

SERVICE
EXCELLENCE



GUARANTEED SERVICES

- Talk is cheap – too many Agents promise the World, never put it in writing, and provide substantially less.
- Our goal at Our Real Estate Guy is not only to provide award winning service but achieve Service Excellence.
- In Service Excellence we go through three distinct steps:
 1. We listen and identify your needs
 2. Together, we agree on our written Service Standards
 3. You confidentially evaluate us online to give us feedback on how we did.
- Your feedback is used to help us do our job better and provide data for our top representative award - The Service Excellence Award!
- Best of all, if you are not satisfied with our services you can cancel your Agreement; read our written Guarantee to see how it works

THE SERVICE EXCELLENCE PROGRAM

SELLER SERVICES GUARANTEE



1. Mission

Our mission is to provide the highest level of professionalism and quality of service that exceeds your expectations every time. We provide you with a written guarantee of our services.

2. Together, we set your expectation

Jointly we agree to provide our 19-point Service Excellence program unless customized as follows:

3. We fulfill our 18-point program

We do our best and work hard to sell your property. We will keep you updated on the listing progress at the frequency of your choosing. An informed seller makes confident decisions.

4. Feedback

You tell us whether we fulfilled our guarantee. Upon completion of the transaction we will ask you to complete a brief survey on our performance.

If we don't fulfill our commitments to you, you have the right to address your concerns with the Managing Broker. Your concerns should be in writing, delivered directly to the Broker; he/she then has 2 business days to resolve the situation. Should the Brokerage be unable or unwilling to resolve the issues, we will cancel your Listing Agreement without cost or penalties and will have no further obligations to each other. Should the Listing Agreement be cancelled, the termination provisions of the Listing Agreement still apply.

Seller's name (print)

Seller's name (signature)

Date

Seller's name (print)

Seller's name (signature)

Date

Seller's phone

Seller's email

Real estate Agent's name (print)

Real estate Agent's (signature)

Broker/Manager (print)

Broker/Manager (signature)

Tel:

RODNEY HARVEY

Real Estate Broker

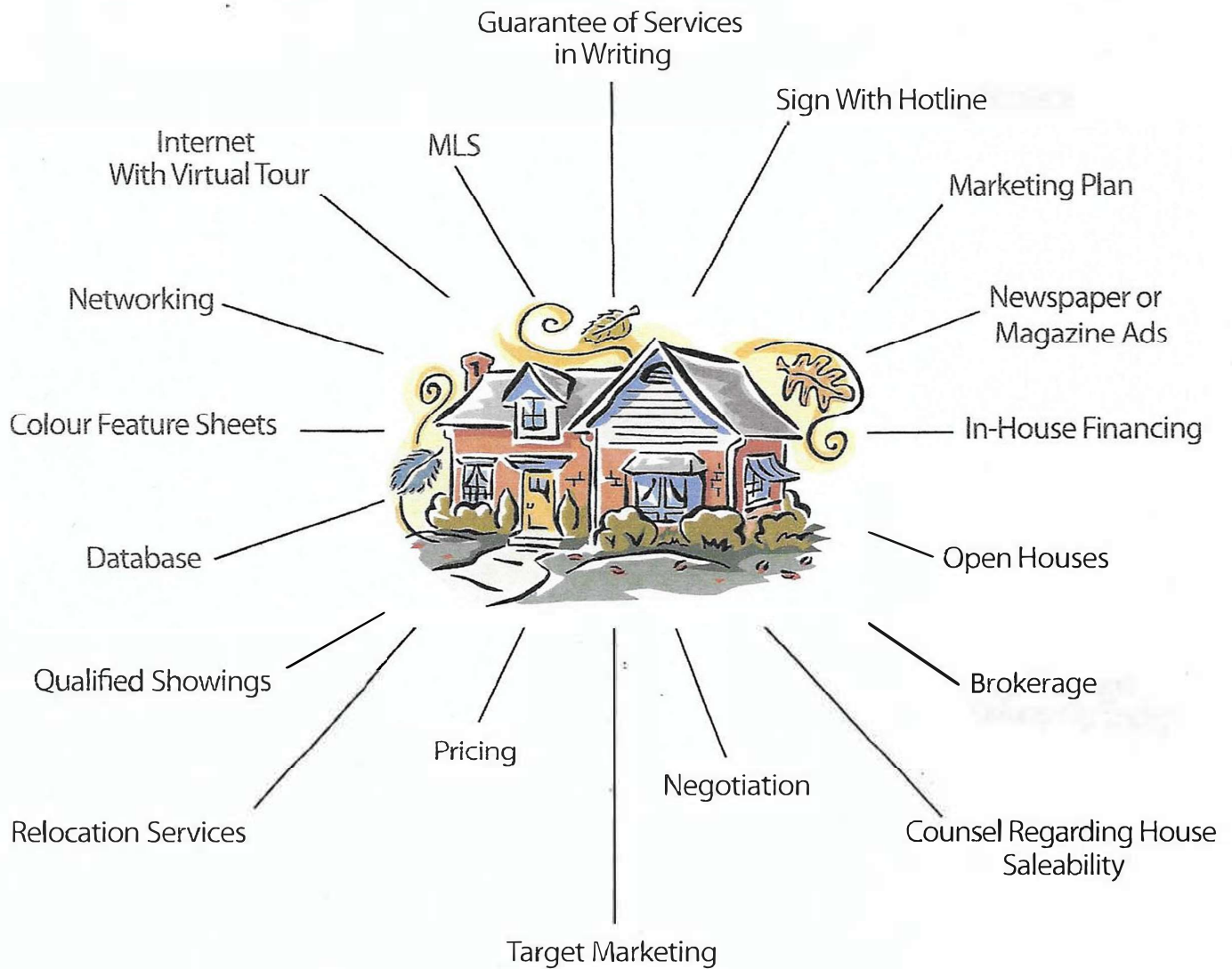
(905) 447-8864

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Services I Provide...

Our Real Estate Guy



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