

Satisfied Buyers and Sellers are our best advertisement

We take customer satisfaction very seriously at Coldwell Banker Bainbridge Kaufman Real Estate. Our belief in providing the best real estate service before, during and after the sale is a top priority. As you can see by the following responses to our Service Survey*, allowing Coldwell Banker Bainbridge Kaufman Real Estate to represent you in the purchase or sale of a property is the *smart choice!*

- 1. Timeliness of returned phone calls was:**
2% Not Satisfactory 10% Average **88% Excellent**
- 2. Problems were handled:**
3% Not Satisfactory 6% Average **91% Excellent**
- 3. Communication with you was:**
3% Not Satisfactory 8% Average **89% Excellent**
- 4. The knowledge of real estate demonstrated was:**
1% Not Satisfactory 3% Average **96% Excellent**
- 5. Attention given to your special needs was:**
2% Not Satisfactory 5% Average **93% Excellent**
- 6. Your overall impression of the service at our firm was:**
3% Not Satisfactory 6% Average **91% Excellent**
- 7. Do you feel that the agent adequately explained the real estate process and what you could expect during the escrow and closing process?**
1% No Answer 3% No **96% Yes**
- 8. Do you feel that the agent adequately explained the buyer agency, seller agency and dual agency?**
0% No Answer 4% No **96% Yes**
- 9. In comparison with other Realtors you have worked with, the quality of real estate service was (NA indicates first time buyer or seller):**
16% NA 3% Substantially Lower 18% Same 63% Substantially Higher
- 10. Would you feel comfortable recommending this firm or agent to your family and friends?**
0% No Answer 3% No **97% Yes**