



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 000000003988  
**Transaction Type:** Buyer  
**Customer:** Gregory G. Barkhamer & Kimberly S. Barkhamer  
**Property:** 1025 Owl Cherry Hill NJ 08003  
**Close Date:** 05/23/2014  
**Survey Completed Date:** 06/10/2014  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
 Knowledgeable about the market  
 Understood what was important  
 Resolution of any issue that arose  
 Explaining the Agreement  
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

**Additional comments**

Great job, Steve!

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 000000003771  
**Transaction Type:** Seller  
**Customer:** William Belcher  
**Property:** 9 Pitman Place Sicklerville NJ 08081  
**Close Date:** 11/19/2013  
**Survey Completed Date:** 12/03/2013  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

**Additional comments**

I would like to thank Steve for his patience and overall understanding of my experience.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 00000004018  
**Transaction Type:** Buyer  
**Customer:** James Berwick & Nikkita Anne Warsheski  
**Property:** 336 Booth Drive Bellmawr NJ 08031  
**Close Date:** 06/13/2014  
**Survey Completed Date:** 06/23/2014  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Regularly stayed in touch	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Knowledgeable about the market	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Understood what was important	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Resolution of any issue that arose	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Explaining the Agreement	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Managing the details from contract to close	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10

### Additional comments

Steve was fantastic. We are first time home buyers, and Steve was a great asset in purchasing our first home. He was very knowledgeable and helped us with choosing the right house for us, and explained the entire process and answered all of our questions. I'll definitely be recommending Steve to friends and family and hope to use him for our next home purchase.

KEY: 0-4 Dissatisfied  
5-7 Merely Satisfied  
8-10 Delighted  
N/A Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 000000003917  
**Transaction Type:** Seller  
**Customer:** Marc Crosby  
**Property:** 1843 S. Park Avenue Haddon Heights NJ 08035  
**Close Date:** 03/21/2014  
**Survey Completed Date:** 04/10/2014  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

### Additional comments

Steve did a wonderful job in marketing and selling our home. Of course selling and buying a home can be very stressful, but Steve made it very easy. He is very knowledgeable about the area and was very efficient on getting everything done. Steve made himself available whenever I had questions or concerns and I would definitely recommend him for anybody else looking to buy or sell a home in the area.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Transaction ID:** 000000003567  
**Transaction Type:** Seller  
**Customer:** Lena Demeis  
**Property:** 121 Kathleen Ave Delran NJ 08075  
**Close Date:** 05/22/2013  
**Survey Completed Date:** 05/30/2013  
**Survey Type:** Online

**Overall Score**  
**100%**

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Regularly stayed in touch	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Knowledgeable about the market	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Understood what was important	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Resolution of any issue that arose	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Explaining the Agreement	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Managing the details from contract to close	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10

### Additional comments

Steve was very kind and patient with my 85 year old mother. The whole process was complete in just a few months...he worked hard to get the deal done as soon as possible. Thank you Steve!

KEY: 0-4 Dissatisfied  
5-7 Merely Satisfied  
8-10 Delighted  
N/A Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 00000002923  
**Transaction Type:** Buyer  
**Customer:** Brent DiRomualdo  
**Property:** 1006 Andover Ct Evesham NJ 08053  
**Close Date:** 02/24/2010  
**Survey Completed Date:** 03/17/2010  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	████████	████████	████████	10
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:				
Regularly stayed in touch	████████	████████	████████	10
Knowledgeable about the market	████████	████████	████████	10
Understood what was important	████████	████████	████████	10
Resolution of any issue that arose	████████	████████	████████	10
Explaining the Agreement	████████	████████	████████	10
Managing the details from contract to close	████████	████████	████████	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	████████	████████	████████	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	████████	████████	████████	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████	████████	████████	10

### Additional comments

To Whom it may concern, My name is Brent DiRomualdo and I recent purchased a house with the assistance of Steve. Steve was outstanding throughout the entire process. Steve made sure that when we looked at the houses on the market that everything was analyzed in the house and he pointed out the good at the bad with every home. Every time our opinion changed as to location of the houses, the size, the style, etc, Steve got back to us immediately with new properties and we went to look at each one at our convenience- either during the week or even weekends. Steve was very instrumental in helping us not only find a house, but also with talking and following up with the bank and the people involved in the closing- which made our jobs much easier throughout this exciting time. I would highly recommend Steve and I promise you that you will be as happy with his service and professionalism as we were! Take care and I wish you the best of luck in finding a new home with the assistance of Steve! Sincerely, Brent DiRomualdo

KEY: 0-4 Dissatisfied  
5-7 Merely Satisfied  
8-10 Delighted  
N/A Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 00000003652  
**Transaction Type:** Seller  
**Customer:** David & Carolyn R Estridge  
**Property:** 9 Red Fox Trl Sicklerville NJ 08081  
**Close Date:** 07/31/2013  
**Survey Completed Date:** 08/16/2013  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

### Additional comments

Steve was the very best realtor I have ever worked with , and we have moved and sold 5 houses over the years. Steve is an awesome professional!

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 00000002778  
**Transaction Type:** Seller  
**Customer:** Philomena A Fleming  
**Property:** 218 S Cedar Ave Maple Shade NJ 08052  
**Close Date:** 07/17/2009  
**Survey Completed Date:** 08/10/2009  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

### Additional comments

Steve was wonderful to work with - he did not leave any stone untouched! - he ALWAYS went above and beyond the call of duty - getting estimates - going to my house when repairs were being made so that I didn't have to take off work - I can't say enough good things about him - I've already told people that I work with to ask for him if they decide to buy or sell down the road! You are very lucky to have such a wonderful agent on your staff! Phyllis Fleming

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked





# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 00000003122  
**Transaction Type:** Buyer  
**Customer:** Ralph Giangiulio & Carla Busillo  
**Property:** 8 Ann Drive Mount Laurel NJ 08054  
**Close Date:** 03/11/2011  
**Survey Completed Date:** 03/23/2011  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
 Knowledgeable about the market  
 Understood what was important  
 Resolution of any issue that arose  
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Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	████████	████████	████████	10
Regularly stayed in touch	████████	████████	████████	10
Knowledgeable about the market	████████	████████	████████	10
Understood what was important	████████	████████	████████	10
Resolution of any issue that arose	████████	████████	████████	10
Explaining the Agreement	████████	████████	████████	10
Managing the details from contract to close	████████	████████	████████	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	████████	████████	████████	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	████████	████████	████████	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████	████████	████████	10

### Additional comments

Steve Tamburello is our Realtor and will be on any future property transactions that we are involved in. Steve was phenomenal in every way. He was always available when we needed to either speak with him or meet with him regardless of day or time. He was timely in all issues that needed to be resolved (which were typically issues presented from the Sellers side). Steve kept a cool head always and his advice and quiet confidence allowed us to feel comfortable that he had our back regardless of the decision that we made. The 8 Ann Drive transaction was not an easy one and I know for a fact that without Steve Tamburello it would have never been completed due to the difficulty. On top of all of this, Steve has been working with me to find a house for probably about a year now and he has made me feel like I was just working with a friend. Thanks so much Steve and we will always recommend you to anyone that we know buying or selling a house. This Century 21 Office is extremely lucky and should be very proud to have a person like Steve Tamburello representing them.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 00000003658  
**Transaction Type:** Seller  
**Customer:** Brian M & Jennifer L Greene  
**Property:** 216 Poplar St Turnersville NJ 08012  
**Close Date:** 08/23/2013  
**Survey Completed Date:** 09/02/2013  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:  
 Regularly stayed in touch  
 Knowledgeable about the market  
 Understood what was important  
 Resolution of any issue that arose  
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 Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

### Additional comments

Steve Tamburello did an excellent job throughout the buying and selling process. He was very receptive, prompt in returning calls and handled all the other little details extremely well and professionally. He will be recommended to all of my friends and family members who are in need for a Realtor.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 00000003444  
**Transaction Type:** Buyer  
**Customer:** Edward J Jarzowski & Rosemary R Jarzowski  
**Property:** 136 Ramona Lane Woolwich Twp NJ 08085  
**Close Date:** 08/30/2012  
**Survey Completed Date:** 09/16/2012  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
 Knowledgeable about the market  
 Understood what was important  
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Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Regularly stayed in touch	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Knowledgeable about the market	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Understood what was important	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Resolution of any issue that arose	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Explaining the Agreement	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Managing the details from contract to close	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?				NA
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10

### Additional comments

Steven is the BEST

<b>KEY:</b> 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 000000003792  
**Transaction Type:** Seller  
**Customer:** Dariusz Kedziora  
**Property:** 10 Arrowwood Drive Sicklerville NJ 08081  
**Close Date:** 09/27/2013  
**Survey Completed Date:** 10/15/2013  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
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Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

**Additional comments**

Steve was very professional, pleasure to work with!

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 000000003009  
**Transaction Type:** Buyer  
**Customer:** Christy Kuklinski  
**Property:** 1304 Walnut Ave Haddon Township NJ 08107  
**Close Date:** 07/21/2010  
**Survey Completed Date:** 08/06/2010  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

### Additional comments

Steve was extremely professional and thorough throughout the entire process. Communication was top notch as well. All around, excellent experience. I cannot wait to be able to refer Steve to a friend or family member when the opportunity arises.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 00000003694  
**Transaction Type:** Seller  
**Customer:** John P Mulligan III  
**Property:** 219 Saint James Ave  
 Merchantville NJ 08109  
**Close Date:** 08/09/2013  
**Survey Completed Date:** 08/17/2013  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
 Knowledgeable about the market  
 Understood what was important  
 Resolution of any issue that arose  
 Explaining the Agreement  
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

**Additional comments**

Steve was extremely proactive in all our dealings. Very prompt in returning a response to any questions I had. Would recommend Steve to anyone.

<b>KEY:</b> 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 000000003961  
**Transaction Type:** Seller  
**Customer:** Jason Leone  
**Property:** 118 Baker Ave Atco NJ 08004  
**Close Date:** 05/22/2014  
**Survey Completed Date:** 06/15/2014  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
 Knowledgeable about the market  
 Understood what was important  
 Resolution of any issue that arose  
 Explaining the Agreement  
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Regularly stayed in touch	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Knowledgeable about the market	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Understood what was important	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Resolution of any issue that arose	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Explaining the Agreement	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Managing the details from contract to close	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	■ ■ ■ ■			4
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10

**Additional comments**

Steve is the best part of Century 21. I could not be more pleased with the experience we had with Steve. Our experiences with other individuals at Century 21 were very disappointing. I would recommend Steve -and have- to any military member with real estate needs. He truly cares about his client, doing the right thing for all parties involved, and seeing the process through - never was there a moment where I felt left in the dark. He is the best!

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 00000003515  
**Transaction Type:** Seller  
**Customer:** Karyn Lewis  
**Property:** 72 Colts Neck Dr Sicklerville NJ 08081  
**Close Date:** 02/28/2013  
**Survey Completed Date:** 08/04/2013  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
 Knowledgeable about the market  
 Understood what was important  
 Resolution of any issue that arose  
 Explaining the Agreement  
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	████████	████████	████████	10
Regularly stayed in touch	████████	████████	████████	10
Knowledgeable about the market	████████	████████	████████	10
Understood what was important	████████	████████	████████	10
Resolution of any issue that arose	████████	████████	████████	10
Explaining the Agreement	████████	████████	████████	10
Managing the details from contract to close	████████	████████	████████	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	████████	██		5
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	████████	████████	████████	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████	████████	████████	10

### Additional comments

Did not have much experience/contact with the office. Steven Tamburello was superb. He was extremely proactive and went above and beyond my expectations from the beginning.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked





# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 000000002874  
**Transaction Type:** Seller  
**Customer:** Jasper Lofton & Dolores Lofton  
**Property:** 10 Drexel Gate Dr Sicklerville NJ 08081  
**Close Date:** 09/29/2010  
**Survey Completed Date:** 10/15/2010  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
 Knowledgeable about the market  
 Understood what was important  
 Resolution of any issue that arose  
 Explaining the Agreement  
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

**Additional comments**

steven is a great asset to your company!!! also he is a very knowledgeable person. if all of your employes are like him you will do great enen in these hard times thanks again STEVEN delores johnson & jasper lofton

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 00000004052  
**Transaction Type:** Seller  
**Customer:** Robert Loring  
**Property:** 637 Society Hill Cherry Hill NJ 08003  
**Close Date:** 09/25/2014  
**Survey Completed Date:** 10/03/2014  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
 Knowledgeable about the market  
 Understood what was important  
 Resolution of any issue that arose  
 Explaining the Agreement  
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

**Additional comments**

I was very happy with all of Steven Tamburello's efforts throughout the entire process. He really helped me and is a true professional in every regard.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 000000003742  
**Transaction Type:** Seller  
**Customer:** Robert Loring  
**Property:** 713 Kings Croft Cherry Hill NJ 08034  
**Close Date:** 08/22/2013  
**Survey Completed Date:** 08/30/2013  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	██████	9
████████	████████	████████	10
████████	████████	████████	10

### Additional comments

Steven Tamburello was the best real estate agent I have worked with in my entire life. He found the buyer for my mom's house in just 10 days after listing, at a great price. Even though he is young, he is very knowledgeable and professional. He knew how to deal with every issue that arose and was always available by phone or e-mail. I have already recommended him to others and will definitely list my home in Cherry Hill with him in the future.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Transaction ID:** 00000003588  
**Transaction Type:** Seller  
**Customer:** Joseph McCormick POA  
**Property:** 14 4Th Ave Cherry Hill NJ 08003  
**Close Date:** 10/11/2013  
**Survey Completed Date:** 10/29/2013  
**Survey Type:** Online

**Overall Score**  
**100%**

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10

**Additional comments**

Steve is a professional in every respect. He has demonstrated service over and above what was required of him. His friendly positive attitude made it a pleasure to deal with him.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 000000003881  
**Transaction Type:** Buyer  
**Customer:** Justin Paulson & Sheetal Rangrej  
**Property:** 101 Willow Way Cherry Hill NJ 08034  
**Close Date:** 12/23/2013  
**Survey Completed Date:** 01/03/2014  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

**Additional comments**

Best agent services I have experienced to date.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 000000004112  
**Transaction Type:** Buyer  
**Customer:** Edward L. Presnell III & Carly R. Presnell  
**Property:** 183 Peregrine Voorhees NJ 08043  
**Close Date:** 08/25/2014  
**Survey Completed Date:** 09/03/2014  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

### Additional comments

Steve was an absolute pleasure to work with. He was professional, consistent and extremely knowledgeable. You can tell her truly cares about his clients and loves his job which made the entire process so wonderful for us. I would highly recommend Steve to anyone looking to buy or sell their home (and already have!).

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 000000003831  
**Transaction Type:** Buyer  
**Customer:** Patrick Ready  
**Property:** 8 Nashua Drive Sicklerville NJ 08081  
**Close Date:** 12/23/2013  
**Survey Completed Date:** 12/31/2013  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
 Knowledgeable about the market  
 Understood what was important  
 Resolution of any issue that arose  
 Explaining the Agreement  
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10
■ ■ ■ ■			10

### Additional comments

I can't say enough for how WONDERFUL and AMAZING Steve was. Steve went above and beyond to ensure my family found what we needed and supported us through the whole process. I feel like I have met a family friend during this process and a great person. Without Steve I am unsure my family and I would be in the dream house we found. I can't say enough for how great Steve was during this very stressful time. Thank you again from the bottom of my heart.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 00000003837  
**Transaction Type:** Buyer  
**Customer:** Jessica Schaffer  
**Property:** 16 West Madison Avenue  
 Collingswood NJ 08108  
**Close Date:** 11/15/2013  
**Survey Completed Date:** 11/25/2013  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
 Knowledgeable about the market  
 Understood what was important  
 Resolution of any issue that arose  
 Explaining the Agreement  
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	████████	████████	████████	10
Regularly stayed in touch	████████	████████	████████	10
Knowledgeable about the market	████████	████████	████████	10
Understood what was important	████████	████████	████████	10
Resolution of any issue that arose	████████	████████	████████	10
Explaining the Agreement	████████	████████	████████	10
Managing the details from contract to close	████████	████████	████████	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	████████	████████	████████	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	████████	████████	████████	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████	████████	████████	10

### Additional comments

Steve was a great agent. Very attentive and informative. As a first time home buyer dealing with multiple offers, a low appraisal and argumentative sellers I know I could not have made it through this process without him. I will recommend him to everyone.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked





# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 00000003340  
**Transaction Type:** Buyer  
**Customer:** Michelle D Selleck & Charles Robert Selleck  
**Property:** 206 S White Horse Pike Waterford NJ 08089  
**Close Date:** 03/23/2012  
**Survey Completed Date:** 04/02/2012  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Regularly stayed in touch	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Knowledgeable about the market	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Understood what was important	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Resolution of any issue that arose	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Explaining the Agreement	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Managing the details from contract to close	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10

### Additional comments

Steve was there for us from the beginning of getting a mortgage to closing on our dream home. He did a fantastic job of answering all of our questions and negotiating the very best deal for us on the house we wanted. There were many obstacles that came up during the contract period but Steve worked diligently to guide us through them and close the deal within the contract period. We feel that we got very lucky and found the right real estate agent for us and we highly recommend Steven Tamburello to anyone looking to buy or sell real estate. Thank You The Selleck Family

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 00000003437  
**Transaction Type:** Buyer  
**Customer:** Scott M Skow  
**Property:** 113 E Clinton Ave Oaklyn NJ 08107  
**Close Date:** 07/31/2012  
**Survey Completed Date:** 08/08/2012  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

### Additional comments

Steve was nothing but helpful in my quest to purchase a new home. He was very patient and understanding through the whole process and provided me with quite a few market tips. I definitely could not have completed my purchase without his participation. I hope to work with him again in my future real estate needs.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 000000004030  
**Transaction Type:** Seller  
**Customer:** Wayne T. Smith  
**Property:** 374 Kresson Road Cherry Hill NJ 08034  
**Close Date:** 08/28/2014  
**Survey Completed Date:** 09/05/2014  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
 Knowledgeable about the market  
 Understood what was important  
 Resolution of any issue that arose  
 Explaining the Agreement  
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	████████	████████	████████	10
Regularly stayed in touch	████████	████████	████████	10
Knowledgeable about the market	████████	████████	████████	10
Understood what was important	████████	████████	████████	10
Resolution of any issue that arose	████████	████████	████████	10
Explaining the Agreement	████████	████████	████████	10
Managing the details from contract to close	████████	████████	████████	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?				NA
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	████████	████████	████████	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████	████████	████████	10

### Additional comments

Steve always kept me well informed throughout the whole process, especially the tough home inspection and appraisal process. Overall he did a great job!

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



# CENTURY 21® Quality Service Survey

## Individual Survey Results



**Agent:** Steven Tamburello  
**Office:** CENTURY 21 Alliance

**Overall Score**  
**100%**

**Transaction ID:** 000000003109  
**Transaction Type:** Buyer  
**Customer:** Srinivas Sunkar  
**Property:** 301 Bradley Avenue Bellmawr NJ 08031  
**Close Date:** 01/04/2011  
**Survey Completed Date:** 01/12/2011  
**Survey Type:** Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?  
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch  
Knowledgeable about the market  
Understood what was important  
Resolution of any issue that arose  
Explaining the Agreement  
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?  
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?  
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

**Additional comments**

Thanks to Steve he is the best assest Century 21.

<b>KEY:</b> 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked

Steve,

We want to thank you for going above and beyond this past month in helping us purchase our new home. Your expertise and professionalism was invaluable and greatly appreciated!

Nancy @ Steve Sales

Dear Steve,

Thank you so much for all your work on our behalf during our house purchase. It was quite an experience, and having you there as an advisor and advocate was absolutely essential. We couldn't have done it without you!

P.S. Thanks for the photos! - Eileen & Kevin

Dear Steve:

can't  
thank you  
enough!

Thank you so much  
for taking care of our  
dream home. You  
have been very kind  
and patient over this  
process for over a  
year. Also thank you  
for taking care of  
our rental property.

Sincerely,  
Harold, Clanssa, Tim  
& Sebastian.

Muchas Gracias

Steve:

Carol and I wish to thank you  
for your attention to the sale of  
our sons' house. Your efforts  
are greatly appreciated

You are a credit to your profession.

Carol and Marshall

With sincerest thanks  
for your kindness  
and thoughtfulness.

Carol and Marshall



Steve,

Oct 2018

Liz & I can't thank you  
enough for all of your hard  
work and patience. Being able  
to call you with the thousand  
questions we had at all hours of  
the day helped us make the  
decision to buy this house! We  
truly couldn't have done it w/out  
you.

Sincerely,  
David, Liz, & Henry Smith

Steve,

We are really enjoying our new house and thank you again for all your hard work on our behalf! Wishing you all the best and looking forward to a housewarming in this new year.

Tyler Miller

...A WATT!

Thank you  
so much for  
all your help, we hit  
a lot of bumps on the road  
& we really would not have  
made it without you! Thank you for  
going above & beyond for us  
as well as looking out for  
our best interest.

Sincerely,

Angela B  
Joe B

Knicker  
HONES

Dear Steve,

Thank you for helping  
us find our dream "National  
Lampoon" house!

We are especially thankful  
for your patience and expertise  
throughout the whole process.

All the best,  
Michelle & Albert

March 22, 2015

Dear Steve,

This comes so very late but I  
apologize!

Thank you for the very thoughtful gift  
of art supplies you sent me.

It was a lovely surprise!

Thanks, all the ways you helped  
my children get my house sold.

I am enjoying Collingswood Manor  
and thankful for health support.

Yours truly  
Jeanette Gardner

Steve-

Thank you so much for all that you did to help us find our forever home. We look forward to creating memories here w/ our kids for many years to come.

Your dedication to your clients, knowledge of real estate, and passion for the industry was truly apparent throughout the entire buying + selling process. Thank you again for everything!  
♡, Carly, Chris Elle + Juliana

## Furey - Closing

Inbox x



Connie Furey Jun 6

to me, boblat

Hi Steve –

Just wanted to follow up with a few comments regarding your service during my home purchase.

First, I don't think I would have made this purchase without your help. You provided me with timely and consistent information on availability, and also were very timely in showing the properties. This was key to securing the property I wanted.

Also, I was very impressed with your professional approach at the settlement table. You were firm but insistent on the small but meaningful matter of the \$150 adjustment. And, you held forth on clarifying the CO issue. That was important – and you stood your ground on my behalf.

Finally, you were knowledgeable, even and trustworthy as you provided information to me each week.

I appreciate all of your input during the process, and will gladly recommend you to my family and friends. Thanks again – and look forward to talking to you soon about rental and who knows, maybe another property.

Connie

**Connie Furey**



Steven Tamburello <steventamburello@gmail.com>

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## Thank You

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Alex Morales <aam1977@aol.com>

Thu, Apr 2, 2015 at 11:45 AM

To: "\"Steven J. Tamburello REALTOR® Sales Associate\"" <steventamburello@gmail.com>

Steven

Rebecca and I would like to personally thank you for a job well done for helping in the purchase of our new home.....and for the gift-card/photo.

Your excellent service, frequent communication, professionalism and dependability, made the buying process so much easier for us. We knew instantly that we had selected the right Realtor.

We were so pleased that every phone call or text message to answer our questions or calm our concerns was returned so quickly!

Your attention to detail as well as your knowledge of the current market assisted us in understanding what people need to know when looking for a home.

You went above and beyond and we would certainly recommend your services to anyone that is interested in buying or selling a home.

Sincerest thanks,

Alex and Rebecca Morales

Sent from my iPad





Steven Tamburello &lt;steventamburello@gmail.com&gt;

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**FW: Testimony**

1 message

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**Jennifer Murphy - C21 Relo** <relodept@gmail.com>

Mon, Jun 13, 2016 at 11:37 AM

To: "Steven J. Tamburello REALTOR® Sales Associate" &lt;steventamburello@gmail.com&gt;

Cc: Robert Latigona &lt;boblatigona@icloud.com&gt;

Great feedback Steve!

Jennifer Murphy  
Relocation Director  
Century 21 Alliance  
P (856) 985-2708 x1  
F (856) 985-2426  
C (609) 417-1779

-----Original Message-----

From: Roger Feng [mailto:[fengroger@gmail.com](mailto:fengroger@gmail.com)]

Sent: Sunday, June 12, 2016 9:40 PM

To: Relo Dept <[relodept@gmail.com](mailto:relodept@gmail.com)>

Subject: Testimony

Jennifer,

I relocated to NJ in February. Since then Steve Tamburello have helped me look for a house then look for a rental. He is always very professional in communication, understanding the need, responsive update and effective schedule. I highly recommend Steve and would like to work with him again if there is opportunity in the future.

Regards,

Roger



Joe McCormick 1:33 PM (47 minutes ago)

to boblat, me

Mr. Bob Latigona,

I do not need to wait for a quality service survey to tell you how impressed I am with your agent Steve Tamburello.

I picked Steve from among 3 agents that I met with because I was impressed with his positive attitude, friendly manner and professional actions. From the first day I met Steve back in January of this year he made sure to introduce himself to all my family and continued to treat all of our family with respect. Even though I was the Executor of my Parents Estate and the main decision maker, Steve always respected and listened to the concerns of all my Brother and Sisters. I guess because I am a Salesman I especially appreciated the time and effort Steve put in to the first presentation and follow up using professional documents and statistics to make the case to hire him and your company, Century 21.

Although our first sale did not go through, (Steve had a buyer before it was officially listed for the first time!) because of structural issues with the home, Steve hung in there with patience, persistence, and good old hard work. He set up at least 2 Open Houses in addition to fielding my many phone calls, emails and texts. I think it's important to point out that Steve was not afraid to challenge me on issues related to pricing the home, how much money to invest/not invest to repair/not repair in the home for resale, and accepting & countering buyers' offers. Steve offered advice in a professional facts based approach and I never felt he was talking down to me.

The last thing that I want to mention is Steve's network. I know how important a network is for any Sales Person. Steve always had a contractor or service company to refer to me when I asked. However, the most impressive demonstration of his network came after Steve had already secured a buyer and set a closing date for me and really did not owe me any extra service. But when I told Steve of the challenge my brother, who was moving out of my parents house and had to relocate his dog, Steve used his own personal contacts to find friend of a former customer to take my brother's dog and avoid the heartache of putting the dog in a shelter. Once again, Steve not only provided me and my family great service but showed his compassion for our pet.

You definitely have a valued employee in Steve Tamburello.

And Steve...from me and all of my family a big Thank You!

Regards,

Joseph McCormick  
Executor of the Estate of Frances M. and Joseph A. McCormick



Oct 21 (2 days ago)

C21ETW@aol.com

to joemcbb, me, blatagon, cmey21, c21jttull

Dear Mr. McCormick: Bob Latigona, the Manager of our Cherry Hill Office, was kind enough to forward your email pertaining to the performance of Steve Tamburello with regard to the sale the home is which you were the Executor.

We are indeed fortunate to have Steve on our Alliance Team. He is a true professional and representative of what a Real Estate Agent should be. He continually goes above and beyond what is required of a real estate agent which is evident with respect to the Quality Service Surveys submitted by his Clients.

We thank you for taking the time to acknowledge Steve's performance and on behalf of Century 21 Alliance we thank you for allowing us to be of service during this very difficult time.

Warmest personal regards,

elaine

***Elaine Tursi-Williams***

Broker of Record/Owner

[\(856\) 722-0880](tel:8567220880) Office

[\(856\) 912-5090](tel:8569125090) Cell

P.S. A referral is sending someone you care about to someone you respect. Who is the next person you know who would benefit from my services?

**Our Service Partners:**

**David Stewart (Century 21 Mortgage) [609-367-2073](tel:6093672073)**

**Valerie Mason (Group 21 Title) - [856-985-2400](tel:8569852400)**

**Janet Gee (Surety Insurance) - [856-866-3264](tel:8568663264)**

**Marie Pilon (1st American Home Warranty)- [267-688-4233](tel:2676884233)**

**Maria DiStefano (McCollister's Transportation Group [609-914-5225](tel:6099145225))**

#1 Century 21 Company in New Jersey 1999-2012  
Closed Units and Volume

Sent: Sunday, November 01, 2015 8:57 AM

To: relodept@gmail.com

Subject: Re: C-21 Alliance -Tell Us About Your experience-

Jennifer,

Good morning. Ever since we were brought together with Steve, (6-7) months ago, he has provided us stellar customer service! And, to this day, he continues to make our home buying experience effortless. He continually keeps us up-to-date with homes that are reputable and worthy of purchasing by sending us updated info via the Internet.

When we request information from Steve, (sometimes lengthy in nature) we always get our questions answered immediately, in addition, Steve provides additional information in order for us to make sound decisions during our home buying experience. I believe, as myself as a manager that Steve possesses all of the attributes of an upper level manager for Century 21. We haven't bought a home yet, however, we are optimistic we will find one in the near future, and we look forward to working with Steve on closing all the details for us.

My wife and I really do appreciate Steve's dedication to his customers and his interpersonal skills.

Regards,

Michael & Ellen

---



Steven Tamburello &lt;steventamburello@gmail.com&gt;

## Congratulations on your achievements!

1 message

Rick Davidson, President &amp; CEO &lt;CEO@email.c21.com&gt;

Wed, Jan 27, 2016 at 3:30 PM

Reply-To: "Rick Davison, President &amp; CEO" &lt;communications@century21.com&gt;

To: steventamburello@gmail.com



Dear Steven,

Congratulations on achieving the 2015 **Masters Emerald** and the **Quality Service Pinnacle Producer** awards. Your hard work and dedication to your customers, your community, and the CENTURY 21® System have enabled you to earn this outstanding achievement.

It is because of affiliated sales professionals like you that the CENTURY 21 brand continues to be a powerful force in real estate and receives notoriety, such as ranking "Highest Overall Satisfaction for First-Time Home Buyers among National Full Service Real Estate Firms, Two Years in a Row" in the J.D. Power 2014-2015 Home Buyer/Seller Studies<sup>SM</sup>. You are a valued member of the CENTURY 21 System. In fact, as a way of showing you our appreciation for your efforts, we have made available a customizable news release template in the "Awards" folder in PR Studio on 21Online.com that showcases your accomplishment to your local media outlets in a few simple steps. This can help enhance brand preference and excitement and promote your individual achievements.

Our annual Global Conference is our opportunity to celebrate your success with you and other C21® professionals from around the globe. I hope that you have already made your plans to join us at 2016 Global Conference, March 17-20 in Orlando, FL! You don't want to miss out on the wonderful networking and learning opportunities as well as the opportunity to celebrate your remarkable achievements this past year.

Thank you for all of your efforts in 2015, I wish you the best for a prosperous 2016.

Regards,

Rick

Rick Davidson  
President & CEO  
Century 21 Real Estate LLC

The CENTURY 21® brand received the highest numerical score among full service real estate firms for first-time and repeat home buyers and sellers in the proprietary J.D. Power 2014-2015 Home Buyer/Seller Studies<sup>SM</sup>. 2015 study based on 6,059 total evaluations measuring 5 firms and measures opinions of individuals who bought or sold a home in the past 12 months. Proprietary study results are based on experiences and perceptions of consumers surveyed February - April 2015. Your experiences may vary. Visit [jdpower.com](http://jdpower.com)

**From:** DeAdra Walker <[deadra.walker@gmail.com](mailto:deadra.walker@gmail.com)>  
**Date:** March 3, 2016 at 10:39:08 AM EST  
**To:** [mikeang5@icloud.com](mailto:mikeang5@icloud.com)  
**Subject:** Steven Tamburello

Good morning,

I wanted to reach out to express how excellent the service was that my boyfriend and I received from Steven. My boyfriend Drew mentioned that he handed our application off to you a couple of days ago, and I'm not sure if you are who this should be directed to. Could you please forward this appropriately if this has been misdirected?

Drew and I recently saw a property that was lovely. Steven was helpful, timely, and answered anything and everything we asked. He was also very personable. He is clearly dedicated to his job. We were a stone's throw away from taking the property off of his hands, found a place considerably closer to the PATCO station... something that's incredibly hard to pass up as a 1 car couple with one of us working in Center City.

The point of this email is that Steven was a dream to work with, and if we're lucky enough to work with someone like him when we're on the market for a home of our own, that'll be our win.

I just wanted to express how great his customer service was to someone there at Century 21. He's a winner.

Thanks,  
DeAdra Walker



3111 Route 38 West Suite 8  
Mount Laurel, NJ 08054  
856-722-0880

March 3, 2016

Steven Tamburello  
56 E Collingswood Ave  
Haddon, NJ 08107

Dear Steven:

Congratulations on your outstanding achievement as the recipient of the Superior Performer for the Fourth Quarter of 2015.

We realize and appreciate the amount of hard work that is involved particularly during a challenging yet much improving real estate market. We recognize your accomplishment and the many sacrifices you made to achieve this success. This is a true reflection of your ongoing commitment to your clients, CENTURY 21 Alliance and the Real Estate Profession.

We are proud to have you represent CENTURY 21 Alliance and thank you and your family for being part of our family here at CENTURY 21 Alliance

Warmest personal regards,

A handwritten signature in blue ink, appearing to read "Elaine".

Elaine Tursi-Williams

A handwritten signature in blue ink, appearing to read "Chuck".

Chuck Meyer

A handwritten signature in blue ink, appearing to read "John".

John J. Tull Jr.



3111 Route 38 W Suite 8  
Mount Laurel, NJ 08054

September 7, 2016

Steven Tamburello  
56 E Collingswood Ave  
Haddon, NJ 08107

Dear Steven:

Congratulations on your outstanding achievement as the recipient of the Superior Performer for the Second Quarter of 2016.

We realize and appreciate the amount of hard work that is involved particularly during a challenging yet much improving real estate market. We recognize your accomplishment and the many sacrifices you made to achieve this success. This is a true reflection of your ongoing commitment to your clients, CENTURY 21 Alliance and the Real Estate Profession.

We are proud to have you represent CENTURY 21 Alliance and thank you and your family for being part of our family here at CENTURY 21 Alliance

Warmest personal regards,

A handwritten signature in black ink, appearing to read "Elaine Tursi-Williams".

Elaine Tursi-Williams

A handwritten signature in black ink, appearing to read "Chuck Meyer".

Chuck Meyer

A handwritten signature in black ink, appearing to read "John J. Tull Jr.". The signature is stylized and includes a large "J" and "T".

John J. Tull Jr.