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JOANNE COSTA
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Joanne Costa is a dedicated, passionate and market-savvy professional who realizes that her clients' satisfaction is the key to a successful and happy relationship.

Ms. Costa's knowledge of the real estate market, her relaxed style, and her sincere interest in providing her clients with the best customer service possible is her trademark, and it is evident within minutes after meeting her.

A specialist in new home construction, she is equally successful in the resale market where her numerous transactions have ranged in price from the low \$300's to the upper brackets.

Ms. Costa's impressive sales track record has also earned her several awards from within Staten Island real estate circles, including top selling agent (2002), Ambassadors Club (2002) and Presidents Club (2003 and 2004). And now that she has branched out on her own, Joanne Costa plans to raise the industry standard of customer service to a new high.

"I'm passionate about providing excellent service and helping people achieve their dream," says Ms. Costa. "If

your clients are not 100 percent pleased with your services after a home closes, then you did not do a good job," she added.

"In real estate sales, agents rely on their reputation for new business as well as repeat business," she continued, "so there must be consistency in how you treat your clients and, more importantly, how you conduct business."

The key is to treat your clients like royalty, strive to get them the best prices, terms and conditions and never change direction."

Here, everyone works as a team and each staff member is trained to recognize your name and the current status of your sale or purchase at any given time. Follow-up is practiced to the letter so that the client is aware that the team is keeping a pulse on the listing or sale. "It's important to give your client feedback at all times, whether the news is good or bad," says Ms. Costa. "Advising your client as to what the customer is thinking usually helps determine the final decision."

Ms. Costa has also been recognized for her outstanding talent in interior design. She has been awarded the Staten Island Chamber of

Commerce excellence in interior design for commercial and residential projects at the Annual Building Awards on three separate occasions.

As a result of the design awards and her achievements as a real estate professional, Ms. Costa is planning to add a unique service to her specialized menu of customer services. Called the "house Ready" plan, she will offer her design skills to assist sellers in getting their home ready for market.

The service may include suggesting something as minor as rearranging the furniture to enhance a room's dimensions to replacing some of the outdoor landscaping or changing the color of the paint trim to give the home more curb appeal. Like everything else Joanne Costa Realty offers, the new program is a step above other realty services that are offered on Staten Island.

When so much is at stake, Joanne is the one you want to represent you. Her fair yet aggressive negotiating style and protectiveness of her clients' best interests and their assets, has gained her the respect of her colleagues and clients alike.

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