

# GMAC Customer Satisfaction Survey Results 2006-2009

Mike Richardson

Customer Satisfaction Rating: **4.90 (out of 5.0)**

(all numbers below are in percent unless noted otherwise)

Did your sales associate...	Yes	No	No Response
1. offer you the Quality/Premier Service Guarantee?	85.71	0	14.28
2. provide written market analysis prior to offer?	71.42	14.28	14.28
3. contact you after the closing?	100	0	0

How satisfied were you...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
4. with counseling and needs assessment?	100	0	0	0	0
5. with thoroughness of search process?	85.71	14.28	0	0	0
6. with availability of associate?	100	0	0	0	0
7. with associate's knowledge of area?	85.71	14.28	0	0	0
8. with associate's negotiating assistance?	85.71	14.28	0	0	0
9. with quality/frequency of communication?	100	0	0	0	0
10. with associate's attention to details?	100	0	0	0	0
<b>11. What was your overall satisfaction?</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

How likely would you be to...	Very Likely	Likely	Neutral	Unlikely	Very Unlikely
12. use the same associate in the future?	85.71	14.28	0	0	0
13. use the same real estate company?	71.42	28.57	0	0	0
14. recommend the services of sales associate to a friend, neighbor, or relative?	100	0	0	0	0
15. recommend the services of real estate company to a friend, neighbor, or relative?	71.42	28.57	0	0	0

What was your primary reason for selecting your sales associate?	%
Knew Sales Associate Personally	28.57
Yard Signs in the Area	28.57
Satisfied Past/Current Customer	0
Company Name / Reputation	0
Marketing Programs / Plan	0
Sales Associate's Presentation	14.28
Referred by a Friend	28.57
Advertising	0
Internet	0
Walk-In / Open House	0
Other	0

### Additional Comments

"Mike went out of his way to assist us in purchasing our first home. I have recommended Mike to many friends and family and will continue to do so."

"Mike Richardson provided us with outstanding advice and information throughout our real estate transaction. We highly recommend his services to all our friends, and without question would use his services again."

"Mike is attentive, supportive, and extremely trustworthy."

"We were pleased with Mike's availability and follow through on items/issues that needed attention. He was (and is) a pleasure to work with."