



Quality Service Survey

Individual Survey Results

Agent: Edward Vivona

Overall Score
100%

Transaction Type: Seller
Customer: Salvatore Gugliata & Sherr
Gugliata
Property: 30 Sayreville Boulevard Sayreville
NJ 08872
Close Date: 12/15/2014
Survey Completed Date: 01/06/2015
Survey Type: Online

Overall, how would you rate your agent with regard to your recent property transaction?

Please rate your satisfaction with your agent, along each of the characteristics listed below:

Regularly stayed in touch

Knowledgeable about the market

Understood what was important

Resolution of any issue that arose

Explaining the Agreement

Managing the details from contract to close

Overall, how would you rate the office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your office and/or agent to a friend or colleague?

How likely are you to use your office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
██████████	██████████	██████████	10
██████████	██████████	██████████	10
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Additional comments

We really can't thank Ed enough for all he has done for us, our family. We first met Ed back in 2010. He showed us countless home to purchase, finally having decided on our current home in Colts Neck in the Fall of 2013. Sorry, I do not remember receiving a survey on that one. Perhaps this one will make up for it. In realizing what we had found in Ed, we stayed with him throughout his agency changes. In coming to know Ed, how he went about his business we found him to be truly one of a kind. He always made us feel like we were his only client, probably not but perhaps his most important. He knew how limited our time was, so he often took the initiative to preview homes on our behalf, never once showing disappointment if we felt the home was not correct. In knowing what we now know, Ed's attitude & work ethic does not exist in today's world. When we were finally ready to sell our Sayreville home, of course we contacted Ed. He advised us on what to do to our home prior to putting it on the market. His pictures were amazing, made our home look beautiful. The website he created allowed our home to reach markets we never expected with all the advertising in place in record time. Other homes in our development had been on the market for up to a year so we were really nervous in not knowing how long the process would take. Ed's initiative produced multiple Buyers, multiple offers and was Under Contract in 3 weeks!!!! Throughout the process in putting everything together, we did not have to do so much as lift a finger. I am going to follow-up with your corporate office just to let them know what an outstanding Realtor Ed is. I will always recommend him to family & friends, actually I already have!

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked