

TOP AGENT MAGAZINE

THE WELLS TEAM: THE NEXT LEVEL OF SERVICE



No other team exemplifies “exceptional” quite like the Wells Team. The professional team made up of agents Randy Wells and Barbara Dumont, as well as IT/Administrative Assistant Sue Wells has turned up the heat and their business shows no signs of cooling down. Since joining the cutting edge company, The Norton Agency, the team has consistently ranked as the number one team in the office – a distinction they have yet to relinquish despite the fickle market. Barb and Randy share that their success is based on a simple concept: providing consistently exceptional service.

Whether they are showing property by taking clients on day long boat tours of Lake Lanier, promptly returning all client calls regardless of the time of day or being a local resource for everything from hairdressers to qualified painters – the team never does anything half-way regardless of price point or type of transaction. “In any market, we understand that it is quality service that truly distinguishes one agent from another. We literally bend over backwards to provide our clients with the best service they have ever had,” shares the team.

Mike and Lonnie Murphy have experienced the team’s dedication first hand and trusted the expertise of the team. “We viewed a large number of homes in the area before the Wells Team informed us that they found a home that ‘was made for the Murphys.’ After only viewing a virtual tour of

the home and much hand holding by the Wells Team, we made an offer which was countered more times than we care to admit. It took the kind of creative and personable agents we had to resolve differences between some wonderful sellers and very demanding agents on the other side. Every detail was explained to us and all strategies were carefully considered before we reached a successful conclusion.”

Furthermore, when clients list with The Wells Team their home is marketed in several effective ways. “We stage homes, do extensive researches of market values to get the most effective price for sale, place home warranties on all homes we list, and have houses pre-inspected - we have even cleaned floors and toilets ourselves to prepare a home for an open house,” say Barb and Randy. One of the most amazing things that the team does is provide a custom CD available curbside with all the information of the listing and prospective buyers can pursue the unique features of each home on their computers.

For the team, exceptional service also means fostering lifelong relationships. Sarah and Harold Eddy found their dream home on Lake Lanier though the dedication of the Wells Team. “They are infinitely patient, unquestionably professional, highly knowledgeable, and will forever be our friends. Since our move, we have had the pleasure to see Randy, Sue and Barb on several occasions. They even supported us while we were going through the adoption process and have now helped us celebrate the arrival of our daughter!”

“It has been a pleasure to watch our business grow and to develop a reputation as respected local experts,” the team comments about their success. “While others are pulling back, we will continue to go full speed ahead!”

THE WELLS TEAM

THE NORTON AGENCY

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