Century 21

Quality Service Survey

Sales Report: 10315108
S3340

QSS ID: 171-9704-00425

Office: 171-005-D116
Champion

Property:
Single Family Residence
2723 Sugarplum Drive
San Jose
CA 95148

Seller:
Vincent & Peggy Cerbone
1844 Polson Ave
Clovis
CA 93611-6125

Salesperson:
90
Fariba Lance

Purchase Price: $225,000

Questionnaire Received: 06/16/97

Purchase Date: 03/27/97

The answers used to calculate your Quality Service Award status are marked with a Q to the right of the answer

Your Overall Experience

1. Overall, how satisfied have you been with your salesperson, his or her office, and their service during your listing and sale? ..... Very Satisfied **Q**

2. Would you recommend the CENTURY 21 system to a friend who is going to buy or sell real estate?..... Yes **Q**

3. Overall, how did your salesperson's service compare with your expectations?..... Better than expected **Q**

   Who was the principal salesperson you worked with during your sale?..... Fariba Lance

4. The CENTURY 21 system has awards for outstanding service. Do you want to nominate your salesperson to receive one of these awards?..... YES -- Nominate my salesperson for an award **Q**

5. Did your CENTURY 21 salesperson or office do anything **special** to help you sell your property? What was the most **helpful** thing they did?

   Fariba knew how to handle each situation/offer to get us the best deal.

6. Did you have any **particular** problem while you were selling? Do you have any **suggestions** for your salesperson or office?

   Did not answer

7. How satisfied have you been with your salesperson's service?

Our CENTURY 21® salesperson:

Kept his or her promises	Very Satisfied	Q
Understood our specific needs	Very Satisfied	
Was knowledgeable, well informed	Very Satisfied	Q
Went out of his or her way to help us	Very Satisfied	Q
Was available, easy to reach	Very Satisfied	
Kept in touch with us	Very Satisfied	Q
Worked hard for us	Very Satisfied	
Overall satisfaction with CENTURY 21 salesperson	Very Satisfied	Q

8. Would you recommend your salesperson to a friend? ..... Yes

9. While you were putting your property on the market, did your salesperson give you the SELLER SERVICE PLEDGE®, a form that described what your broker and salesperson would do to help you sell your property? ..... Did not answer

10. Did your salesperson provide his or her broker's or manager's name and phone number? .... No

During your Sale

11. The first time you called or went to the CENTURY 21 office which helped you with your sale, did you ask for your salesperson by name? ..... Yes

12. Did your salesperson's broker or manager ever contact you to follow up on how your sale was going? ..... No

13. Did you ever visit the CENTURY 21 office which helped you with your sale? ..... No

14. How satisfied have you been with the CENTURY 21 office which helped you sell your property?

The office staff:	Handled our calls and messages promptly and politely	Very Satisfied	
	Were friendly and helpful when we had questions	Very Satisfied	Q
The CENTURY 21 office:	Looked clean and well maintained	N/A	
	Looked attractive and professional	N/A	

20. Have you ever sold a house or other real estate before this sale? ..... No

21. Were you selling in order to buy a new home or other property? ..... Yes

    21a. Did your salesperson offer to help you find a new home or other property? ..... Did not answer

22. Were you selling in order to move to a new area? ..... Yes

    22a. Did your salesperson offer to refer you to another CENTURY 21 office in the area you are moving to? ..... No