

# BOWES Wins National Award!

## NAMED FOR BEST SERVICE IN NORTH AMERICA

### BOWES Named as 2009 Top 10 Real Estate Office QE Award Winner!

The **2009 QE Award** recognizes the top real estate offices in service quality and customer satisfaction. Quality Service Certification, Inc. and Leading Research Corporation of San Juan Capistrano, CA have identified the 10 leading offices in North America that, according to consumers, deliver the best service quality and customer satisfaction.

"The QE™ Award is based upon results from 200,000 consumer surveys of more than 500 participating companies and their 25,000 real estate agents," stated Larry D. Romito, CEO of Quality Service Certification, Inc.

"For an industry that continues to define excellence in terms of millions of dollars of sales, we are interested in recognizing excellence based upon superior customer satisfaction and measurably superior service quality – a standard consumers prefer as well," stated Romito.



Bob Bowes, President  
BOWES GMAC

"Our commitment to customer satisfaction and continuously improving our service quality grows daily", states Bob Bowes, Broker/Owner, Bowes GMAC. "Our clients really see a difference and our agents love the results. Adopting a formal process has significantly changed the way we deliver services. Our market share has grown exponentially and we are a much better company. Higher standards of service and greater professional accountability are major points of differentiation from our competition. When your clients are totally satisfied, they let you know and they tell others, too. It does not get any better," Bowes concludes.



#### Top Ten Offices in North America

- **Bowes Pennell & Thompson GMAC, MA**
- Carolina Property GMAC Real Estate, NC
- First Colorado GMAC, CO
- Infinity Real Estate Services, Inc., CO
- Prudential Properties - Gresham, OR
- Prudential Northwest Newberg, OR
- Prudential Tropical, FL
- Real Estate Professionals GMAC, CA
- Rubloff Residential Properties, IL
- Town and Country Realtors, Inc., TN



## Thank you to all our loyal customers!

**781-648-3500**



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