



2010 2009 2008 2007

Pojda Receives Platinum Service Recognition 4 Years in a Row



Jim Pojda of Alain Pinel Realtors in Los Gatos, CA was awarded the highest level of service achievement in the real estate industry, Quality Service Certified Platinum level recognition for the fourth consecutive year. The award is in recognition of earning 100% client service satisfaction in 2007, 2008, 2009 & 2010 as measured by the Leading Research Corporation (LRC).

Quality Service Certified (QSC) status is the only award in the real estate industry based on independently validated, measurable 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.

Client feedback from the surveys become part of the agent's credentials. An overall satisfaction rating is displayed on a consumer website, QualityService.org, where sellers and buyers have the ability to select a real estate professional based upon each agent's validated record of service satisfaction.

"Nothing is more important to a prospective client in selecting a professional than the service results achieved with past clients," says Larry D. Romito, President and CEO of QSC. He adds, "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 Jim Pojda has achieved is just awesome."



Quality Service **Certified[®] Platinum**

Jim Pojda, QSC

In recognition of the extraordinary achievement of 100% client satisfaction as measured by Leading Research Corporation and the Quality Service Assurance Survey[®]. No professional achievement is as important as the delivery of exceptionally satisfying service. The Quality Service Certified[®] Platinum status is the highest level of service achievement in the real estate industry.

Presented February 2011
Award based on 2007, 2008, 2009 & 2010 compiled survey results

	 Leslyn A. Stewart Vice President Quality Service Certification, Inc.	 Larry D. Romito President, CEO Quality Service Certification, Inc.
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