



Quality Service Survey

Individual Survey Results

Agent: Edward Vivona

Overall Score
100%

Transaction Type: Buyer
Customer: Robert Thompson
Property: 10 Pico Place Tinton Falls NJ
07724
Close Date: 04/15/2014
Survey Completed Date: 05/03/2014
Survey Type: Online

Overall, how would you rate your agent with regard to your recent property transaction?

Please rate your satisfaction with your agent, along each of the characteristics listed below:

Regularly stayed in touch

Knowledgeable about the market

Understood what was important

Resolution of any issue that arose

Explaining the Agreement

Managing the details from contract to close

Overall, how would you rate the office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your office and/or agent to a friend or colleague?

How likely are you to use your office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
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■ ■ ■ ■			10

Additional comments

My husband and I had such wonderful experience with Ed Vivona. We were purchasing our first home and Ed was so helpful every step of the way. He was very communicative with us and knowledgeable about all aspects of real-estate. He was very helpful in answering any and all questions we had. Ed was working for both us and the sellers, but we never felt he was helping one side more than the other. He kept our interests in mind and did a wonderful job executing the purchase of our new home. He truly cared about our happiness and for that we are grateful!

KEY: 0-4 Dissatisfied
5-7 Mostly Satisfied
8-10 Delighted
N/A Not asked