

GMAC Real Estate Premier Service®

How would your real estate experience improve if you had a skilled professional guiding and advising you every step of the way?

All too often, customer service programs are created in cushy conference rooms, far removed from the people for whom the programs are designed. Those efforts often miss the mark because they aren't drawn from the group that matters most: the customers.

But with Premier Service, GMAC Real Estate's comprehensive business philosophy, we've gone right to the source. You've told us that buying and selling a home can be stressful, time-consuming and sometimes overwhelming. We want to change that. The Premier Service pledge of service excellence means that GMAC Real Estate's professional team of Sales Associates assume three important roles:

Trusted Advisors:

With specialized knowledge and extensive training, GMAC Real Estate Sales Associates will help you navigate your home buying and selling process. We will listen to your goals, and recommend ways to help you achieve them.

Skilled Negotiators:

The real estate process requires negotiation of complex issues; we are committed to working in your best interests. We will help you secure the best possible price, with the most favorable terms, in the shortest period of time.

Expert Facilitators:

We will work to ensure your purchase or sale stays on track and on time. You will receive outstanding customer service, our professional expertise, and be offered other services that can help enhance your result - far beyond the transaction itself.

As Trusted Advisors, Skilled Negotiators and Expert Facilitators®, our Sales Associates will commit to quality service - in writing. Since we know that a smooth process is based on trust, the Premier Service pledge assures delivery on our promise to provide extraordinary customer care. Both the Sales Associate and you, the client, sign an agreement to make this unique relationship official.

We want you to understand the process in full, from beginning to end, and stay in regular contact so you are informed at every step. Our sales team can also recommend ancillary home services that will offer clear, added value.

And then, we want to know how we measure up. The Premier Service program was created with your input. Our customer satisfaction surveys, provided to you upon transaction close, help us continually refine our customer focus and maintain high standards. Over time, all our customers will be given the chance to give input to help make us the best that we can be.

You deserve a knowledgeable advocate in the real estate process, and Premier Service is designed to do just that. Because it's about commitment: By partnering with you, listening to your needs and communicating clearly, your home sale or purchase will become exactly what it should be.

GMAC Real Estate
Service You Deserve. People You Trust.®



Awarded to Kosta for 2007

A business card for Kosta Michailidis, a Sales Representative. The card features a blue header with the "SIGNATURE SERVICE GMAC Real Estate" logo and the slogan "My business thrives on your satisfaction and referrals". It includes the website "www.kostahomes.com", the email "kosta@ssgmac.ca", and a "PREMIER SERVICE CERTIFIED" badge. The contact information is listed as: Bus: 905.896.4622, Fax: 905.896.4621, Direct: 905.601.3377, Toll Free: 1.866.797.4622. A photo of Kosta Michailidis is on the right. The bottom of the card has the slogan "SERVICE YOU DESERVE PEOPLE YOU TRUST" and the address "186 Robert Speck Parkway, Mississauga, ON L4Z 3G1".