

# Buyer Satisfaction Survey

Using the following scale, please darken the appropriate space which best describes your level of satisfaction.

(1) Very Satisfied (2) Satisfied (3) Somewhat Satisfied (4) Fairly Dissatisfied (5) Dissatisfied

DIRECTIONS: Please darken the appropriate space completely with a pen or pencil.

Example: ■ 1 □ 2 □ 3 □ 4 □ 5

- Very Satisfied → Dissatisfied
1. Satisfaction with your local ERA Real Estate Company.  1  2  3  4  5
  2. Satisfaction with your Real Estate Sales Associate.  1  2  3  4  5
  3. Ability to keep you informed throughout the process.  1  2  3  4  5
  4. Effort to locate your home.  1  2  3  4  5
  5. Knowledge about the product & service provided by ERA Real Estate.  1  2  3  4  5
  6. Honesty.  1  2  3  4  5
  7. Follow-up after transaction was completed.  1  2  3  4  5
  8. Actions in going above and beyond the call of duty in serving my real estate needs.  
Please give example meeting with me on very short notice on a sat/sunday finding out about existing pre paid services for home  1  2  3  4  5

9. The ERA Sales Associate offered an ERA Home Warranty Plan (Seller Protection Plan and/or Buyer Protection Plan).  Yes  No
10. The ERA Sales Associate presented the ERA Select Services Program.  Yes  No
11. I would use this ERA Sales Associate again in buying or selling a home.  Yes  No
12. I would recommend this ERA Sales Associate to a friend and/or family member.  Yes  No
13. ERA Real Estate and the ERA Sales Associate has my permission to use my comments in promotional materials.  Yes  No
14. Did you sign a Buyer Agency Agreement with your Sales Associate?  Yes  No
15. The ERA Sales Associate presented the benefits for ERA Mortgage.  Yes  No
16. What has influenced you to do business with an ERA Sales Associate?  
 ERA Yard Sign  Prior Agent Contact  Newspaper Ad  
 Reputation  Internet  Referred By Friend/Family  ERA TV Advertisement  
 Listed/Sold With ERA Before  Home Magazine  Direct Mail  Other

Please feel free to make any additional comments in the space below:

Alvina was a pleasure to work with! She was extremely friendly professional and admitted genuine interest in my home ~~buy~~ purchase. She was a great help - gave thorough & honest advice and was dedicated to her job as my agent.

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