



# Why choose a QSC Professional?

## Trained & Certified

I have completed training and certification (QSC) related specifically to quality services and customer satisfaction. To maintain this certification, I am required to meet or exceed a set Customer Satisfaction Rating.

## You know what to expect

I will present you with a signed, written guarantee outlining the services steps I will be performing. Together, we will review these steps so you will know what services I provide and you will know what to expect throughout the transaction.

## Accountability

Following the closing, you will be emailed a survey on my service that becomes part of my record. It posted on public websites for all to see. The process is administered by an independent research company and not by CJR. I am among the elite 1-2% of real estate professionals who are willing to have their record publicly available.

## My Service Record is Public

You can see my independently validated record of service to past clients on the QSC consumer website [QualityService.com](http://QualityService.com).

## Watch your email for the survey!



If you select me as your service provider, a short survey will be e-mailed to you following our closing. The survey is sent from Leading Research Corporation, the email address is [info@e.leadingresearch.com](mailto:info@e.leadingresearch.com).

Your feedback, including any additional comments, is very important to me as it provides me with direction on improving my services



# QualityService.org