



## CLIENT SATISFACTION SURVEY

At *Concorde Estates* we endeavour to ensure that we are always polite, neatly dressed and represent ourselves and the business to the best of our ability; to always provide honest and reliable information. It is only with your valuable feedback we are able to continue to offer the excellent service we strive to uphold.

Name of your Estate Agent representative: \_\_\_\_\_

<b>Please rate your Agent named above:</b>	<b>TRUE</b>	<b>NOT SURE</b>	<b>FALSE</b>
Did you feel comfortable and at ease with your Agent?			
Was your Agent professional in their conduct at all times?			
Do you feel your Agent fully understood your requirements?			
Do you feel your Agent is knowledgeable in their field?			
Did our Agent work to serve you in the best possible way?			

<b>How do you rate our service for the following:</b>	<b>VERY GOOD</b>	<b>GOOD</b>	<b>AVERAGE</b>	<b>POOR</b>	<b>UNSATISFACTORY</b>
Reliability of our service					
Responsiveness in meeting clients needs					
Courtesy towards our clients					
How is our performance in comparison with our competitors					

How do you feel we can improve our service levels: \_\_\_\_\_

\_\_\_\_\_

What are your reasons for choosing our company? \_\_\_\_\_

\_\_\_\_\_

Would you recommend Concorde Estates to your friends and family? \_\_\_\_\_

Will you use our services in the future? \_\_\_\_\_

Name: \_\_\_\_\_

Property purchased/Sold: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*May we take this opportunity to thank you for choosing Concorde Estates and we thank you for your valued and honest feedback.*