

SATISFACTION SURVEY
DEB HOWARD & CO.

In our constant effort in improve customer service; Deb Howard & Co. wants to assess our Team's impact on our clients & customers. Your candid responses will assist us on improving our team services in the future.

1. How did you first hear about Deb Howard & Co. ?

Referred by a Friend _____	Postcard _____
Past Seller _____	Past Buyer _____
Newspaper Ad _____	Home Magazine _____
Internet _____	Other <u>walkin to a open house</u>

2. Why did you select Deb Howard & Co. for your Real Estate needs?

AGENT WAS KNOWLEDGABLE, FRIENDLY AND RESPONSIVE TO OUR NEEDS

3. How would you rate our overall service to you?

Excellent <u>X</u> _____	Very Good _____
Good Fair _____	Poor _____

4. In what ways did Deb Howard & Co. serve you effectively?

AGENT

5. In what ways could Deb Howard & Co. have served you more effectively?

6. What impressed you most about Deb's Team during your buying/selling experience?

AGENT

7. Would you recommend Deb's Team to your family & friends?

Yes

8. Is there anything further that Deb's Team could do for you right now to make your buying/selling experience complete?

see attached

Additional Comments:

Thank you for taking the time to complete this survey so that we can work to serve you more efficiently in the future. We look forward to working with you, your family, friends and associates in the future.

It's not a transaction, its personal

When we went looking for a second home, our first concern was not what house; it was who would we trust to help us. We did not know any realtors in the area and knew we could easily become just another transaction and commission. Casually looking at a few open houses one weekend, we really didn't know if we were shopping for the house or the agent; we quickly found we had seen 6 homes and had six agent's cards. The question now was who would we ask to help us.

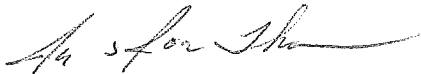
One agent, Matt, seemed to understand when we first met him at an open house, that we needed help; he focused on us, not the house. We decided to drive back to Tahoe the following Saturday to look at houses and Matt agreed to dedicate his entire Saturday to us. He talked to us every night that week before, understanding our requirements so that the 17 houses we toured that Saturday were close to what we wanted.

At each house, knowing our criteria, Matt challenged us to make sure we were going to be happy if we decided to offer. Getting ready to make an offer he help us gather market data, and then over the next eight weeks he guided us through the offer, counter offer, and so on until the day he finally said "congratulations, your offer is accepted."

That led to two more months of transaction details. Throughout all of this, Matt kept it personal; he was more helpful then we could have ever expected. Not only did he make sure we understood the paperwork and inspections, he drew the floor plan, took pictures, arranged cleaning before we moved in, and even help unload the truck. The day we moved in, having never seen the house since we had toured it 4 months earlier, it was all we expected.

Thanks Matt, this was not a transaction, you made it personal.

Sincerely,



Jay & Joan Thomas