

# Client Feedback Form

Your Name: \_\_\_\_\_

We want to make sure that we are always delivering a premium level of service and so we would appreciate you taking a few minutes to provide some feedback on your buying/selling experience.

Please use this guide to rate our services on the following questions:

Excellent	Good	Satisfactory	Unsatisfactory	Unacceptable
1	2	3	4	5

Our general real estate knowledge	1	2	3	4	5
Our overall effectiveness and quality of service	1	2	3	4	5
Our ability in keeping you informed	1	2	3	4	5
Our courtesy, helpfulness and politeness	1	2	3	4	5
Promptness in returning your calls & responding to your request for service	1	2	3	4	5
How well do we deliver what we promise	1	2	3	4	5
How well do we listen to you	1	2	3	4	5
How well do you think we work at keeping you a satisfied customer	1	2	3	4	5
How well do we understand you and try to meet your needs and requests	1	2	3	4	5
How much confidence do you have in our service	1	2	3	4	5
Overall, how willing would you be willing to recommend us	1	2	3	4	5
Overall, how willing would you be to buy through us again	1	2	3	4	5

If there was any one thing that we could have done better for you during the time that we were working with you, what would that be...

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What would you say if someone were to ask you about your buying/selling experience with us?

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Can we quote you?  Yes  No

Is there anyone who you could refer our services to:

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Please fax this form back to 604-264-1115 or mail using the stamped envelope that is attached – thank you.