

Close



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Shannon Dilorio
Office: CENTURY 21 Alliance

Transaction ID: 00000003173
Transaction Type: Buyer
Customer: RJ Beardsley & UNKNOWN UNKNOWN
Property: 6 Laurel Ave Boar DE 19701
Close Date: 06/03/2010
Survey Completed Date: 06/29/2010
Survey Type: Online

Overall Score
100%

| | 1 - 4 | 5 - 7 | 8 - 10 | Score |
|---|----------------------|-------|--------|-------|
| Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction? | ████████████████████ | | | 10 |
| Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below: | | | | |
| Regularly stayed in touch | ████████████████████ | | | 10 |
| Knowledgeable about the market | ████████████████████ | | | 10 |
| Understood what was important | ████████████████████ | | | 10 |
| Resolution of any issue that arose | ████████████████████ | | | 10 |
| Explaining the Agreement | ████████████████████ | | | 10 |
| Managing the details from contract to close | ████████████████████ | | | 10 |
| Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)? | ████████████████████ | | | 10 |
| How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague? | ████████████████████ | | | 10 |
| How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise? | ████████████████████ | | | 10 |

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

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CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Shannon Dilorio
Office: CENTURY 21 Alliance

Transaction ID: 000000003070
Transaction Type: Seller
Customer: Raymond Cooper 3rd & UNKNOWN UNKNOWN
Property: 3501 VICTOR Ave. Brookhaven PA 19015
Close Date: 05/27/2010
Survey Completed Date: 06/20/2010
Survey Type: Online

Overall Score
100%

| | 1 - 4 | 5 - 7 | 8 - 10 | Score |
|---|----------------------|-------|--------|-------|
| Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction? | ████████████████████ | | | 10 |
| Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below: | | | | |
| Regularly stayed in touch | ████████████████████ | | | 10 |
| Knowledgeable about the market | ████████████████████ | | | 10 |
| Understood what was important | ████████████████████ | | | 10 |
| Resolution of any issue that arose | ████████████████████ | | | 10 |
| Explaining the Agreement | ████████████████████ | | | 10 |
| Managing the details from contract to close | ████████████████████ | | | 10 |
| Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)? | ████████████████████ | | | 10 |
| How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague? | ████████████████████ | | | 10 |
| How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise? | ████████████████████ | | | 10 |

Additional comments

Shannon made this whole crazy process smooth and stress free! She was always there to answer any and all questions that we had! We felt like we were her only clients because she always kept in touch with us and responded quickly to phone calls or emails! I will recommend her to anyone looking for a real estate agent!

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

Close



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Shannon Dilorio
Office: CENTURY 21 Alliance

Transaction ID: 00000003117
Transaction Type: Buyer
Customer: Richard & Sandra Czysteozon & UNKNOWN UNKNOWN
Property: 1843 Peach St Boothwyn PA 19061
Close Date: 05/21/2010
Survey Completed Date: 06/21/2010
Survey Type: Online

Overall Score
100%

| | 1 - 4 | 5 - 7 | 8 - 10 | Score |
|---|----------------------|-------|--------|-------|
| Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction? | ████████████████████ | | | 10 |
| Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below: | | | | |
| Regularly stayed in touch | ████████████████████ | | | 10 |
| Knowledgeable about the market | ████████████████████ | | | 10 |
| Understood what was important | ████████████████████ | | | 10 |
| Resolution of any issue that arose | ████████████████████ | | | 10 |
| Explaining the Agreement | ████████████████████ | | | 10 |
| Managing the details from contract to close | ████████████████████ | | | 10 |
| Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)? | ████████████████████ | | | 10 |
| How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague? | ████████████████████ | | | 10 |
| How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise? | ████████████████████ | | | 10 |

Additional comments

Shannon was wonderful to work with. She took the time to understand what our wants and needs were. Shannon was really dedicated from start to finish, home buying can be very frustrating at times and Shannon made sure we never gave up. We are now enjoying our first home with our children and could not have done it with out her. In the future if we decide we would like to move we would definitely call Shannon for her help again.

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

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Individual Survey Results



Agent: Shannon Dilorio
Office: CENTURY 21 Alliance

Transaction ID: 000000003091
Transaction Type: Buyer
Customer: Robert Gaspero & Lindsay Pierce
Property: 2300 Pennington Dr Wilmington DE 19810
Close Date: 03/25/2010
Survey Completed Date: 04/12/2010
Survey Type: Online

Overall Score
100%

| | 1 - 4 | 5 - 7 | 8 - 10 | Score |
|---|----------------------|-------|--------|-------|
| Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction? | NA | | | NA |
| Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below: | | | | |
| Regularly stayed in touch | ████████████████████ | | | 10 |
| Knowledgeable about the market | ████████████████████ | | | 10 |
| Understood what was important | ████████████████████ | | | 10 |
| Resolution of any issue that arose | ████████████████████ | | | 10 |
| Explaining the Agreement | ████████████████████ | | | 10 |
| Managing the details from contract to close | ████████████████████ | | | 10 |
| Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)? | ████████████████████ | | | 10 |
| How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague? | ████████████████████ | | | 10 |
| How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise? | ████████████████████ | | | 10 |

Additional comments

Shannon is such a hard worker and the best agent i've ever had the honor of working with. Her dedication is beyond belief, and shes ready to give you an answer any hour of the day. She is amazing!

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

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CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Shannon Dilorio
Office: CENTURY 21 Alliance

Transaction ID: 00000003118
Transaction Type: Buyer
Customer: Cirilo & Heide Llagas & UNKNOWN UNKNOWN
Property: 33 E Avon Dr Claymont DE 19703
Close Date: 05/20/2010
Survey Completed Date: 06/07/2010
Survey Type: Online

Overall Score
86%

| | 1 - 4 | 5 - 7 | 8 - 10 | Score |
|---|----------------------|-------|--------|-------|
| Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction? | ████████████████████ | | | 10 |
| Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below: | | | | |
| Regularly stayed in touch | ████████████████████ | | | 10 |
| Knowledgeable about the market | ██████████████████ | | | 9 |
| Understood what was important | ████████████████████ | | | 10 |
| Resolution of any issue that arose | ████████████████████ | | | 10 |
| Explaining the Agreement | ██████████████████ | | | 9 |
| Managing the details from contract to close | ██████████████████ | | | 9 |
| Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)? | ████████████████████ | | | 10 |
| How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague? | ████████████████████ | | | 10 |
| How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise? | ████████████████████ | | | 10 |

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

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Close



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Shannon Dilorio
Office: CENTURY 21 Alliance

Transaction ID: 000000003027
Transaction Type: Seller
Customer: Timothy & Alison Ross
Property: 16 Mulberry St Boothwyn PA 19061
Close Date: 02/26/2010
Survey Completed Date: 03/15/2010
Survey Type: Online

Overall Score
86%

| | 1 - 4 | 5 - 7 | 8 - 10 | Score |
|---|----------------------|-------|--------|-------|
| Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction? | ████████████████████ | | | 9 |
| Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below: | | | | |
| Regularly stayed in touch | ████████████████████ | | | 10 |
| Knowledgeable about the market | ████████████████████ | | | 9 |
| Understood what was important | ████████████████████ | | | 9 |
| Resolution of any issue that arose | ████████████████████ | | | 10 |
| Explaining the Agreement | ████████████████████ | | | 10 |
| Managing the details from contract to close | ████████████████████ | | | 10 |
| Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)? | ████████████████████ | | | 5 |
| How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague? | ████████████████████ | | | 9 |
| How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise? | ████████████████████ | | | 10 |

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

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