

Client Opinion Survey

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 Date: 1/13/10
 Company: Petro-Diamond
 Phone: _____

In terms of general services provided by Voit Real Estate Services, how would you describe the following?

| | | Poor → Outstanding | | | | | | | Answer |
|----|---|--------------------|---|---|---|---|---|---|--------|
| 1. | Quality of service received | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 2. | Quality of market research data | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 3. | Quality of financial/lease analysis | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 4. | Quality of written/oral reports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 5. | Quality of the support and accountability process | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |

The following are statements more specific in nature. How would you rate our performance in these areas?

| | | | | | | | | | |
|-----|--|---|---|---|---|---|---|---|---|
| 6. | Was the broker thorough? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 7. | Did the broker propose creative solutions? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 8. | Were your phone calls returned promptly? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 9. | Did the broker meet established deadlines? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 10. | Was the broker accessible? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 11. | Was the broker courteous and helpful? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 12. | Were you kept informed of progress of the transaction? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 13. | Were you treated with respect? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 14. | Did the broker anticipate your needs and respond proactively? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 15. | Did the broker understand your company and its needs? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 16. | Please rate the broker's contributions to the negotiating process. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |
| 17. | Finally, considering the overall service provided by Voit Real Estate Services, how would you rate our firm? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 7 |

Thank you for taking the time to complete this survey. If you would like to make additional comments, please feel free to use the space provided below or use the back of this page. Your responses are an important part of Voit Real Estate Services' ongoing program to improve the quality of the services we provided to our clients.



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