



## **RE/MAX Recognized for Excellence in Customer Service**

*Three RE/MAX Franchises Ranked Among Nation's Top Ten*

(Denver, CO – October 27, 2009) Three RE/MAX franchises have been recognized among the Top Ten in the nation in quality service and customer satisfaction, according to Quality Service Certification, Inc. (QSC), and Leading Research Corporation. RE/MAX Properties of Colorado Springs, CO, RE/MAX All Stars in Corona, CA, and RE/MAX Creative Realty in Lexington, KY, all ranked among the best of the best in overall excellence.

As recipients of the 2009 QE Award, these RE/MAX franchises have set themselves apart as three of the real estate industry's leading firms. RE/MAX is the only real estate brand that has been represented by three individual brokerages in the Top Ten for consecutive years.

"I am proud of our agents for earning this honor for the second year in a row," says Joe Clement, Broker/Owner of RE/MAX Properties in Colorado Springs. "It's very gratifying for us, because it shows that our commitment to delivering great service is a success."

The Award was based on feedback from 200,000 customer surveys of more than 500 participating companies and 25,000 real estate agents. "With rare exception, the standards of excellence adopted by many companies focus on sales and production," says Larry D. Romito, CEO of QSC. "We believe the higher standard should be objectively assessing how well each customer is served. And at a time when consumer interest in performance and accountability is high, these companies are setting the standards for excellence."

To be considered, a firm must be Quality Service Certified<sup>®</sup>, which requires agents to complete an education program, pass an exam, and provide buyers and sellers with a written commitment to quality.

"An award such as this is the most valuable accomplishment we could receive because it comes directly from our clients," says Elizabeth Bernath, General Manager of RE/MAX All Stars, Corona, CA.

"Confidence and accountability during a real estate transaction is critical in today's environment," says Janice Mueller, Broker/Owner RE/MAX Creative Realty, Lexington, KY. "The QSC survey and rating system is the perfect vehicle to meet those needs."

Consumers can find real estate agents and view their independently validated customer service assessment at [www.qualityservice.org](http://www.qualityservice.org). The Top Ten award was created to foster and encourage the highest levels of service quality and customer satisfaction.

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**About RE/MAX International, Inc.**

RE/MAX was founded in 1973 by Dave and Gail Liniger. From a single office in Denver, Colorado, it has grown into a global network of nearly 100,000 Sales Associates in more than 70 countries, an international presence greater than any of its competitors.

RE/MAX has been honored as the leading real estate franchise for 9 of the last 10 years in the oldest and most respected ranking, "The Franchise 500 Survey," published by *Entrepreneur Magazine*.

Today, all the home listings in thousands of cities and towns can be found at [www.remax.com](http://www.remax.com), which is the most visited real estate franchise web site.

(ComScore, Jan.-June 2009; Compete.com, Feb. 2008-June 2009; Hitwise, Jan.-June 2009)

RE/MAX International is proud of its Premier Community Citizenship, which has raised over \$100 million for deserving organizations like Susan G. Komen for the Cure, Children's Miracle Network and The Sentinels of Freedom Foundation.

For information on RE/MAX International visit: <http://www.remax.com> or <http://www.joinremax.com>

For information on QSC and the QE Award visit: [www.qualityservice.org/](http://www.qualityservice.org/)

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