

QUALITY SERVICE GUARANTEE

Quality Service Certified® For Home Seller

The Quality Service Guarantee is your written commitment from your sales associate assuring the delivery of those services, where applicable, described below.

As your representative I will:

1. Present agency representation alternatives for you and the home buyers.
2. Deliver a competitive or Comparative Market Analysis to assist in developing a pricing strategy.
3. If requested, create and present a detailed, written marketing plan including specific strategies, programs and buyer targets.
4. Recommend property merchandising and enhancements to maximize marketability.
5. Review your property disclosure statement and deliver it to each prospective buyer.
6. Provide regular communication including prospect and market feedback.
7. Promote property through advertising, direct marketing, industry networking and the Internet.
8. Provide negotiating assistance on all offers to purchase your home.
9. Forward to you financial information as provided by the buyer.
10. Monitor and communicate the status and satisfaction of contract contingencies.
11. Offer home purchase assistance and referral services to an agent familiar with the community if outside the agent's area.
12. Attend the closing if requested by client.
13. Contact you and follow-up after closing to assure the satisfactory completion of all service details.
14. Offer the opportunity to evaluate the service provided through the Quality Service Assurance Survey™.

Signature

Date

Signature

Date