCUPIED CONDO AT BRISTOL COMMONS, THEREFORE I WAS NOT ABLE TO RESPOND UNTIL THIS LATE DATE

When you think of your agent, what three words come to mind?

- A. PROFESSIONAL
- B. INTELLIGENT
- C. HONESTY

Would you be willing to refer future customers and clients to us? YES  NO

May we use you for reference? YES  NO

Thank you for your confidence in our services. It has been a pleasure working with you!

Appreciatively,

Angela Dougherty

Angela M. Dougherty  
Managing Broker  
angelad@williamewood.com

Your Name: Dorothy Penant Please answer the following questions and use the self-addressed, stamped envelope to mail back to me. Thank you!

Agent Name: Mark Dellaposta

[poor] 1 - 2 - 3 - 4 - 5 [excellent]

- 1 2 3 4 5 How would you rate your agent's courtesy and proficiency?
- 1 2 3 4 5 How would you rate your agent's communication with you?
- 1 2 3 4 5 How would you rate your agent's availability?
- 1 2 3 4 5 How would you rate your agent's in terms of resolving any problems that occurred?
- 1 2 3 4 5 How would you rate his/her enthusiasm?
- 1 2 3 4 5 How would you rate his/her negotiating skills?

How did you find out about us? visited open house & agent was there

Of all our services, what was the most important thing we did for you? m/a. all was vital

What is the one thing that we could improve upon? Buyer edu in advance

When you think of your agent, what three words come to mind?

- A. organized
- B. goal oriented
- C. pleasant

Would you be willing to refer future customers and clients to us? YES  NO

May we use you for reference? YES  NO

Thank you for your confidence in our services. It has been a pleasure working with you!

Appreciatively,

Angela Dougherty

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