"You understand that buying and selling is an emotional process."

"And you didn't let me kill myself."

"I emerged victorious from another bidding war in which you represented me."

Dear Marjorie—

The thing I believe many people miss—because they don't think about it beforehand—is that a good agent is not only a great marketer (which you are) and charming and good with people (both of which you also are) at the front end but also a problem solver on the back end.

As I've said to friends, the trouble with this truism is that by the time you recognize that your deal is challenging (as both of mine were), you're stuck with whatever agent you have—and she may be in over her head at that point. You were not in over your head and I always felt that the one thing that drove you was to protect my interests—and that's something I believe you did.

So thank you for your efforts, for your professionalism, for dealing with my (only occasional, I trust) irritation, for your sense of humor, and for remaining calm and unflappable at all times.

You're the bomb!
Bob

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