



## ENGINEER SERVICE CORPORATION

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January, 14, 2011

Mr. Brian C. Schmitt  
President  
Coldwell Banker SRE  
11050 Overseas Highway  
Marathon, Fl 33050

Dear Mr. Schmitt:

This letter will acknowledge receipt of your 11/19/2010 correspondence regarding our experience with Abby and/or your firm in the recent sale of my home on Summerland Key. Quite frankly our experience working with Abby over the past year warrants much more than a simple "form" letter response.

As a matter of information, since 1985 I have been active in the construction industry as a developer/builder of office parks, single family residential homes and condominiums in the North Florida area and have had many, many relationships with Realtors and their sales staff during this time. Unfortunately, as you might imagine we have encountered some good and some not-so good Realtor relationships.

As for Abby I have never worked with one quite like her. She is everything and more that we all looking for in a Realtor. I won't dwell on the particulars of this talented lady because I'm sure you already know of her many skills; personality, communication, market knowledge, follow-up, negotiation and so much more that she brings to the closing table.

Truly, Abby is the epitome of Professionalism and you are fortunate to have her in your organization.

Very truly yours,

A.C. Atkins  
President



SCHMITT REAL ESTATE CO.

# Coldwell Banker Schmitt Real Estate Co. (CBSREC)

## Seller "Service 1st" Evaluation



When you list or buy through CBSREC a portion of our income from the sale goes to the CBSREC Charitable Foundation, a qualified 501C-3 Tax Exempt Non-For-Profit Corporation. All funds, whether donated by our agents and matched by the company or donated by our clients or others, goes to worthy causes Keys-wide as the company absorbs all administrative costs. Our motto is "Moving Forward...By Giving Back."

**COMMENTS:**

*See Attached Letter*

**1. Why did you choose Coldwell Banker Schmitt? (You may check more than one)**

- |   |   |
|---|---|
| <p><b>A. Reputation:</b><br/>                 Coldwell Banker <input type="checkbox"/><br/>                 Coldwell Banker Schmitt <input type="checkbox"/></p> <p><b>B. Advertising:</b><br/>                 National <input type="checkbox"/><br/>                 Local Publications <input type="checkbox"/></p> <p><b>C. Knew Sales Associate</b> <input type="checkbox"/></p> <p><b>D. Contacted by the Sales Associate</b> <input checked="" type="checkbox"/></p> | <p><b>E. Referred by:</b><br/>                 Friend <input type="checkbox"/><br/>                 Your Company <input type="checkbox"/><br/>                 Real Estate Company <input type="checkbox"/></p> <p><b>F. Satisfied past customer</b> <input type="checkbox"/></p> <p><b>G. Open House</b> <input type="checkbox"/></p> <p><b>H. Sign in front of the property</b> <input type="checkbox"/></p> <p><b>I. Internet</b> <input type="checkbox"/></p> <p><b>J. Other</b> _____ <input type="checkbox"/></p> |
|---|---|

**2. How would you rate our service?**

- A. Understanding your needs
- B. Preparation & organization
- C. Knowledge of the market
- D. Timeliness of follow-up
- E. Quality of material provided to you
- F. Overall experience with sales associate
- G. Overall experience with company
- H. Value of services received

Excellent	Good	Fair	Poor
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			
✓			

**3. Were you presented with the following?**

- A. Competitive Market Analysis
- B. Company Brokerage Relationship Form
- C. Seller's Property Disclosure Form
- D. Lead Based Paint Form (Built prior to 1978)

Yes	No	Not Sure
✓		
✓		
✓		
✓		

4. Has your sales associate communicated with you since the closing?  Yes  No
5. Would you use our company again?  Yes  No
6. Would you recommend us to others?  Yes  No

7. Do you know someone that you would like to refer to us that wants to buy or sell their property here in the Keys? (Name, Phone # or Email Address) \_\_\_\_\_

8. How can we improve our service? \_\_\_\_\_

Sales Agent that served you: Oglesbee

Your Name: Alva & Charlene Atkins Phone #: \_\_\_\_\_

E-mail: \_\_\_\_\_ *Thank you for your time and response!*

11/19/10