

Customer Satisfaction Survey

CLIENT: _____

SURVEY COMPLETED BY: _____

PROPERTY LOCATION: _____

PERIOD OF EVALUATION: _____

CARDINAL PROFESSIONAL: _____

Thank you very much for your time in completing the following Client Satisfaction Survey. This survey is delivered to provide an opportunity for you to evaluate the performance of our Corporate Advisory Services Team. Your response is very important to us because it is our mission to provide the highest level of service to our clients. Your feedback will give us the information we need to continually improve those services.

1. What were your impressions of our company before working with us?

Afterwards? _____

2. How were you made aware of Cardinal Real Estate Partners, LLC? _____

3. What were your real estate objectives?

(Continued)

4. How did the Cardinal professional facilitate the achievement of those objectives?

5. *How could we improve our service?*

6. Would you recommend Cardinal Real Estate Partners, LLC to others?

Yes_____ No _____

7. May we use you as a reference in the future? Yes_____ No_____

8. Do you know of any companies that could benefit from our services? If so, would you please provide their names and a contact? _____

9. Other comments: _____

(Continued)

10. Please score our performance below:

Instructions: For each item, please provide two responses; the first to indicate your satisfaction with Cardinal Real Estate Partners, LLC's performance in the respective service area and the second to indicate the level of importance that you ascribe to that specific service area.

SATISFACTION RATING

1=EXCELLENT 2=VERY GOOD 3=GOOD 4=FAIR 5=NEEDS IMPROVEMENT 0=NOT APPLICABLE

IMPORTANCE RANKING

RANK 1 – 5, WITH 5 BEING THE MOST IMPORTANT AND 1 BEING THE LEAST IMPORTANT

							Rank
Attentive to your objectives:	1	2	3	4	5	0	_____
Thoughtfully led the process:	1	2	3	4	5	0	_____
Prompt communication:	1	2	3	4	5	0	_____
Understood building systems:	1	2	3	4	5	0	_____
Useful financial analysis:	1	2	3	4	5	0	_____
Leveraged market knowledge:	1	2	3	4	5	0	_____
Negotiated thoughtfully:	1	2	3	4	5	0	_____
Thorough understanding of the lease:	1	2	3	4	5	0	_____
Helpful with construction management:	1	2	3	4	5	0	_____
Helpful with move-in:	1	2	3	4	5	0	_____
Completed assignment in a timely manner:	1	2	3	4	5	0	_____
Overall satisfaction:	1	2	3	4	5	0	_____

THANK YOU FOR YOUR TIME IN COMPLETING THIS SURVEY. YOUR FEEDBACK IS VERY IMPORTANT TO US. WE SINCERELY APPRECIATE THE OPPORTUNITY TO SERVE AND LOOK FORWARD TO STRENGTHENING OUR RELATIONSHIP IN THE YEARS TO COME. PLEASE MAIL THE COMPLETED SURVEY TO:

[NAME]

CARDINAL REAL ESTATE PARTNERS, LLC
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CHARLOTTE, NC 28202