

# Service Level Agreement

By David Jordan, Green Real Estate Consultant

My Goal:

1. To obtain as many good clients as I can serve with distinction

My Objectives:

1. Mutually successful partnerships with a select clientele
2. Generation of a large volume of high quality referrals
3. A distinct, exceptional quality of service for my clients
4. You are empowered by the information and service I deliver

My Commitment To You:

1. Your interests always comes first
2. I will respect your decisions and honor your wishes faithfully
3. I will notify you of any potential conflict of interest promptly
4. You deal with myself or my broker exclusively, no assistants
5. Privacy of all discussions, documents, and notes will be maintained, and all reasonable precautions will be taken to protect any personal information in my possession electronically or hard copy
6. Using my Buyer's Best Fit System, I will either find one or more properties that meet your needs, wants, and priorities, or not. If not, we can see the impact of your specific criteria on finding matches.
7. My responsive times:
  - a. I will return calls and/or respond to text messages within 2 hours between 8:00 A.M. to 8:00 P.M. <sup>1</sup> 90% of the time I will respond within 1 hour.
  - b. I will respond to your emails within 8 hours between 8:00 A.M. to 8:00 P.M.

Your Commitment To Me:

1. Respect my time - be responsive
2. Be honest about your motivations, desires, and circumstances
3. You agree to complete a survey about your experience

\_\_\_\_\_  
David Jordan  
Realty World Northern CA

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client 1

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client 2

\_\_\_\_\_  
Date

<sup>1</sup> Unless I notified you that I will be unavailable for a period of time