



# AGENT EVALUATION FORM

We would appreciate if you would take a few minutes to fill out an evaluation on the RE/MAX First agents that helped you in the recent sale or purchase of your home.

Sections to complete.....  Buyer A,C,D     Seller A,B,D     Both A,B,C,D

## SECTION A Please rate your agent on the following.

- |  |      |      |      |           |           |
|--|------|------|------|-----------|-----------|
| 1. Knowledge   | Poor | Fair | Good | Very Good | Excellent |
| 2. Accessibility   | Poor | Fair | Good | Very Good | Excellent |
| 3. Professionalism   | Poor | Fair | Good | Very Good | Excellent |
| 4. Effectiveness as a negotiator   | Poor | Fair | Good | Very Good | Excellent |
| 5. Guiding you through the real estate transaction                         | Poor | Fair | Good | Very Good | Excellent |
| 6. Was this the only agent you utilized during the buying/selling process? |      |      | Yes  | No        |           |

## SECTION B Sellers

- |  |       |      |      |           |           |
|--|-------|------|------|-----------|-----------|
| 7. Did your agent market your home as promised?                          | Poor  | Fair | Good | Very Good | Excellent |
| 8. What was the most useful thing your agent did to help sell your home? | _____ |      |      |           |           |

## SECTION C Purchasers

- |  |      |      |      |           |           |
|--|------|------|------|-----------|-----------|
| 9. How many homes have you purchased in the past?                                  | 0    | 1    | 2    | 3         | 4+        |
| 10. Was this agent able to determine your purchasing needs quickly and accurately? | Poor | Fair | Good | Very Good | Excellent |

## SECTION D

What are the company/agent's greatest strengths? Wonderful personalities and a willingness to do whatever it takes to make an easy and successful transaction

What's the most valuable service this agent offered? Knowledge of the area & the market

How could the company/agent improve their service? I honestly don't think they could - Marie & Hope are perfect.

Would you use the same agent in a future real estate transaction    No    Yes

If no, please explain. \_\_\_\_\_

Thank you for taking the time to fill out this survey. We commit ourselves to the highest quality service possible and appreciate the time you have taken to help us maintain that promise.



Dear Client,

I have asked my company to include this with the survey. Recommendations or suggestions are a vital part of my business. I would appreciate if you would take a moment and describe in your own words your buying and/or selling experience. This sheet will be shared with me unless you request differently.

We could not have worked with nicer and more knowledgeable and helpful people. We would recommend them for anyone. They don't only treat you like valued customers, they also treat you like friends.

Manny + Debby Klett

Clients

Aug. 18, 2009

Date

Sometimes I get asked if a potential client could talk to a past client. I would appreciate it if you would allow me to give your name as a contact to discuss your real estate experience. Thank you!

Marc Kaufmann & Hope Cudd

PHONE NUMBER TO USE (865) 233-4918