

Monday
July 1, 2002

Dear Dink,

This letter is to thank you for the excellent job you did handling the sale of my house.

I had previously listed with Mary Tan at Coldwell Banker and was very disappointed with their service. Their sales method seemed to be Open Houses on Sunday with a variety of agents. Many of them did not appear to be familiar with my house. In four months, Coldwell Banker showed my house individually only three times. Mary never showed my house.

In contrast, you showed my house individually many times and handled most of the Open Houses yourself. When a fellow agent did an Open House, he was also very familiar with the selling points of this house.

Your diligent work paid off when the house sold the first week. It was unfortunate that the people found a larger house and backed out of the sale. However, your continued interest in my house paid off when the house sold in June. This was remarkable, so the home sales market seems to be extremely slow right now.

Working with you has been a pleasure. Your nice, friendly personality has contributed to a positive experience for me.

Some of the qualities you possess as a real estate agent that impressed me are:

- Enthusiasm for your job
- Knowledge and ability to project to the buyer the reasons to buy the house as well as reasons to choose Monte Vista
- Follow-through on all potential buyers
- Keeping seller informed on a weekly basis
- Awareness of other houses for sale in this area, their prices, sizes, ages, etc.
- Your focus on getting the house sold at or near the asking price.
- Your optimism and positive attitude.

Again, it has been a pleasure working with you and to know you. I would highly recommend you and ReMax to any potential seller.

Sincerely,
Jan Lewis
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