



From the Desk of Sylvia Crossland

Date:

Dear \_\_\_\_\_,

Congratulations on the successful close of your recent real estate transaction. Steve and I are pleased to have been of service to you. We hope to be a future resource for you as well.

I would appreciate your help with a "reality check" of our performance. Your opinion is important to me and I will appreciate you taking a few moments to complete the survey below.

<b>How would you rate the service you experienced in the following areas?</b> (circle numbers below)										
	Poor ←				Satisfactory				→ Outstanding	
Knowledge	1	2	3	4	5	6	7	8	9	10
Listening Skills	1	2	3	4	5	6	7	8	9	10
Problem Solving	1	2	3	4	5	6	7	8	9	10
Patience	1	2	3	4	5	6	7	8	9	10
Availability	1	2	3	4	5	6	7	8	9	10
Enthusiasm	1	2	3	4	5	6	7	8	9	10
Communication	1	2	3	4	5	6	7	8	9	10
Caring	1	2	3	4	5	6	7	8	9	10
General Conduct	1	2	3	4	5	6	7	8	9	10
Easy to work with?	1	2	3	4	5	6	7	8	9	10
Other? _____	1	2	3	4	5	6	7	8	9	10
Other? _____	1	2	3	4	5	6	7	8	9	10

Who did you work with the most?  Sylvia  Steve  Both about the same

What did you like about working with us? \_\_\_\_\_

What areas could use improvement? \_\_\_\_\_

Would you use our services again? Yes / No

Would you refer your family or friends to us? Yes / No

May we list you as a reference? Yes / No

Would you write a letter of reference for us? Yes / No

**THANK YOU SO MUCH! PLEASE FAX BACK TO 512-646-0880 OR MAIL TO ADDRESS BELOW:**