



MORREALE REAL ESTATE SERVICES, INC.

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Press Release

FOR IMMEDIATE RELEASE

February 4, 2010

MORREALE REAL ESTATE SERVICES, INC. “CAN DO” ATTITUDE SHOWS IN SURVEY

Lynn Menzie, Director, Marketing, knows that the big reason for the success of Morreale Real Estate Services, Inc. is its superior customer service and its expertise within the relocation and real estate markets. The 2009 survey results confirm this belief.

“As it had in 2008, MRES surveyed its clients and partners in 2009,” Menzie said. The same format and questions were used in 2008 and 2009. “We wanted to be able to determine if the emphasis on staff training would produce superior ratings,” Menzie added. By using the same survey questions, MRES would be able to do a side-by-side comparison. Each of the 18 questions showed one particular trend: 5%-10% of those who had answered “very good” last year responded “excellent” this year.

“Two survey queries are viewed with keen eyes by MRES management,” Menzie said. They are: **“Would you recommend our services to others?”** and **“Please rate your overall experience in dealing with our office.”** “These are the two biggest indicators of how we are treating our clients, shining a spotlight on our ability to help our clients satisfy *their* clients, and identifying whether we are exceeding our clients’ expectations. Both questions garnered a 100% “yes.”

“You can’t do better than that,” added Menzie.

Morreale Real Estate Services, Inc. is a national provider of settlement services for the real estate and relocation industries. Expert advice, cutting edge technology, and premiere customer service are cornerstones of the company.

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