THE RUSSO TEAM

Buyer Customer Satisfaction Survey

Please enjoy a coffee or bite to eat on us while completing the survey!

Name: _____
Phone: _____
E-Mail: _____

Please circle the number that is most descriptive of the service you received. Rate the experience/performance on a scale of 1-5 with 1 being Unsatisfactory and 5 being Excellent.

Title/Escrow Company:

Escrow Officer: _____

	Unsatisfactory				*Excellent*
How would you rate the Title Company?	1	2	3	4	5
How would you rate the Escrow Officer?	1	2	3	4	5

Comments: _____

Mortgage Company:

Loan Officer: _____

How would you rate the Loan Officer?	1	2	3	4	5
How would you rate the mortgage process?	1	2	3	4	5

Comments: _____

The Frank Russo Team

Buyer Specialist: _____

Knowledge of real estate demonstrated	1	2	3	4	5
Attention given to your special needs	1	2	3	4	5
Problems were handled	1	2	3	4	5
Communication	1	2	3	4	5
Timeliness of return phone calls	1	2	3	4	5
Your overall impression of the buying process	1	2	3	4	5

Comments: _____

Closing Manager: _____

Attention given to your special needs	1	2	3	4	5
Communication	1	2	3	4	5
Timeliness of return phone calls	1	2	3	4	5
Your overall impression of the closing process	1	2	3	4	5

Comments: _____

What did you like **most** about your experience with our office?

_____

What did you like **least** about your experience with our office?

_____

We strive for **100% Customer Satisfaction**. What one thing, in your opinion, would help us to achieve that goal? _____

WE LOVE REFERRALS!

Because our business is based on referrals from people like you, do you know anyone who would want the high level of service we offer? If yes, could we please have their name and phone number?

Name _____ Phone _____
Name _____ Phone _____