



Why Choose a QSC Real Estate Professional?

I understand that the sale or purchase of your home is one of the most important financial and personal decisions you make. The selection of your real estate professional is important, too. So why should you choose to do business with a Quality Service Certified® sales professional?

FOUR REASONS ON WHY YOU SHOULD SELECT A QSC SALES PROFESSIONAL

1 TRAINED AND CERTIFIED

I have completed training and certification (QSC) related specifically to quality service and customer satisfaction. To maintain this certification I am required to meet or exceed a set Customer Satisfaction Rating.

2 YOU WILL KNOW WHAT TO EXPECT

I will present you with a signed, written Guarantee outlining the service steps I will be performing as your service provider. Together we will review these steps so you will know what services I provide, and you will know what to expect throughout the transaction.

3 I AM HELD ACCOUNTABLE TO DO WHAT I'VE GUARANTEED I'LL DO

Following the closing, you will have the opportunity to fill out a survey on my service that becomes part of my record posted on a public website for all to see. The entire survey process is administered by an independent research company and is not conducted by my brokerage. I am among the elite 1-2% of real estate professionals who are willing to have their customer satisfaction record publicly available.

4 MY SERVICE RECORD IS PUBLIC

You can see my independently validated record of service to past clients on the QSC consumer website QualityService.org For your convenience, I have printed the web pages showing you survey feedback, and will leave them for your reference.

Look for the Arrival of the Survey

If you select me as your service provider, a one-page Survey will be sent to you at least two weeks following the closing. The survey is sent from Leading Research Corporation, and arrives in an envelope that looks like the sample to the right. Your feedback, including any written comments, is very important to me as it provides me with direction on how I can improve my service.

LEADING RESEARCH CORPORATION
PMS 380
27221 ORTEGA HWY STE E
SAN JUAN CAPISTRANO CA 92675-9943



Paul Smith
23 Main Street
Apt #10M
San Juan Capistrano, CA 92675



www.QualityService.org