

Performance & Service Evaluation

Geoff Hausmann

RE/MAX Property Consultants
500 Bridge Street
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Please answer the following questions openly and honestly. Your valuable input will have a positive impact on Geoff's future dealings with his clients, and mostly, with you, your family, friends and associates.

1) What part of your real estate experience with Geoff did you like best?

I looked at 2 houses on one day. One was considerably more money than the other. He was honest & quite candid about the difference in the 2 & advised the house selling for less was a much better one. That cost them some \$ yet his response was in my best interest.

2) List three specific items that you were particularly pleased with:

His timeliness in responding to my calls. His knowledge - his ability to answer most of my questions when asked. His openness & sincerity in procuring information he was in need of.

3) What part of your real estate experience with Geoff did you find the most challenging?

Nothing

4) List three specific items that you would like to have seen handled differently:

Would have more thoroughly checked out the main water shut-off valve. Though it appeared to be functioning I later found out that it does not completely stop the flow of water into the house.
Would have specified what grade of roof shingles for the replacement. I would have had my own person examine the roof when completed. Though in no way do I hold Geoff accountable. We just learned something new.

5) Please circle the letter which describes the level of satisfaction you experienced with Geoff in the following areas: (A-Very Satisfied B-Satisfied C- Dissatisfied)

- 1. Availability for meeting, appointments A B C
- 2. Returns calls, answers questions A B C
- 3. Knowledge of real estate, demonstrated A B C
- 4. Ability to avoid and solve problems A B C
- 5. Ability to maintain a high level of trust in all dealings A B C
- 6. Concerned with quality service A B C
- 7. Concerned with customer satisfaction A B C
- 8. Overall satisfaction A B C

Additional comments:

Have heard of all the "war" stories about purchasing a home but this purchase was great. All went very smoothly because of Geoff!!

6) Why did you choose to work with Geoff?

Geoff was advised the first thing that I knew nothing about buying a house & that I needed to depend on him. So I expected he had my best interests in mind. In addition I advised I was going to take as much time as I needed & that I'd ~~not~~ be pushed into it. Geoff agreed to do that.

Would you choose to work with him again? Yes No

Comments: Absolutely - he kept his word (see #6).

7) How would you describe your home buying/selling experience with Geoff?

Excellent

8) Would you recommend Geoff's services to your family, friends and associates? Yes ___ No

Comments: As a representative of an individual
he will work on your behalf - he is an
honest agent & very dedicated person.

9) In your opinion, in what ways can Geoff improve his service and provide 100% customer satisfaction?

Have nothing to suggest.

10) Who is the next person you know whom you expect to be buying/selling?

Name No one at this time.

Address _____

Phone Number _____ Buying ___ Selling ___

It's not what Geoff says to potential customers about his service that counts-it's what you say!

May Geoff share this information you have provided with others?

Yes ___ No

Judith A. Mosca

Please print your name(s).

THANK YOU!