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## Customer Service Evaluation

Please rate the following on a scale of 1 to 5.  
5 being excellent and 1 being poor.

		Poor	Satisfactory	Excellent		
1.	Initial phone contact was courteous and informative.	1	2	3	4	5
2.	Initial interview was thorough and professional.	1	2	3	4	5
3.	During the process communication was good.	1	2	3	4	5
4.	I feel that the interest rate I got was competitive.	1	2	3	4	5
5.	Home Source got me to the closing table in the least amount of time with least hassles and kept me well informed.	1	2	3	4	5
6.	I would recommend <b>Home Source</b> to my friends and co-workers.	<input checked="" type="radio"/> Yes <input type="radio"/> No, why?				
7.	How were you referred to us? (radio, TV, newspaper, realtor, friend, other)	Previous experience				
8.	May we share this survey and your comments with other <b>Home Source</b> customers?	<input checked="" type="radio"/> Yes <input type="radio"/> No				
9.	May we share this survey and your comments with the media?	<input checked="" type="radio"/> Yes <input type="radio"/> No				
10.	Additional Comments? <i>We're very pleased with Home Source, they worked with us just like "friends"! 😊</i>					

We know your new address (if you bought a new home), and we would like to have your new telephone number \_\_\_\_\_

Name: John Epps Birth month/day \_\_\_\_\_  
 Spouse name: Michelle Epps Birth month/day \_\_\_\_\_

*(We would appreciate having your name but if you prefer to mail this anonymously we understand.)*

*Remember a separate note for our testimonial file is also appreciated.  
 Your referrals are the highest compliment that we can receive!*