



Dear Future Client,

Thinking about retiring, relocating, or enjoying life on the South Carolina coast? I'm here to help make that move smooth, rewarding, and stress-free. With 25+ years in real estate, consumer lending, and financial services, I serve as a **trusted advisor**—offering expertise, strong negotiation skills, and personal guidance every step of the way. Whether you're buying, selling, or financing, I've got you covered.

I'm proud to partner with [The Real Brokerage, LLC](#), a client-first company that gives me the tools to serve you better. From digital contracts to real-time updates, we streamline the process—saving time and eliminating guesswork, especially for out-of-town buyers or second-home seekers.

While I bring the experience of a seasoned pro, I believe what matters most is **relationship and trust**. That's why I say: **You've got a friend at the beach.**

When I'm not working with clients, you'll likely find me **wandering into the area's best-kept secrets, fishing, or enjoying life with my beautiful wife, Margaret, along this coast we now call home.**

Ready to take the next step?

Let's connect—I'd be honored to walk this journey with you.

Warmly,

John Rackley

Licensed Realtor® / Broker - # 98521
Licensed Mortgage Loan Officer – NMLS # 161352

scbeachfriend.com

real
Real Broker, LLC

onereal.com

John Rackley

Customer Satisfaction Questionnaire

From: is

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service c) Integrity d) Other

A, B, C.

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below) John was so helpful in our quest for a new home.

We were looking from out of town. He went out of his way on many levels. A lot of texts, phone calls

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below) John went out of his way on several occasions, particularly

on short notice, especially coming from out of town, for us. Good job. He traveled a lot on our behalf. Thank you so much

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address: Not at this time, but I assure you we will,

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: P [] in

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service ☒ c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

He always listened! I felt he truly cared about what I thought at all times.

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: D [] th

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

No - Great help to us.

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

Kept us well informed. Took extra time to help us sort out buying from outside the USA.

7. Would you be willing to recommend John Rackley to family members and friends?

a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address: No

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: C s

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

a) Knowledge/Professionalism b) Service ☒ c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

Not a thing! He stepped up at every opportunity to assist above & beyond expectation.

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write in below)

Our situation was anything but typical. John adjusted to our needs & kept us (and himself) informed. He helped us overcome obstacles & made our home purchase possible.

7. Would you be willing to recommend John Rackley to family members and friends?

☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: B t

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

a) Knowledge/Professionalism ☒ b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

No. Could not have had a better experience

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

Sold property fast.

7. Would you be willing to recommend John Rackley to family members and friends?

☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: J[]ly

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service ☒ c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

John was exceptional from start to finish. He went above & beyond to help us complete inspection & recommend

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John ended up being more than a real estate agent by the time we closed on both houses we considered

John Rackley

Customer Satisfaction Questionnaire

From: C [] s

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

☒ a) Excellent ☐ b) Good ☐ c) Fair ☐ d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

☒ a) Very Satisfied ☐ b) Satisfied ☐ c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

a) Knowledge/Professionalism ☐ b) Service ☒ c) Integrity ☐ d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

☒ a) Yes ☐ b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below) *prompt in returning calls*

7. Would you be willing to recommend John Rackley to family members and friends?

☒ a) Yes ☐ b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

☒ a) Yes ☐ b) No

John Rackley

Customer Satisfaction Questionnaire

From: G [] y

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

☒ a) Excellent ☐ b) Good ☐ c) Fair ☐ d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

☒ a) Very Satisfied ☐ b) Satisfied ☐ c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

☒ a) Knowledge/Professionalism ☐ b) Service ☐ c) Integrity ☐ d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

☒ a) Yes ☐ b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

We were very pleased.

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

John always answered all questions we had.

7. Would you be willing to recommend John Rackley to family members and friends?

☒ a) Yes ☐ b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: [REDACTED] Phone Number: [REDACTED] Email: [REDACTED]

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

☒ a) Yes ☐ b) No

John Rackley

Customer Satisfaction Questionnaire

From: V in

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

☒ a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

He gave us really good advice on the sale of the house. The house sold within a few weeks after he took over as our agent.

7. Would you be willing to recommend John Rackley to family members and friends?

☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: D ||

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

a) Knowledge/Professionalism b) Service c) Integrity ☒ d) Other

all of the above

4. Do you feel that John Rackley really cared about you and your real estate needs?

☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

Get more people to view the house

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

Communication was excellent

7. Would you be willing to recommend John Rackley to family members and friends?

☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

not at this time

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: V la

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

☒ a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

nothing

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

yes good advice

7. Would you be willing to recommend John Rackley to family members and friends?

☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

not yet

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: K [redacted] n

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism ☒ b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

Not really, he was very helpful & kept in touch with us.

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

Helped us to achieve what we wanted, went beyond what I expected, appreciated it much!

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Not yet

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: B[]n

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

☒ a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below) *No he was great*

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

7. Would you be willing to recommend John Rackley to family members and friends?

☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: R te

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service ☒ c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

John made my first time home buying experience great. At this time I have no recommendations on improvement.

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

When representing me as a buyers agent, John took time to explain things I did not understand, and advised against what could have been poor decision.

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address: Not at this time

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: M[]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service ☒ c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

John was kind and courteous. He answered communications promptly and attended to issues with our needs in mind. He walked us through the buying process and kept us up to date with a timeline.

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: K[]n

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

☒ a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

no

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

He was very patient and thorough. John made sure we understood every step of the way and never hesitated to explain anything that we did not understand.

7. Would you be willing to recommend John Rackley to family members and friends?

☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: Re _____ ins

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

John was patient and clearly explained everything, making sure I understood everything clearly. He never tried to rush me or pressure me to make a quick decision.

7. Would you be willing to recommend John Rackley to family members and friends?

- a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- a) Yes b) No

Customer Reviews

100%

Oscar Hernandez / March 08, 2020

We placed an interest to sell the house online and the only one who came on knocking at my door was John! He left his credentials and an appointment date. We immediately liked his approach and strategy to sell the house and it did. Everything that he mention that would happen by the schedule date -- did. Very professional, approachable and responsible. He took care of the whole process. We will be selling another house end of spring and John will be the professional that we will select again. Thank you John.

John Rackley

Customer Satisfaction Questionnaire

From: [REDACTED] and [REDACTED]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

a) Excellent b) Good c) Fair d) Poor

- 2. How would you rate your overall level of satisfaction in dealing with John Rackley?**

(a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

a) Knowledge/Professionalism b) Service c) Integrity **d) Other**

John Rackley is very helpful and have a very good attribute, and very

4. Do you feel that John Rackley really cared about you and your real estate needs?

understanding

a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

John Rackley have done wonderful. He has helped us throughout the process.

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

John Rackley was very nice and was available when we needed him.

- 7. Would you be willing to recommend John Rackley to family members and friends?**

(a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? *(Your name will be blocked out)*

(a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: O. _____ 22

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

a) ☒ Excellent b) ☐ Good c) ☐ Fair d) ☐ Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

a) ☒ Very Satisfied b) ☐ Satisfied c) ☐ Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

a) ☒ Knowledge/Professionalism b) ☐ Service c) ☐ Integrity d) ☐ Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

a) ☒ Yes b) ☐ No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

none, everything worked as planned.

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

Communicated every step with us.

7. Would you be willing to recommend John Rackley to family members and friends?

a) ☒ Yes b) ☐ No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

a) ☒ Yes b) ☐ No

John Rackley

Customer Satisfaction Questionnaire

From: J _____ y

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

☒ a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below) *NO*

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below) *ALWAYS ANSWERED MY PHONE CALLS.*

7. Would you be willing to recommend John Rackley to family members and friends?

☒ a) Yes b) No *ALREADY HAVE MY DAUGHTER & SON IN LAW.*

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: R _____ e _____

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service ☒ c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

Nothing, we were very pleased with our relationship/experience

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

John drove by the property under contract, after a storm, for us, to ensure it did not suffer any damage.

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Not at this time, but I will refer someone as soon as I am aware of their real estate needs.

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: **D. [REDACTED]** and **A. [REDACTED]**

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism ☒ b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

N/A

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

John provided excellent service and was always available to answer questions or to assist throughout the home buying process!

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: Bill and Laurie Rackley

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- a) ☒ Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- a) ☒ Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "Other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service c) ☒ Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- a) ☒ Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below) **NO**

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below) **CARE, MARKET KNOWLEDGE**

7. Would you be willing to recommend John Rackley to family members and friends?

- a) ☒ Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- a) ☒ Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: **John D. [REDACTED]** and **R. [REDACTED]**

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- ☒ a) Knowledge/Professionalism b) Service c) Integrity d) Other

All of the above.

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

No

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

John brings a level of attention and care to the job that makes you feel like family.

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: D [REDACTED] B [REDACTED]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

☒ a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

John was awesome and very professional

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

He knew what I needed and did not try to pressure me

7. Would you be willing to recommend John Rackley to family members and friends?

☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

a) ☒ Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: J [REDACTED] R [REDACTED]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service ☒ c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

He went above and beyond

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

Professional

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: J. [redacted] & H. [redacted] W. [redacted]

Please circle the appropriate response or fill in your comments where applicable. When completed, please include back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

☒ a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below) *No He did everything*

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below) *He let us know everything that was going on and kept us informed.*

7. Would you be willing to recommend John Rackley to family members and friends?

☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: K [REDACTED] S [REDACTED]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

☒ a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

No. He did great!

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

He is very calm in trying times.

7. Would you be willing to recommend John Rackley to family members and friends?

☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (your name will be blanked out)

☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: R [redacted] and L [redacted]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- ☒ a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

John went above and beyond the call of the real estate to keep us informed and up to date on the process!

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

John is a go-getter and gets things done. His motto "When results matter, better call John" is fitting for him!!

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: [redacted] a T [redacted]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- ☒ a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

n/a

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

Stayed with us during a signing when notary was hours behind

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: ~~John~~ and ~~Tony~~ ~~Chamber~~

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

Very quick to respond when a house came on the market that we wanted to see

7. Would you be willing to recommend John Rackley to family members and friends?

- a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: **Andrew N. [REDACTED]**

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☐ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- ☐ a) Knowledge/Professionalism b) Service ☒ c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

None

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

His advice on making offers

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: ~~Glenn C~~

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- ☐ a) Knowledge/Professionalism ☒ b) Service ☒ c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

John was so efficient, and courteous. He was diligent in expediting the sale of our property. It was so amazing how quickly everything happened.

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

We have dealt with agents before, however John is so efficient in getting the job done. He put all info. out so quickly and doing so the sale came quickly with a price we were happy.

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

None at this time, but if the occasion presents itself, I will recommend him in a moment's notice.

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

Thanks John

~~Glenn C~~

John Rackley

Customer Satisfaction Questionnaire

From: A V

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. ~~How would you~~ rate the level of service you received from John Rackley?

- a) Excellent b) Good c) Fair d) Poor

2. ~~How would you~~ rate your overall level of satisfaction in dealing with John Rackley?

- a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service c) Integrity d) Other

ALL OF THE ABOVE

4. Do you feel that John Rackley really cared about you and your real estate needs?

- a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

NO

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

7. Would you be willing to recommend John Rackley to family members and friends?

- a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: A [REDACTED] PC [REDACTED]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service c) Integrity d) Other

A, B, & C are all important

4. Do you feel that John Rackley really cared about you and your real estate needs?

- a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below) N/A

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below) He kept me well informed and was there throughout the entire process.

7. Would you be willing to recommend John Rackley to family members and friends?

- a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address: Not at this time

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: ~~Adam~~ Howard

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? if "other" please write in what that attribute would be.

- ☒ a) Knowledge/Professionalism ☒ b) Service ☒ c) Integrity d) Other

All of the above

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

no

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

everything was done exceptionally well. We didn't have anything to worry about.

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

Thank you for everything, John!

John Rackley

Customer Satisfaction Questionnaire

From: R [redacted] h [redacted]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent ☐ b) Good ☐ c) Fair ☐ d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied ☐ b) Satisfied ☐ c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- ☐ a) Knowledge/Professionalism ☒ b) Service ☐ c) Integrity ☐ d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes ☐ b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

John always goes above and beyond to help us understand everything clearly. And he is always patient & kind & understanding when we have our panicky moments

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes ☐ b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes ☐ b) No

John Rackley

Customer Satisfaction Questionnaire

From: Call Center

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- a) ☒ Excellent b) ☐ Good c) ☐ Fair d) ☐ Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- a) ☒ Very Satisfied b) ☐ Satisfied c) ☐ Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) ☐ Knowledge/Professionalism b) ☐ Service c) ☒ Integrity d) ☐ Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- a) ☒ Yes b) ☐ No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

Appreciate always going the "extra mile"
In regards to questions, you always respond right away
And even situations beyond your responsibility

7. Would you be willing to recommend John Rackley to family members and friends?

- a) ☒ Yes b) ☐ No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- a) ☒ Yes b) ☐ No

John Rackley

Customer Satisfaction Questionnaire

From: M & C

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below) John prepared spreadsheets that compared our home to similar homes that were selling in the area which allowed us to determine a more reasonable, accurate asking price.

7. Would you be willing to recommend John Rackley to family members and friends?

- a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- a) Yes b) No

Also, John and Margaret are honest and highly professional. They equipped us with guidance from staging the home to wisely choosing the best offer!

John Rackley

Customer Satisfaction Questionnaire

From: V & N S

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- ☒ a) Knowledge/Professionalism ☒ b) Service ☒ c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

No! everything was fine

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

he is very organized, and punctual and helpful (a lot)

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: M. A.

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- a) Excellent ☒ b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- a) Very Satisfied ☒ b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- a) ☒ Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

7. Would you be willing to recommend John Rackley to family members and friends?

- a) ☒ Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: [redacted] Phone Number: [redacted] Email: [redacted]

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- a) ☒ Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: D [REDACTED] N [REDACTED]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- 1 ☒ a) Knowledge/Professionalism 3 ☒ b) Service 2 ☒ c) Integrity d) Other

he was great to work with

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

NO - he did a great job

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

his explanation of the process was really helpful for me.

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: A & K [REDACTED]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be. SORRY I AM DOING 1 OUT OF 10 10 BEING BEST

- a) Knowledge/Professionalism b) Service c) Integrity d) Other

10

10

10

4. Do you feel that John Rackley really cared about you and your real estate needs?

- a) Yes b) No ABSOLUTELY. I NEVER FELT HE TOOK HIS EYES OFF THE GOAL!

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

NOT THAT I AM AWARE OF.

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

NOT ONLY DID HE FULLY UNDERSTAND MY NEEDS (EVEN WHEN THEY CHANGE) HIS FOLLOW THROUGH WAS CONSISTENT.

7. Would you be willing to recommend John Rackley to family members and friends?

- a) Yes b) No ABSOLUTELY

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address: NOT YET

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: John & G. P.

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent ☐ b) Good ☐ c) Fair ☐ d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied ☐ b) Satisfied ☐ c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- ☒ a) Knowledge/Professionalism ☐ b) Service ☐ c) Integrity ☐ d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes ☐ b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

advertised (great pictures)

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes ☐ b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes ☐ b) No

John Rackley

Customer Satisfaction Questionnaire

From: D [REDACTED] & B [REDACTED]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- ☒ a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

No! John is an excellent realtor! We've used him 3 times now, and will continue to use him for our real estate needs.

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write in below)

We appreciate how ethical John is. He works hard, & always goes above and beyond.

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Customer Satisfaction Questionnaire

From: J [redacted] and M [redacted] P [redacted]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- ☒ a) Knowledge/Professionalism ☒ b) Service ☒ c) Integrity d) Other

ALL OF THE ABOVE AND JOHN WAS ALL

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

John was exceptional. Outstanding to work with

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

Communication, service, professionalism, punctuality
Integrity

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No 100%

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: unk Phone Number: unk Email: unk

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

5 STARS AT
John is excellent!!

John Rackley

Customer Satisfaction Questionnaire

From: O [redacted] V [redacted] M [redacted] & L [redacted] V [redacted]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

NO, John guided us through the whole process step by step.

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write in below)

Answering all our questions and concerns.

7. Would you be willing to recommend John Rackley to family members and friends?

- a) Yes b) No

Any time!

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Not at this time

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- a) Yes b) No

Thank you John, you're the BEST!

John Rackley

Customer Satisfaction Questionnaire

From [redacted] & [redacted] [redacted]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent ☐ b) Good ☐ c) Fair ☐ d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied ☐ b) Satisfied ☐ c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- ☒ a) Knowledge/Professionalism ☐ b) Service ☐ c) Integrity ☐ d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes ☐ b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

He did an exceptional job

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

Easy to reach, always willing to help
and give solutions

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes ☐ b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes ☐ b) No

John Rackley

Real Broker, LLC.

Customer Satisfaction Questionnaire

From: [REDACTED]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- ☒ a) Knowledge/Professionalism ☒ b) Service ☒ c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

No

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

* Goes above and beyond what we've experienced with other realtors
* Forms relationships with clients. * Knowledgeable * Personable

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Real Broker, LLC.

Customer Satisfaction Questionnaire

From: [REDACTED]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent ^{*****} b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied ^{VERY} b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism b) Service ☒ c) Integrity ^{RESPONSIVENESS} d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes ^{YES + YES} b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

HIS VAST EXPERIENCE & KNOWLEDGE WAS INVALUABLE.

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

OVERALL AN EXCEPTIONAL EXPERIENCE !!

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

AS ALWAYS IF WE DO WE WILL PASS IT ALONG.

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No

John Rackley

Real Broker, LLC.

Customer Satisfaction Questionnaire

From: [REDACTED]

Please circle the appropriate response or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you so much!

1. How would you rate the level of service you received from John Rackley?

- ☒ a) Excellent b) Good c) Fair d) Poor

2. How would you rate your overall level of satisfaction in dealing with John Rackley?

- ☒ a) Very Satisfied b) Satisfied c) Unsatisfied

3. What would you rate as the most important factor in choosing a real estate professional? If "other" please write in what that attribute would be.

- ☒ a) Knowledge/Professionalism b) Service c) Integrity d) Other

4. Do you feel that John Rackley really cared about you and your real estate needs?

- ☒ a) Yes b) No

5. Was there anything John Rackley could have done to improve the overall experience for you? (please write in below)

6. Was there anything John Rackley did exceptionally well and that you particularly appreciated? (please write below)

7. Would you be willing to recommend John Rackley to family members and friends?

- ☒ a) Yes b) No

8. Do you have someone now that you would like to refer to John Rackley, if so please write down their name, phone number, and email address:

Name: _____ Phone Number: _____ Email: _____

9. May we use your feedback from this survey as a client testimonial? (Your name will be blocked out)

- ☒ a) Yes b) No