

# After the Sale Survey

Dear \_\_\_\_\_,

Congratulations on the closing of your home. I'm happy that I could help you. So that I can evaluate and refine my service, I would appreciate your comments and suggestions. Your opinion is important to me. Please help me by returning this form in the self-addressed, stamped envelope at your earliest convenience. Your comments will ensure that I am providing the highest level services available! Thank you.

Specifically, how would you rate me on these items?

1	Source of information		Excellent		Satisfactory		Unsatisfactory
2	Keeping you informed		Excellent		Satisfactory		Unsatisfactory
3	Problem solving		Excellent		Satisfactory		Unsatisfactory
4	Listening skills		Excellent		Satisfactory		Unsatisfactory
5	Availability		Excellent		Satisfactory		Unsatisfactory
6	Enthusiasm		Excellent		Satisfactory		Unsatisfactory
7	Easy to work with		Excellent		Satisfactory		Unsatisfactory

What did you like about working with me? \_\_\_\_\_

Would you recommend me to others?  Yes  No

May I use you as a reference?  Yes  No

What areas could I improve on? \_\_\_\_\_

Services you would like to see me ad: \_\_\_\_\_

Would you refer your friends and family to me? \_\_\_\_\_

How would you like me to continue communication? \_\_\_\_\_

Would you write a letter of recommendation for me? \_\_\_\_\_

Who do you know who's interested in buying or selling in the future? \_\_\_\_\_

Names and phone numbers: \_\_\_\_\_

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

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

Excerpted from *The Business Planning System for the Real Estate Professional*, Carla Cross Seminars, Inc. [www.carlacross.com](http://www.carlacross.com)

