

Wagner Receives Service Recognition As One Of North America's Top Real Estate Professionals

Quality Service Certification, Inc. is proud to announce that Jamie Wagner of RE/MAX Action Associates in Exton, PA as being recognized as one of the top 250 real estate professionals in North America who represent "The Best in the Business" in delivering measurably superior service and customer satisfaction from among the real estate professionals who work with QSC and have dedicated themselves to the highest standards of service and customer satisfaction.

QSC and Leading Research Corporation send a detailed service evaluation survey on behalf of more than 30,000 participating agents in North America following every closed transaction. Quality Service Certified® real estate professionals enjoy a record of 48% more very satisfied clients and 75% fewer dissatisfied clients than the national average according to a comparative study of results by the National Association of Realtors® and Leading Research Corporation.

"The real estate brokerage industry has traditionally focused on sales and production as the measure of excellence," says Larry D. Romito, President and CEO of Quality Service Certification, Inc. (QSC). "Agents being recognized as 'The Best in the Business' averaged nearly thirty closed transactions with a record of virtually perfect service – 100% of their clients very satisfied with their overall service and all the details. It's how well each client is served rather than how many, that's most important to consumers today. In these consumer-centric times, independently validated superior service delivery is a more valuable and meaningful measure of excellence," Romito adds. "When choosing a real estate professional, little is more important to a prospective client than reliable, measurable results related to a professional's record of service satisfaction to past clients."

Quality Service Certified (QSC) status is the only award in the real estate industry based on independently validated, measurable service results. Clients of QSC agents receive a customer satisfaction survey at the end of each transaction. The surveys are administered and the results are compiled by LRC.

"Consumers have greater confidence in service reliability, results and satisfaction with a Quality Service Certified real estate professional because they know that the agent's service record has been validated by an independent third party. A 100% service satisfaction record like Jamie has achieved is just awesome," said Neal Baldwin, RE/MAX Action Associates General Manager.