

Seller 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 ERA Real Estate Sales Associate. 1 2 3 4 5
 3. Ability to keep you informed through the process. 1 2 3 4 5
 4. Effort made to sell your home. 1 2 3 4 5
 5. Skill demonstrated in presentation of ERA marketing services. 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. 1 2 3 4 5

Please give example: _____

9. If relocating to a new area, the ERA Sales Associate offered me referral services to assist in finding a new home. Yes No
10. The ERA Sales Associate offered an ERA Home Warranty Plan (Seller Protection Plan and/or Buyer Protection Plan). 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. The ERA Sales Associate presented the ERA Commitment to Service Guarantee. Yes No
15. The ERA Sales Associate presented the ERA Select Services Program. Yes No
16. The ERA Sales Associate presented the benefits of ERA Mortgage. Yes No
17. 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 Homes Magazine Direct Mail Other

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

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