

CLIENT SATISFACTION SURVEY



We are committed to providing you with Truly Remarkable Service, and as part of that pledge, we will be e-mailing you a Client Satisfaction Survey at the conclusion of your transaction. The online survey will only take about five minutes to complete, and we will need your e-mail address.

Thank you for helping us ensure that we continue to provide our clients with the best real estate transaction experience possible.

The screenshot shows the 'Client Satisfaction Survey' interface. At the top left is the Coldwell Banker Residential Brokerage logo. The title 'Client Satisfaction Survey' is centered at the top. Below the title, there is a message: 'You are important to us, and we appreciate you taking the time to answer these questions. The survey should take 5 minutes or less. Please answer all questions, and click one response except where indicated.' Two questions are listed, each with a radio button scale from 'Not satisfied' to 'I was thrilled' and 'Do not know/Not applicable'. Question 1 asks about overall satisfaction with the process of the home sale. Question 2 asks about overall satisfaction with the sales associate(s). A 'Next >>' button is at the bottom right of the form area.

COLDWELL BANKER
RESIDENTIAL BROKERAGE

Client Satisfaction Survey

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You are important to us, and we appreciate you taking the time to answer these questions.
The survey should take 5 minutes or less. Please answer all questions, and click one response except where indicated.

* 1. How would you rate your overall satisfaction with the process of your home sale?

Not satisfied Slightly satisfied Satisfied Completely satisfied I was thrilled Do not know/Not applicable

* 2. How would you rate your overall satisfaction with the sales associate(s) who listed your home?

Not satisfied Slightly satisfied Satisfied Completely satisfied I was thrilled Do not know/Not applicable

* = Required [Next >>](#)

"As our client, your thoughts are invaluable to us"
Malcolm MacEwen
President & COO
Coldwell Banker
Residential Brokerage
Arizona

