

# Sharon Hodnett Earns Seventh Straight Pulse of the City News Award for Customer Satisfaction

*Real estate leader Sharon Hodnett earns high praise from satisfied customers, leading to its seventh consecutive Pulse Award.*

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/EINPresswire.com/ -- With more than two decades of experience in the real estate industry, it's no wonder [Sharon Hodnett](#) just brought home its seventh consecutive [Pulse of the City News](#) Customer Satisfaction Award.

After spending more than 10 years working for her mother's brokerage firm, Sharon Hodnett took her wealth of experience and turned it into [Team Hodnett](#), the number-one Keller Williams office in the Dallas Forth Worth marketplace.

"At that time, I had so many calls and so much business, I could not handle all the volume by myself," Hodnett says. "So, I hired assistants and buyers agents so our customer service would always be outstanding. Customer service is what sets our team apart. We believe in 'customers for life.'"



Constantly striving to exceed customers' expectations, Sharon Hodnett starts with the basics.

“

We listen to the clients' needs. We offer counsel as true real estate advisors. We are by their side to help them every step of the way."

*Sharon Hodnett*

"We answer our phones," says Hodnett. "Excellent customer service means being available when the client calls and needs me. Real estate is not rocket science, but it does involve being available, even when you may rather be doing something else. When a seller or buyer calls with a question or sends a quick text, they expect a professional answer or response within a very quick amount of time. Responding quickly is what sets up apart. We always have the answer to their question, and if we don't, we find the

answer and get back to them.”

Hodnett also credits the team’s success to its knowledge of the market. “We know the market, we know how and where to find buyers, we know how to keep a real estate transaction together so it will close, we know our real estate law and contracts, and we are full time, not part time,” she says. “Our buyers love us because we know the market, how to advise of pricing and offers, plus we are great negotiators. We get our buyers great deals, and we hear from them again when they are ready to sell.”

The team’s hard work has paid off, leading to not just a host of customer satisfaction awards, but also a large repeat and referral business. “We do that by paying attention to detail. We listen to the clients’ needs. We offer counsel as true real estate advisors. We are by their side to help them every step of the way,” says Hodnett.



Clients Rick and Deb Ott have nothing but praise for Sharon Hodnett. “We would sincerely recommend Sharon Hodnett. We had our home listed with three realtors with only six showings in 6.5 months. Sharon listed the house and within one week we had the home sold. Sharon is awesome. She will get back with you immediately, day or night. We always get a response from Sharon.”

Anne Franklin agrees. “Sharon doesn’t just list a home and wait for another realtor to sell it. She has established great relationships with other realtors and stays in contact with everyone who has shown an interest in any of her properties. When she lists a property she takes it on as her own. She is also a great negotiator, which is one of the most critical factors in selecting a realtor. I guarantee that you will not be sorry if you list your home with Sharon Hodnett.”

#### About Team Hodnett

Team Hodnett is part of Keller Williams Realty in Southlake, Texas. There are multiple Keller Williams offices through the world. The Southlake office is the number one Keller Williams office in the area. Team Hodnett can be reached at 817-994-7152 or online at [teamhodnett.com](http://teamhodnett.com). Visit

the team's Award Page at <https://awards.pulseofthecitynews.com/team-hodnett-southlake-tx>.

#### About Pulse of the City News and The Stirling Center

Pulse of the City News is committed to finding and honoring those companies in the building and construction industry that have provided an excellent experience for their customers. The Pulse research team analyzes research and information gathered from many sources, including online business and consumer user-review websites, blogs, social media, business-rating services, and other credible sources, and determines a yearly rating for each company. Companies that receive the highest possible rating of 4 to 5 stars earn the Pulse Award.

The leaders behind Pulse of the City News and The Stirling Center have a lifetime of experience in the real estate, building and construction fields in news and publishing. Pulse of the City News, rooted in the building and construction industry, has teamed with The Stirling Center to bring the benefits of the "customer experience" perspective to the industry. The two firms are dedicated to recognizing companies and individuals that successfully embrace the combination of quality product and exemplary customer service.

Pulse of the City News and The Stirling Center are located in Lapeer, Michigan. For more information, call 866-732-9500 or go online to [www.pulseofthecitynews.com](http://www.pulseofthecitynews.com).

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