

# Realtor<sup>®</sup> Survey

Realtor Name \_\_\_\_\_

Customer Name \_\_\_\_\_

Property Address \_\_\_\_\_

*Thank you for allowing me to help in your search for a new home. Because I am continuously striving to improve on the service I provide my customers, I would appreciate you taking the time to complete the following survey. This information will be used in future showings, home purchase transactions, and sales transactions.*

1. Is this your first home purchase?  Yes  No
2. Is this your first time working with a Realtor?  Yes  No
3. How did you decide which real estate company to use? \_\_\_\_\_
4. What was your first impression of our office?  Excellent  Good  Fair  Poor
5. How did you feel your initial call was handled?  Excellent  Good  Fair  Poor
6. Was I friendly and helpful?  Yes  No
7. Do you feel that, as your Realtor, I had your best interests in mind?  Yes  No
8. Were the properties I showed you to your specifications? If no, why not?  
\_\_\_\_\_
9. Do you feel that I did the research required to assist you in your search? If no, why not?  
\_\_\_\_\_
10. Was the contract explained to your satisfaction? If no, why not?  Yes  No  
\_\_\_\_\_
11. Did you feel the closing process went smoothly? If no, why not?  Yes  No  
\_\_\_\_\_
12. Was I able to meet or exceed your expectations? How?  Yes  No  
\_\_\_\_\_
13. Would you use my services again in the future?  Yes  No
14. Would you refer your friends and family to this company or me?  Yes  No
15. Additional comments: \_\_\_\_\_  
\_\_\_\_\_