

Striving to be the Very Best

Ayre/Rhinehart strives to create the very best in customer service. We hope that you will take a few minutes to fill out this survey so that we may better serve our clients and community in the future. If you prefer, this survey can also be found online at www.ARhouse.com/survey.

Thank You for helping us to make Ayre/Rhinehart an even better company.

How do we compare?

Have you ever worked with another real estate company? Yes No

If you answered yes above: How did Ayre/Rhinehart perform in comparison to the other company(s)? Worse Same Better

What stands out most from your experience with real estate companies?

Did we meet your needs?

1. Were you greeted promptly and treated courteously by our reception staff? Poor (P) Below Average (BA) Average (A) Above Average (AA) Excellent (E)

2. Were our hours convenient for you to do business? Poor (P) Below Average (BA) Average (A) Above Average (AA) Excellent (E)

3. Were your concerns adequately addressed during the course of business? Poor (P) Below Average (BA) Average (A) Above Average (AA) Excellent (E)

4. Was your closing performed professionally and efficiently? Poor (P) Below Average (BA) Average (A) Above Average (AA) Excellent (E)

5. After your experience with Ayre/Rhinehart, would you recommend our company? Yes No

6. Why did you choose Ayre/Rhinehart?

- Advertising Referred by Friend
 Website Corporate Referral
 Yard Sign Past Customer
 Other _____

7. If you have any comments, suggestions or concerns regarding your Ayre/Rhinehart experience, please enter them below?

How did your agent perform?

1. Was this your first real estate purchase or sale? Yes No

2. How well did your agent perform in the following categories?

- | | Poor | Below Average | Average | Above Average | Excellent |
|---------------------|-------------------------|-------------------------------------|-------------------------|--------------------------|-------------------------|
| • Responsiveness | <input type="radio"/> P | <input checked="" type="radio"/> BA | <input type="radio"/> A | <input type="radio"/> AA | <input type="radio"/> E |
| • Product Knowledge | <input type="radio"/> P | <input checked="" type="radio"/> BA | <input type="radio"/> A | <input type="radio"/> AA | <input type="radio"/> E |
| • Professionalism | <input type="radio"/> P | <input checked="" type="radio"/> BA | <input type="radio"/> A | <input type="radio"/> AA | <input type="radio"/> E |
| • Business Ethics | <input type="radio"/> P | <input checked="" type="radio"/> BA | <input type="radio"/> A | <input type="radio"/> AA | <input type="radio"/> E |
| • Attitude/Behavior | <input type="radio"/> P | <input checked="" type="radio"/> BA | <input type="radio"/> A | <input type="radio"/> AA | <input type="radio"/> E |

3. Were you kept well informed throughout your real estate transaction? Poor (P) Below Average (BA) Average (A) Above Average (AA) Excellent (E)

4. Would you recommend your agent to others? Yes No

5. Who was your agent?

Tom Darger

6. What stands out most about your experience in working with your agent?

He delivered beyond expectations

Please enter today's date: 7/17/11

(Optional)

Name: Debra Jo Vander

Address: _____

Phone: _____