

## Client Satisfaction Survey

Return completed form to [info@ivycommercial.com](mailto:info@ivycommercial.com) or fax 408.912.2688

At The Ivy Group, we value your opinion and feedback. We continuously strive to improve our client's experience in all aspects of a real estate transaction. Please take a few minutes to complete a short survey of your experience with The Ivy Group. Your response is greatly appreciated.

1. What is your name and title? \_\_\_\_\_
2. What is your company's name and business? \_\_\_\_\_  
\_\_\_\_\_
3. How did you hear about The Ivy Group? \_\_\_\_\_
4. Was your transaction a purchase, lease, sale, property management, consultation, etc.? \_\_\_\_\_  
\_\_\_\_\_
5. What convinced you to select The Ivy Group? \_\_\_\_\_  
\_\_\_\_\_
6. Could you explain why you feel satisfied or unsatisfied with the way the transaction was handled? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
7. Was there anything we could have done to make the transaction smoother and more efficient? \_\_\_\_\_  
\_\_\_\_\_
8. Would you or your friends/family consider using our services in future transactions? Please be specific and provide name and contact info. Your referral is much appreciated.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please provide a testimonial of your transaction experience. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
10. Please list the name(s) of The Ivy Group team member(s) who made your experience memorable and why? \_\_\_\_\_  
\_\_\_\_\_
11. May we share your testimonial with our clients? \_\_\_\_\_  
\_\_\_\_\_
12. May we list you as a reference? \_\_\_\_\_  
\_\_\_\_\_
13. May we post your testimonial online and on The Ivy Group website? \_\_\_\_\_  
\_\_\_\_\_
14. Can you provide an online testimonial of our services on Yelp? \_\_\_\_\_  
\_\_\_\_\_
- If yes, please visit <http://www.yelp.com/biz/the-ivy-group-commercial-and-investment-real-estate-fremont-2> to be taken directly to The Ivy Group Yelp page. Thank you.