

Coldwell Banker Residential Brokerage's Kathleen Cramer Receives the 2015 Five Star Real Estate Agent Award

Kathleen Cramer awarded for professional excellence and exceptional client satisfaction.

Bethany Beach, DE – Five Star Professional is pleased to announce [Kathleen Cramer, Coldwell Banker Residential Brokerage](#), has been chosen as one of Delaware's Five Star Real Estate Agents for 2015.

Five Star Professional partnered with *Delaware Today* to recognize a select group of Delaware-area real estate agents who provide quality services to their clients. Less than 7 percent of real estate agents in the area were selected. Kathleen Cramer is featured, along with other award winners, in a special section of the November issue.

"I am thankful for the trust and opportunity that my sphere of influence has given me throughout my Real Estate career since graduating from the University of Delaware in 1984. When sellers work with me, they receive a connection to the world of sales. I can explain the process of real estate transactions in a way that makes my clients feel at ease. I am the linchpin. I am able to leverage a competitive advantage with my many years of experience in the real estate business. I am calm, assertive and confident as well as open to learning new things. I am always Game Day ready. When buyers work with me, they get my self-managed, authentic focus. I am good at reading people which enables me to have the sensitivity in detecting problems and concerns," says Kathleen Cramer of Coldwell Banker Residential Brokerage.

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.

"Satisfied customers are my number one priority and the best kind of advertising. I want to thank everyone for their continued trust and confidence in relation to my ability to market and sell their home. I understand the importance of a real estate investment and my clients can rest assured that their future is in good hands," says Kathleen.

"Five Star Professional's research is extensive, with more than 10 million consumers, peers and other stakeholders contacted each year. We are relentless in our efforts to identify those professionals with the utmost standard of excellence," says Jonathan Wesser, Research Director, Five Star Professional.

About the research process:

Now entering its 13th year, Five Star Professional conducts in-depth, market-specific research in more than 45 markets across the United States and Canada to identify premium service professionals.

Five Star Professional contacts thousands of recent homebuyers to identify award candidates. Phone, mail and online respondents rate their real estate agent on 10 satisfaction criteria. Candidates with a qualifying client satisfaction rating move on to be evaluated on objective criteria such as experience, production levels and disciplinary and complaint history.

Real estate agents do not pay a fee to be considered or awarded. For more information, visit www.fivestarpromotional.com.