

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*

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|--|---|
| 1. Satisfaction with your local ERA Real Estate Company. | <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 |
| 2. Satisfaction with your ERA Real Estate Sales Associate. | <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 |
| 3. Ability to keep you informed through the process. | <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 |
| 4. Effort made to sell your home. | <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 |
| 5. Skill demonstrated in presentation of ERA marketing services. | <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 |
| 6. Honesty. | <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 |
| 7. Follow-up after transaction was completed. | <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 |
| 8. Actions in going above and beyond the call of duty in serving my real estate needs. | <input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 |

Please give example:

The Halway/Kell Team is the best you can find!

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|---|---|
| 9. If relocating to a new area, the ERA Sales Associate offered me referral services to assist in finding a new home. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 10. The ERA Sales Associate offered an ERA Home Warranty Plan (Seller Protection Plan and/or Buyer Protection Plan). | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 11. I would use this ERA Sales Associate again in buying or selling a home. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 12. I would recommend this ERA Sales Associate to a friend and/or family member. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 13. ERA Real Estate and the ERA Sales Associate has my permission to use my comments in promotional materials. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 14. The ERA Sales Associate presented the ERA Commitment to Service Guarantee. | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 15. The ERA Sales Associate presented the ERA Select Services Program. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 16. The ERA Sales Associate presented the benefits of ERA Mortgage. | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

17. What has influenced you to do business with an ERA Sales Associate?

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| <input type="checkbox"/> ERA Yard Sign | <input checked="" type="checkbox"/> Prior Agent Contact | <input type="checkbox"/> Open House | <input type="checkbox"/> Newspaper Ad |
| <input type="checkbox"/> Reputation | <input type="checkbox"/> Internet | <input type="checkbox"/> Referred By Friend/Family | <input type="checkbox"/> ERA TV Advertisement |
| <input type="checkbox"/> Listed/Sold With ERA Before | <input type="checkbox"/> Homes Magazine | <input type="checkbox"/> Direct Mail | <input type="checkbox"/> Other |