

Thank you for giving us the pleasure of working with you on your real estate transaction. We would be greatly encouraged if you took the time to complete the survey on your experience with our company. Your opinion is very important to us at Kline May Realty and we eagerly await the return of this document. Again, thank you so much!



Broker
Kline May Realty

As you respond to the following items, please only use your most recent experiences with our company.

1. First, were you the buyer, seller, or both? (Select One)

- Buyer Seller Both

2. Generally speaking, how satisfied are you with the services you received through Kline May Realty? Are you (Select One)

- Very Satisfied Satisfied Undecided Dissatisfied Very Dissatisfied

3. What in particular did you like about the services you received through our company?

Personal attention and keeping me informed often.

4. Was there anything in particular you disliked about the services you received through our company?

5. What influenced you to do business with your Kline May Realty agent? (Please check all that apply.)

- | | | |
|--|--|---|
| <input type="checkbox"/> Prior contact with this agent | <input type="checkbox"/> Kline May yard sign | <input type="checkbox"/> Open House |
| <input type="checkbox"/> Reputation | <input checked="" type="checkbox"/> Referred by friend or family | <input type="checkbox"/> Internet |
| <input type="checkbox"/> Direct Mail | <input type="checkbox"/> Newspaper | <input type="checkbox"/> Real Estate Book |
| <input type="checkbox"/> Other (PLEASE SPECIFY) _____ | | |

6. Now, we would like to ask you some questions about your **Kline May REALTOR®**. For each of the following, please rate your agent.

	Excellent	Very Good	Average	Fair	Poor
Services of your agent.....	✓				
Keeping you informed through the process.....	✓				
Responding to you in a timely manner.....	✓				
Agent availability when you specifically needed them.....	✓				
Agent being honest with you at all times.....	✓				
Agent following-up after your closing.....	✓				
Agent professionalism and knowledge.....	✓				
Explaining the contract.....	✓				

If you were the Seller in the transaction, please skip question 7 and go onto 8.

7. If you were the buyer in the transaction, how did the property you bought first come to your attention?

- My Agent
 Web
 Newspaper
 Real Estate Magazine
 TV
 Yard Sign
 Other: _____

Now, we would like to ask you about your future real estate activities. We hope that because of the service you received in your most recent real estate transactions with **Kline May Realty** that you would want to return to our company in future transactions.

8. Generally speaking, will you use our company in your future real estate transactions? Would you say . . .

- Definitely
 Likely
 Not at all

9. Will you recommend our company/your agent to friends, family members, co-workers and/or others?

- Definitely
 Likely
 Not at all

10. Sometimes it is helpful to quote our clients' reactions to service received with us. What kinds of things come to mind when you think about the kind of assistance you recently received at **Kline May Realty**?

I have never experienced a realtor like Barry in my numerous real estate ventures. He was so personable, helpful, attentive. He went the extra step in every way. I loved his video presentation of my house, and his presentation of the DVD ^{Home} for my memories was much appreciated. He was very sensitive to my feelings about parting with my home. He never pushed. He's my friend.

11. Check YES if we may use your comments for our promotional materials.

- Yes
 No

So we may know and serve our clients better, would you please tell us:

12. When you were born:

- Before 1943
 Between 1943 and 1959
 Between 1960 and 1979
 After 1979

13. Are you: Male Female

Thank you very much for your participation in this survey, and congratulations on your transaction!

Kath A May Broker, **Kline May Realty**