

Why Quality Service Certified[®] is important to you.

The successful marketing of a property should be a *managed outcome*, not a random event. *Quality Service Certified[®]* means you can expect to receive service that is consistent, reliable, responsive and exceptionally satisfying.

- Quality Service Certified[®] is a *service process* that results in the best real estate experience possible for you. To earn the Quality Service Certified[®] designation I have completed an intensive training program and committed to the highest performance standards. I maintain those standards on an on-going basis.
- My services are spelled out in the *Quality Service Guarantee* that shows you exactly what to expect—from developing a marketing plan to after-sale service.
- I will remain accountable to you throughout the selling process to do everything I promise. That includes giving you the opportunity to evaluate my service through a *Quality Service Assurance Survey[®]* conducted by an independent research firm.
- As a home seller, you have a lot to think about, and the last thing you want is confusion and uncertainty. You can have *greater confidence and peace of mind* knowing that I will be with you every step of the way.

*Quality Service Certified[®] assures you of the highest level of service
in the real estate industry.*



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