



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Peggy Yanuzzelli
Office: CENTURY 21 Charles Smith Agency, Inc.

Transaction ID: 000000003227
Transaction Type: Seller
Customer: Julie Berkin
Property: 149 George St South Amboy NJ 08879
Close Date: 01/06/2010
Survey Completed Date: 01/24/2010
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

Please rate your satisfaction with your CENTURY 21 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 CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
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Additional comments

Peggy diligently kept me informed with the proceedings of the sale of my property. She is highly knowledgeable and I felt confident being in her care. Peggy played an integral role in ensuring my property was sold.

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