



Have confidence in your choice of a
QSC real estate professional

Service... Consistency... Accountability

As a Quality Service Certified® Real Estate Professional I earn my designation, one satisfied customer at a time.

- 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.**
- After the closing, **you will be able to rate me** on how well I kept this commitment to service by completing a **customer satisfaction survey, administered by an independent third party.** My customer record is **posted on a public website** for all to see.
- Before you commit to me, you can **see how my past customers have rated my service** by going to the consumer website, QualityService.org. You will be able to view proof of my service quality.



Dorothy Liu, Broker Associate, Quality Service Certified, GREEN, ASP, SRES, Relocation & Global Specialist
650-492-0859

