

NEWS RELEASE

Lisa O'Brien has earned Quality Service Certified Gold status in recognition of exceptional client service satisfaction in 2008, as measured by Leading Research Corporation.

A Quality Service Certified (QSC) award is the only recognition in the real estate industry based on independently validated customer satisfaction survey results. Following a real estate closing, clients of QSC agents receive a survey to rate the agent on various aspects of the service process. An overall satisfaction rating is displayed on a website (www.QualityService.org) where sellers and buyers have the ability to select a real estate professional based upon agents' validated record of service satisfaction.

Ms. O'Brien is a Broker Associate/Partner with The Group, Inc. Real Estate. She can be reached at 2803 E. Harmony Road, Fort Collins, 970-229-0700, or lobrien@thegroupinc.com.

The Group, Inc. is Northern Colorado's leading real estate firm with six offices in Fort Collins, Loveland, and Greeley.