



My 10+ CUSTOMER SERVICE COMMITMENT FOR BUYERS

1. Provide you with 10+ customer service during the entire buying process.
2. Respect your time and make every effort to accommodate your needs.
3. Return every email, every text message and every phone call I receive from you as fast as I possibly can.
4. Organize and schedule your home search process.
5. Discuss the benefits and drawbacks of each home in relation to your specific needs.
6. Thoroughly explain to you all of the documents relating to your home purchase.
7. Provide you with updates on available homes.
8. Help you to compare homes and make a purchasing decision.
9. Advise you on the terms and issues of your purchase offer and write your purchase contract.
10. Present your offer and negotiate on your behalf.
11. Help you to interpret and make decisions regarding all property inspection results.
12. Be completely honest with you, even if I have information you may not want to hear.
13. Keep all of your information completely confidential.
14. Provide an expert market valuation for all the properties you seriously consider for purchase.
15. Refer you to proven professionals throughout the purchasing process.
16. Coordinate and supervise the preparation of closing documents and guide you through the closing process.
17. Coordinate your move-in and assist with any post-closing issues.