



SCHMITT REAL ESTATE CO.

# Coldwell Banker Schmitt Real Estate Co. (CBSREC)

## Seller "Service 1st" Evaluation

SOLD



When you list or buy through CBSREC a portion of our income from the sale goes to the CBSREC Charitable Foundation, a qualified 501C-3 Tax Exempt Non-For-Profit Corporation. All funds, whether donated by our agents and matched by the company or donated by our clients or others, goes to worthy causes Keys-wide as the company absorbs all administrative costs. Our motto is "Moving Forward...By Giving Back."

COMMENTS: In the years we have worked with Jan + Charlotte, we have found them to always be professional and personable. They worked very well with us.

### 1. Why did you choose Coldwell Banker Schmitt? (You may check more than one)

- A. Reputation:
  - Coldwell Banker
  - Coldwell Banker Schmitt
- B. Advertising:
  - Company Website
  - National
  - Local Publications
- C. Knew Sales Associate
- D. Contacted by the Sales Associate
- E. Referred by:
  - Friend
  - Your Company
  - Real Estate Company
- F. Satisfied past customer
- G. Open House
- H. Sign in front of the property
- I. Internet
- J. Other \_\_\_\_\_

### 2. How would you rate our service?

- A. Understanding your needs
- B. Preparation & organization
- C. Knowledge of the market
- D. Timeliness of follow-up
- E. Quality of material provided to you
- F. Overall experience with sales associate
- G. Overall experience with company
- H. Value of services received

Excellent	Good	Fair	Poor
X			
X			
X			
X			
X			
X			
X			
X			

### 3. Were you presented with the following?

- A. Competitive Market Analysis
- B. Company Brokerage Relationship Form
- C. Seller's Property Disclosure Form
- D. Lead Based Paint Form (Built prior to 1978)

Yes	No	Not Sure
		X
		X
		X
		X

- 4. Has your sales associate communicated with you since the closing?  Yes  No
- 5. Would you use our company again?  Yes  No
- 6. Would you recommend us to others?  Yes  No
- 7. Do you know someone that you would like to refer to us that wants to buy or sell their property here in the Keys? (Name, Phone # or Email Address) \_\_\_\_\_

### 8. How can we improve our service?

Sales Agent that served you: May 31, 2018 Jan Keller + Charlotte Porter

Your Name: Chester + Isabelle Barnes Phone #: 724-833-0556

E-mail: ce.barnes3@yahoo.com

Thank you for your time and response!



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**Comments:**


**1. Why did you choose Coldwell Banker Schmitt? (You may check more than one)**

**A. Reputation:**

- Coldwell Banker
- Coldwell Banker Schmitt

**E. Referred by:**

- Friend
- Your Company
- Real Estate Company

**B. Advertising:**

- Company Website
- National
- Local Publications

**F. Satisfied past customer**

**G. Open House**

**H. Sign in front of the property**

**I. Internet**

**C. Knew Sales Associate**

**J. Other** AGENT sold us this Home in 2002.

**D. Contacted by the Sales Associate**

**2. How would you rate our service?**

- A. Understanding your needs
- B. Preparation & organization
- C. Knowledge of the market
- D. Timeliness of follow-up
- E. Quality of material provided to you
- F. Overall experience with sales associate
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- H. Value of services received

Excellent	Good	Fair	Poor
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			

**3. Were you presented with the following?**

	Yes	No	Not Sure
A. Competitive Market Analysis	✓		
B. Company Brokerage Relationship Form	✓		
C. Seller's Property Disclosure Form	✓		
D. Lead Based Paint Form (Built prior to 1978)	N/A		

- 4. Has your sales associate communicated with you since the closing?  Yes  No
- 5. Would you use our company again?  Yes  No
- 6. Would you recommend us to others?  Yes  No

7. Do you know someone that you would like to refer to us that would like to buy or sell their own piece of paradise in the Keys?  
(Name, Phone # or Email Address) \_\_\_\_\_

8. How can we improve our service? \_\_\_\_\_

Survey Mailed  
(Internal Use Only)  
06/08/2018

Sales Agent that served you: Jan Keller & Charlotte Porter  
 Your Name: Marion & Michael Lubranecki Phone #: (352) 341-1450  
 E-mail: \_\_\_\_\_ **Thank you for your time and response!**