

MAKINGNEWS

J.D. Power and Associates honours RE/MAX with prestigious award

Shoppers and consumers have trusted the word of J.D. Power and Associates for decades. That's because since 1968 they have been conducting quality and customer satisfaction research based on survey responses from millions of consumers worldwide. In fact, J.D. Power and Associates has developed and still maintains one of the largest, most comprehensive historical customer satisfaction databases in existence, which includes feedback on the shopping, buying, and ownership experiences for a variety of products and services.

So when it recently honoured RE/MAX with highest overall satisfaction for home sellers and home buyers among national full service real estate firms, it was certainly something for the RE/MAX team to celebrate.

Conrad Zurini, Broker of Record, RE/MAX Escarpment Realty Inc., explains that everyone at RE/MAX is proud to be recognized for being the leaders in serving the interests of their clients. "Facilitating throughout the entire buying and selling process is the focus of our business; however, we are also passionate about helping people make their dreams realities. There is a lot of emotion in the work we do so this award is really meaningful to me, and our whole RE/MAX Escarpment team."

For Conrad, it's more than just a job, it's part of a family legacy. "Since 1980 when my parents became RE/MAX pioneers and opened their first RE/MAX office, it was always clear that RE/MAX would stand out for delivering the maximum service that our clients demand from us. Not only do we provide direct services to buyers and sellers, but we also meet the insurance, legal and financing needs of our clients by



Conrad Zurini, Broker of Record,
RE/MAX Escarpment Realty Inc.,

helping them meet our team of in-house professionals that deliver a one-stop shop for their real estate needs."

This commitment to customer care and satisfaction is what RE/MAX is built on, so it's not surprising that they are the recipients of this prestigious award. "We care about the needs of our clients. It's not a transaction to us, it's helping people get what they need and an opportunity to demonstrate our ability to advise them along the way," explains Zurini. "If the customer is happy, the world is right. Our business is only as good as the service we give, the loyalty we create and the referrals and repeat business we generate over the years."

For more information visit www.remaxescarpment.com