



# Quality Service Survey

Sales Report: 10313030  
B3503

QSS ID: 171-9704-00917

Office: 171-005-C032  
Mission-Bishop Real Estate

**Property:**  
Single Family Residence

**Buyer:**

**Salesperson:**  
248  
Mani Bhandari

Purchase Price:

Questionnaire Received: 06/10/97

Purchase Date: 04/16/97

The answers used to calculate your Quality Service Award status are marked with a Q to the right of the answer

## Your Overall Experience

1. Overall, how satisfied have you been with your salesperson, his or her office, and their service during your purchase? ..... Very Satisfied Q
2. Would you recommend the CENTURY 21 system to a friend who is going to buy or sell real estate?..... Yes Q
3. Overall, how did your salesperson's service compare with your expectations?..... Better than expected Q  
Who was the principal salesperson you worked with during your purchase?..... Mani Bhandari & Pam Tandan
4. The CENTURY 21 system has awards for outstanding service. Do you want to nominate your salesperson to receive one of these awards?..... YES – Nominate my salesperson for an award Q
5. Did your CENTURY 21 salesperson or office do anything special to help you buy your property? What was the most helpful thing they did?  
Did not answer
6. Did you have any particular problem while you were buying? Do you have any suggestions for your salesperson or office?  
Did not answer

7. How satisfied have you been with your salesperson's service?  
**Our CENTURY 21® salesperson:**
- |  |                       |          |
|--|-----------------------|----------|
| Kept his or her promises.....                                | Very Satisfied        | Q        |
| Understood our specific needs.....                           | Very Satisfied        |          |
| Was knowledgeable, well informed.....                        | Very Satisfied        | Q        |
| Went out of his or her way to help us.....                   | Very Satisfied        | Q        |
| Was available, easy to reach.....                            | Very Satisfied        |          |
| Kept in touch with us.....                                   | Very Satisfied        | Q        |
| Worked hard for us.....                                      | Very Satisfied        |          |
| <b>Overall satisfaction with CENTURY 21 salesperson.....</b> | <b>Very Satisfied</b> | <b>Q</b> |
8. Would you recommend your salesperson to a friend?..... Yes
9. While you were looking for your property, did your salesperson give you the BUYER SERVICE PLEDGE®, a form that described what your broker and salesperson would do to help you buy your property?..... Yes
10. Did your salesperson provide his or her broker's or manager's name and phone number?.... Yes

## *During your Purchase*

11. The first time you called or went to the CENTURY 21 office which helped you with your purchase, did you ask for your salesperson by name?..... No
12. Did your salesperson's broker or manager ever contact you to follow up on how your purchase was going?..... Yes
13. Did you ever visit the CENTURY 21 office which helped you with your purchase?..... Yes
14. How satisfied have you been with the CENTURY 21 office which helped you buy your property?
- |                               |   |                |   |
|-------------------------------|---|----------------|---|
| <b>The office staff:</b>      | Handled our calls and messages promptly and politely..... | Very Satisfied |   |
|                               | Were friendly and helpful when we had questions.....      | Very Satisfied | Q |
| <b>The CENTURY 21 office:</b> | Looked clean and well maintained.....                     | Very Satisfied |   |
|                               | Looked attractive and professional.....                   | Very Satisfied |   |
20. Did you ever own any real estate before this purchase?..... Yes



CDA: 10059695  
B17537

ID Number: 171-9608-00443

Office: 171-005-C032  
Mission-Bishop Real Estate

Property:  
Single Family Residence

Customer:

Salesperson:  
248  
Mani Bhandari

Purchase Price:

Received Date: 10/31/96

Purchase Date: 08/06/96

**Total satisfaction with the CENTURY 21® system**

- 1. Overall, how satisfied have you been with your salesperson, his or her office, and their service during your purchase? ..... Very Satisfied
  - 2. Would you use the CENTURY 21 system again in future real estate transactions? ..... Yes
  - 3. Would you recommend the CENTURY 21 system to a friend who is going to buy or sell real estate? ..... Yes
  - 4. Overall, how did your salesperson's service compare with your expectations? ..... Better than expected
- Overall satisfaction with CENTURY 21 salesperson ..... Very Satisfied**

**About Service**

Who was the principal salesperson you worked with? ..... Mani Bhandari

5. The CENTURY 21 system has awards for outstanding service. Do you want to nominate your salesperson to receive one of these awards? ..... YES -- Nominate my salesperson

6. Did your CENTURY 21 salesperson or office do anything special to help you buy your property? What was the most helpful thing they did for you? Was there anything that made you feel particularly good?

She was very patient with me. Understood my requirements, and worked closely with me to find the house I was looking for. Thanks to her, my first house purchase was smooth.

7. Did you have any particular problem while you were buying your property? What would you like your salesperson or office to do better in the future?

Not really.

21. Why did you work with this particular salesperson and this particular CENTURY 21 office? How and why did you meet? What did you like about them?

Did not answer

**About Your Salesperson**

8. How satisfied have you been with the service of your CENTURY 21® salesperson, considering the following items?

- Kept his or her promises ..... Very Satisfied
- Understood our specific needs ..... Very Satisfied
- Was knowledgeable, well informed ..... Very Satisfied
- Went out of his or her way to help ..... Very Satisfied
- Earned our respect and trust ..... Very Satisfied
- Was available, easy to reach ..... Very Satisfied
- Cared about us ..... Very Satisfied
- Kept in touch with us ..... Very Satisfied
- Was patient ..... Very Satisfied
- Worked hard for us ..... Very Satisfied

**Overall satisfaction with CENTURY 21 salesperson ..... Very Satisfied**

- 9. Has your salesperson, or someone else from his or her office, been in touch with you since your purchase closed? ..... Yes
- 10. Would you want to work with the same salesperson again in the future? ..... Yes
- 11. Would you recommend your salesperson to a friend? ..... Yes

**About the CENTURY 21 office**

12. How satisfied have you been with the CENTURY 21 office which helped you buy your property, considering the following items?

- Is conveniently located ..... Satisfied
- Looks attractive ..... Satisfied
- Looks clean, well maintained ..... Very Satisfied
- Answered the phone nicely and politely ..... Satisfied
- Handled our calls and messages promptly ..... Satisfied
- Handled our purchase professionally ..... Very Satisfied
- The people there were helpful to us ..... Very Satisfied

- 13. Did you ever visit the CENTURY 21 office which helped you with your purchase? ..... Yes
- 14. Did your salesperson's broker or manager ever contact you to follow up on how your purchase was going? ..... Yes



# Quality Service Survey

Sales Report: 10360249  
B31356

QSS ID: 171-9708-20422

Office: 171-005-C032  
Mission-Bishop Real Estate

**Property:**  
Single Family Residence

**Buyer:**

**Salesperson:**  
248  
Mani Bhandari

Purchase Price:

Questionnaire Received: 10/09/97

Purchase Date: 08/15/97

The answers used to calculate your Quality Service Award status are marked with a Q to the right of the answer

## Your Overall Experience

1. Overall, how satisfied have you been with your salesperson, his or her office, and their service during your purchase? ..... Very Satisfied Q
2. Would you recommend the CENTURY 21 system to a friend who is going to buy or sell real estate?..... Yes Q
3. Overall, how did your salesperson's service compare with your expectations?..... Better than expected Q  
Who was the principal salesperson you worked with during your purchase?..... Mani Bhandari
4. The CENTURY 21 system has awards for outstanding service. Do you want to nominate your salesperson to receive one of these awards?..... YES -- Nominate my salesperson for an award Q
5. Did your CENTURY 21 salesperson or office do anything **special** to help you buy your property? What was the most **helpful** thing they did?  
  
She was very optimistic. She told me that if I wanted the property, I would get it. She was right!! She referred me to an excellent lender. He knowledge and optimism were greatly appreciated.
6. Did you have any **particular** problem while you were buying? Do you have any **suggestions** for your salesperson or office?  
  
No.

7. How satisfied have you been with your salesperson's service?

**Our CENTURY 21® salesperson:**

Kept his or her promises.....	Very Satisfied	Q
Understood our specific needs.....	Very Satisfied	
Was knowledgeable, well informed.....	Very Satisfied	Q
Went out of his or her way to help us.....	Very Satisfied	Q
Was available, easy to reach.....	Very Satisfied	
Kept in touch with us.....	Very Satisfied	Q
Worked hard for us.....	Very Satisfied	
<b>Overall satisfaction with CENTURY 21 salesperson.....</b>	Very Satisfied	Q

8. Would you recommend your salesperson to a friend?..... Yes

9. While you were looking for your property, did your salesperson give you the BUYER SERVICE PLEDGE®, a form that described what your broker and salesperson would do to help you buy your property?..... Yes

10. Did your salesperson provide his or her broker's or manager's name and phone number?.... No

## During Your Purchase

11. The first time you called or went to the CENTURY 21 office which helped you with your purchase, did you ask for your salesperson by name?..... Yes

12. Did your salesperson's broker or manager ever contact you to follow up on how your purchase was going?..... No

13. Did you ever visit the CENTURY 21 office which helped you with your purchase?..... Yes

14. How satisfied have you been with the CENTURY 21 office which helped you buy your property?

<b>The office staff:</b>	Handled our calls and messages promptly and politely.....	Very Satisfied	
	Were friendly and helpful when we had questions.....	Very Satisfied	Q
<b>The CENTURY 21 office:</b>	Looked clean and well maintained.....	Very Satisfied	
	Looked attractive and professional.....	Very Satisfied	

20. Did you ever own any real estate before this purchase?..... No

