



Hi!

I need your help! Enclosed is a brief research questionnaire concerning your Realtor® PATRICK TUTTLE. This information is being gathered by Consumer Research to help PATRICK improve the quality of his real estate service. The information you supply will be held in total confidence, and you will remain anonymous. Your response is important to PATRICK and will be used to create new, improved services that you and other clients will receive during future real estate transactions with PATRICK TUTTLE.

Please circle the number that is most descriptive of the service you received from PATRICK and his staff, 1 being unsatisfactory, 4 being average, and 7 being excellent. If a subject is not applicable, please leave it blank.

1. Timeliness of return phone calls..... 1 2 3 4 5 6 7
2. Problems were handled..... 1 2 3 4 5 6 7
3. Communication with you was..... 1 2 3 4 5 6 7
4. The knowledge of real estate demonstrated..... 1 2 3 4 5 6 7
5. Attention given to your special needs..... 1 2 3 4 5 6 7
6. Your overall impression of PATRICK's real estate service..... 1 2 3 4 5 6 (7)

Please check the most appropriate answer

1. Do you feel that PATRICK adequately explained the real estate process and what you could expect during each phase of the process?

Yes  No

2. Do you feel that PATRICK really cared about you and your real estate needs?

Yes  No

3. In comparison to other Realtors® you have worked with, the quality of PATRICK's real estate service is:

Substantially lower   
Moderately lower   
About the same

Moderately higher   
Substantially higher   
Excellent

4. Do you feel PATRICK earned his commission?

Yes  No

5. Would you feel comfortable recommending PATRICK's services to your friends and family?

Yes  No

6. If asked, would you give PATRICK the names of your friends who might be interested in buying or selling real estate?

Yes  No

Please answer each question openly and honestly. Remember that all responses are held anonymous. Feel free to write on the back of the page. Thank you.

Why did you choose to work with PATRICK? Being recommended  
by friends

When you think about your real estate experience, what stands out most in your mind?  
His being there when  
you called him

What could PATRICK do to improve his service and provide a more positive real estate experience?  
Stay as you are

What is your overall impression of PATRICK? Very business like

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Please check the most appropriate answer

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Yes  No

2. Do you feel that PATRICK really cared about you and your real estate needs?

Yes  No

3. In comparison to other Realtors® you have worked with, the quality of PATRICK's real estate service is:

*only realtor we've worked with*

- Substantially lower
- Moderately lower
- About the same
- Moderately higher
- Substantially higher
- Excellent

4. Do you feel PATRICK earned his commission?

Yes  No

5. Would you feel comfortable recommending PATRICK's services to your friends and family?

Yes  No

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Yes  No

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Why did you choose to work with PATRICK? *Sold my aunt's home. Came highly recommended.*

When you think about your real estate experience, what stands out most in your mind? *Patrick's communication*

What could PATRICK do to improve his service and provide a more positive real estate experience? *It was excellent.*

What is your overall impression of PATRICK?

*Very Professional, neat, great communication  
Very competent.*

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Please check the most appropriate answer

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Yes  No

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Yes  No

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Moderately lower   
About the same

Moderately higher   
Substantially higher   
Excellent

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Yes  No

5. Would you feel comfortable recommending PATRICK's services to your friends and family?

Yes  No

6. If asked, would you give PATRICK the names of your friends who might be interested in buying or selling real estate?

Yes  No

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Why did you choose to work with PATRICK? OPEN / INTERESTED / HONEST  
SINCE THE FIRST CONVERSATION.

When you think about your real estate experience, what stands out most in your mind?

FLEXIBILITY AND GENUINE INTEREST IN UNDERSTANDING  
OUR NEEDS. A LOT OF ADVICE AND RECOMMENDATIONS  
WHILE LOOKING AT HOUSES.

What could PATRICK do to improve his service and provide a more positive real estate experience?

~~\_\_\_\_\_~~  
~~\_\_\_\_\_~~  
~~\_\_\_\_\_~~

What is your overall impression of PATRICK? HE IS THE KIND OF  
PROFESSIONAL ANYONE WILL LIKE TO WORK WITH.  
HE WILL BE MY REALTOR FOR AS LONG AS WE STAY AT EL PASO.

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Yes  No

2. Do you feel that PATRICK really cared about you and your real estate needs?

Yes  No

3. In comparison to other Realtors® you have worked with, the quality of PATRICK's real estate service is:

- |                     |                          |                      |                                     |
|---------------------|--------------------------|----------------------|-------------------------------------|
| Substantially lower | <input type="checkbox"/> | Moderately higher    | <input type="checkbox"/>            |
| Moderately lower    | <input type="checkbox"/> | Substantially higher | <input checked="" type="checkbox"/> |
| About the same      | <input type="checkbox"/> | Excellent            | <input type="checkbox"/>            |

4. Do you feel PATRICK earned his commission?

- Yes  No

5. Would you feel comfortable recommending PATRICK's services to your friends and family?

- Yes  No

6. If asked, would you give PATRICK the names of your friends who might be interested in buying or selling real estate?

- Yes  No

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Why did you choose to work with PATRICK? We had worked with him in the past and were very satisfied.

When you think about your real estate experience, what stands out most in your mind? was handled well and god was with us and with Patrick.

What could PATRICK do to improve his service and provide a more positive real estate experience? Nothing, he does everything at high standards

What is your overall impression of PATRICK? He is very dedicated and straight forward

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Please check the most appropriate answer

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Yes  No

2. Do you feel that PATRICK really cared about you and your real estate needs?

Yes  No

3. In comparison to other Realtors® you have worked with, the quality of PATRICK's real estate service is:

Substantially lower   
Moderately lower   
About the same

Moderately higher   
Substantially higher   
Excellent

4. Do you feel PATRICK earned his commission?

Yes  No

5. Would you feel comfortable recommending PATRICK's services to your friends and family?

Yes  No

6. If asked, would you give PATRICK the names of your friends who might be interested in buying or selling real estate?

Yes  No

Please answer each question openly and honestly. Remember that all responses are held anonymous. Feel free to write on the back of the page. Thank you.

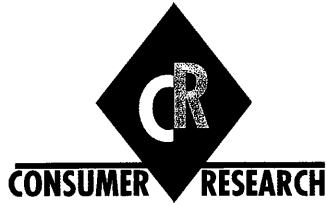
Why did you choose to work with PATRICK? Mutual Friend.

When you think about your real estate experience, what stands out most in your mind?  
N/A

What could PATRICK do to improve his service and provide a more positive real estate experience?  
N/A

What is your overall impression of PATRICK? great.

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- 6. Your overall impression of PATRICK's real estate service..... 1 2 3 4 5 6 (7)

Please check the most appropriate answer

1. Do you feel that PATRICK adequately explained the real estate process and what you could expect during each phase of the process?

Yes  No

2. Do you feel that PATRICK really cared about you and your real estate needs?

Yes  No

3. In comparison to other Realtors® you have worked with, the quality of PATRICK's real estate service is:

Substantially lower   
Moderately lower   
About the same

Moderately higher   
Substantially higher   
Excellent

4. Do you feel PATRICK earned his commission?

Yes  No

5. Would you feel comfortable recommending PATRICK's services to your friends and family?

Yes  No

6. If asked, would you give PATRICK the names of your friends who might be interested in buying or selling real estate?

Yes  No

Please answer each question openly and honestly. Remember that all responses are held anonymous. Feel free to write on the back of the page. Thank you.

Why did you choose to work with PATRICK? I WORKED WITH HIM BEFORE

When you think about your real estate experience, what stands out most in your mind?

HIS KNOWLEDGE, ATTENTION TO DETAIL.

What could PATRICK do to improve his service and provide a more positive real estate experience?

What is your overall impression of PATRICK? EXCELLENT!

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- 2. Problems were handled..... 1 2 3 4 5 6 ⑦
- 3. Communication with you was..... 1 2 3 4 5 6 ⑦
- 4. The knowledge of real estate demonstrated..... 1 2 3 4 5 6 ⑦
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- 6. Your overall impression of PATRICK's real estate service..... 1 2 3 4 5 6 ⑦

Please check the most appropriate answer

- 1. Do you feel that PATRICK adequately explained the real estate process and what you could expect during each phase of the process?

Yes  No

- 2. Do you feel that PATRICK really cared about you and your real estate needs?

Yes  No

*JL VanHorn*

3. In comparison to other Realtors® you have worked with, the quality of PATRICK's real estate service is:

- |                     |                          |                      |                                     |
|---------------------|--------------------------|----------------------|-------------------------------------|
| Substantially lower | <input type="checkbox"/> | Moderately higher    | <input type="checkbox"/>            |
| Moderately lower    | <input type="checkbox"/> | Substantially higher | <input type="checkbox"/>            |
| About the same      | <input type="checkbox"/> | Excellent            | <input checked="" type="checkbox"/> |

4. Do you feel PATRICK earned his commission?

- Yes  No

5. Would you feel comfortable recommending PATRICK's services to your friends and family?

- Yes  No

6. If asked, would you give PATRICK the names of your friends who might be interested in buying or selling real estate?

- Yes  No

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Why did you choose to work with PATRICK? I knew him slightly through church, but he was highly recommended by my previous real estate agent who is now retired.

When you think about your real estate experience, what stands out most in your mind?

A quiet sale and it was very little problem to me.

What could PATRICK do to improve his service and provide a more positive real estate experience? nothing

What is your overall impression of PATRICK? As honest and caring person who is interested in helping people.

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Yes  No

2. Do you feel that PATRICK really cared about you and your real estate needs?

Yes  No

3. In comparison to other Realtors® you have worked with, the quality of PATRICK's real estate service is:

Substantially lower   
Moderately lower   
About the same

Moderately higher   
Substantially higher   
Excellent

4. Do you feel PATRICK earned his commission?

Yes  No

5. Would you feel comfortable recommending PATRICK's services to your friends and family?

Yes  No

6. If asked, would you give PATRICK the names of your friends who might be interested in buying or selling real estate?

Yes  No

Please answer each question openly and honestly. Remember that all responses are held anonymous. Feel free to write on the back of the page. Thank you.

Why did you choose to work with PATRICK? FRIENDSHIP -  
KNOWLEDGE OF R.E.

When you think about your real estate experience, what stands out most in your mind?  
SERVICE

What could PATRICK do to improve his service and provide a more positive real estate experience?

What is your overall impression of PATRICK? OUTSTANDING

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Please check the most appropriate answer

1. Do you feel that PATRICK adequately explained the real estate process and what you could expect during each phase of the process?

Yes  No

2. Do you feel that PATRICK really cared about you and your real estate needs?

Yes  No

*Tom*

3. In comparison to other Realtors® you have worked with, the quality of PATRICK's real estate service is:

Substantially lower   
Moderately lower   
About the same

Moderately higher   
Substantially higher   
Excellent

4. Do you feel PATRICK earned his commission?

Yes  No

5. Would you feel comfortable recommending PATRICK's services to your friends and family?

Yes  No

6. If asked, would you give PATRICK the names of your friends who might be interested in buying or selling real estate?

Yes  No

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Why did you choose to work with PATRICK? I TALKED to other people who had used Pat

When you think about your real estate experience, what stands out most in your mind?  
What to do to sell the property, at a bad market

What could PATRICK do to improve his service and provide a more positive real estate experience?  
I think the house would have sold sooner, if I could have had more fees back on the green carpet

What is your overall impression of PATRICK?  
Outstanding, and Pat does go the extra mile

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Yes  No

2. Do you feel that PATRICK really cared about you and your real estate needs?

Yes  No

*Tim Lester*

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- |                     |                          |                      |                                     |
|---------------------|--------------------------|----------------------|-------------------------------------|
| Substantially lower | <input type="checkbox"/> | Moderately higher    | <input type="checkbox"/>            |
| Moderately lower    | <input type="checkbox"/> | Substantially higher | <input checked="" type="checkbox"/> |
| About the same      | <input type="checkbox"/> | Excellent            | <input checked="" type="checkbox"/> |

4. Do you feel PATRICK earned his commission?

- Yes  No

5. Would you feel comfortable recommending PATRICK's services to your friends and family?

- Yes  No

6. If asked, would you give PATRICK the names of your friends who might be interested in buying or selling real estate?

- Yes  No

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Why did you choose to work with PATRICK? Recommended by relative

When you think about your real estate experience, what stands out most in your mind? Good service

What could PATRICK do to improve his service and provide a more positive real estate experience? No recommendations

What is your overall impression of PATRICK? Great

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Yes  No

2. Do you feel that PATRICK really cared about you and your real estate needs?

Yes  No

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Substantially lower

Moderately higher

Moderately lower

Substantially higher

About the same

Excellent

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Yes  No

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Yes  No

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Yes  No

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Why did you choose to work with PATRICK? Letters sent to me  
+ signs (Strut)

When you think about your real estate experience, what stands out most in your mind?

Promptness, Professionalism

What could PATRICK do to improve his service and provide a more positive real estate experience?

no changes.

What is your overall impression of PATRICK? wonderful + very professional!

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Yes  No

