

Tami Serpa of Guarantee Real Estate Appears in *Central Valley Magazine* as a Five Star Real Estate Agent for 2015

Award winners represent fewer than 2 percent of real estate agents in the Fresno area.

Fresno, CA – Five Star Professional is pleased to announce Tami Serpa, Guarantee Real Estate, Berkshire Hathaway Affiliate, has been chosen as one of Fresno's Five Star Real Estate Agents for 2015.

Five Star Professional partnered with *Central Valley Magazine* to recognize a select group of Fresno-area real estate agents who provide quality services to their clients. Less than 2 percent of real estate agents in the area were selected. Tami Serpa will be featured, along with other award winners, in a special section of the September issue.

“Unlike many of my competitor's this is a ‘full-time profession’ for me. I don't do it on a part-time basis to supplement other income. Consequently, I participate in furthering my education, in the real estate field, and treat each client as if they are my only client. My business has steadily increased over the years, mostly due to referrals I have received. In my opinion, referrals validate my performance. When I agree to take a listing or represent a buyer, they have 100 percent of my attention. In addition, I have surrounded myself with experts in every aspect of a real estate transaction. Consequently, when that difficult situation arises I know how to handle it. I'm proud to say if anyone can get it done, I can,” says Tami Serpa of Guarantee Real Estate, Berkshire Hathaway Affiliate.

The Five Star Real Estate Agent award program is the largest and most widely published real estate agent award program in North America. Agents are measured using an objective, in-depth research methodology with significant focus on customer feedback and overall satisfaction.

“I spent many years working as an in-house sales agent for Granville Homes. While there, I enjoyed my relationship with the owners and gained valuable experience. Because of their success I was able to handle more sales than I can list. It allowed me to work with every aspect and detail of new home sales. After more than a decade of new home sales, I decided to branch out and get into the resale market. It was very different from what I was accustomed to but I found it both challenging and exciting. One of the smartest moves I made was associating myself with Guarantee Real Estate. I have to give my broker and company a lot of credit for my success. They have provided me with all the tools necessary to make sure both my buyers and sellers were professionally represented. Every day is different and presents new challenges, and I like that. There is no other business or profession I would want to be involved with. I'm a realtor who is 100 percent in love with what they do and I foresee myself remaining in this business for many years to come,” Tami says.

“Five Star Real Estate Agents are more than knowledgeable experts in their field. They maintain a sharp focus on building enduring relationships and demonstrate tremendous dedication to the families and individuals they serve,” says Lynn Hargreaves, V.P. Research and Services Operations, Five Star Professional.

Five Star Professional has been conducting market research to define and promote professional excellence in service professionals since 2003. Its Five Star Real Estate Agent award program is the largest and most widely published real estate agent award program in North America.

Real estate agents are awarded based on an in-depth research process. Thousands of consumers are contacted to rate their real estate agent on 10 evaluative criteria including customer service, market knowledge, negotiation, closing preparation and overall satisfaction. Beyond a qualifying client evaluation score, real estate agents are evaluated on objective criteria such as experience, production levels and disciplinary and complaint history.

There is no fee to be considered or awarded. Visit www.fivestarpromotional.com for more information.