

It's the little things that count

98% recommendation from customers of Newquay Property Centre

To ensure the very best levels of service at all times, Newquay Property Centre, **team** estate agent in Newquay introduced a feedback form early in 2011. Designed to encourage honest feedback about the agency's service, the form was sent to all of its buying and selling customers on completion of their transaction and the agency is delighted with the results.



The form asks customers to rate Newquay Property Centre on a scale of 1-5 based on its courtesy and professionalism as well as the quality of its website and marketing and its service – both before and after a sale being agreed. The form also asks if any part of the service stood out or could be improved upon and if the customer would recommend Newquay Property Centre. The result from the forms received is 98% recommendation as well a number of positive comments including:

- *“Polite and helpful.”*
- *“Prompt and up to date communication, would certainly recommend you.”*
- *“Attention to detail and the ability to listen to clients needs.”*
- *“General helpfulness, would recommend to anyone.”*
- *And from one particular client, “Friendly, helpful and obliging from beginning to end, even delivered key.”*

Upon exchange of contracts, Newquay Property Centre co-ordinates key arrangements for completion day; usually, the vendors pop the keys into the prominent East Street office for the buyers to collect. Daniel, sales manager, said: “This particular sale of a bungalow in Porth exchanged and completed simultaneously. When I called the purchaser, he asked for directions to our office as he wasn't familiar with the town centre and I offered to meet him at the property with the keys, which obviously better suited him. This little extra personal touch stood out for him and we're now looking to incorporate it as part of the service when resources allow.”

Andrew Hopkinson, director of Newquay Property Centre, commented: “We really care what our customers think of us. We always strive to give the very best possible service and the only true way to gauge whether that is being achieved or not is to receive honest feedback from our actual customers on their experience with us. We read every response we get in order to address any issues and make improvements where needed, and we’re absolutely thrilled with the comments and ratings we’ve received – many of our customers come back to us, which is a great testimonial in itself but it’s really fantastic to read such positive comments and we’ll continue to encourage customers to use the forms throughout 2012.”

Newquay Property Centre is one of over 100 **team** estate agents in the Westcountry and hundreds nationwide, all working together to sell more homes for customers, providing what is effectively a multi-agency service for a sole agency fee. With extensive in-office, printed and online advertising, properties for sale with **team** agents receive more exposure, reaching more buyers than those with any other estate agent.

So, if you are considering selling or letting your property, pop into Newquay Property Centre at 40 East Street in Newquay or call 01637 875161. To browse property for sale with the agency, visit www.teamprop.co.uk.

For further information about Westcountry **team**, visit www.westcountryteam.com.

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Digital images are available from bubblepr@mac.com

Notes to editors:

Westcountry **team** is part of **team** Association, the largest organisation for independent estate agents in the UK. Over 100 **team** offices in the Westcountry work together, along with hundreds nationwide to sell property for clients. **team**’s ‘blue sky’ image, with transparent team logo on a blue sky background reflects the association’s and each individual agent’s commitment to providing a clear, transparent service to their clients and conducting business in a straightforward, honest and professional way.

For further information, please contact:

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