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Success - Built on Service

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By: Maj Khan



Zoi Ouzas is passionate about service. She also firmly believes in keeping up with new trends and marketing systems offering maximum exposure to attract out-of-town and local buyers for her client's properties. This warm and vibrant agent is all about generosity of spirit, diligence to her craft and commitment to her clients. Her incredible capacity for working long hours and her willingness to deliver above and beyond is what makes this agent so special. To work with Zoi is to experience an unparalleled level of professionalism, integrity, and humour.

Ever since acquiring her real estate license in 1989, Zoi has consistently been a top-producing agent and has demonstrated her skillful negotiating ability and wise council to her clients.

She is ranked among the top RE/MAX Realtors world-wide. Zoi recognizes that moving is often a highly emotional and challenging experience and tries to ensure the transition is as effortless as possible. It is her empathy, her nurturing style and great negotiating skills that have allowed Zoi to carve her mark in the real estate profession and be recognized as a leader among her peers.

It has been a colourful journey for this award-winning agent. After completing school, she married Sam Ouzas, her husband of 42 years, raised three lovely daughters and is blessed with five grandchildren. For 15 years she was employed with the Canadian Federation of Independent Business, a national lobby organization that

works with the Federal and Provincial Government on legislation affecting small and medium size businesses. She took great pride in representing this worth-while organization. She then turned her attention to real estate. Over the years, through hard work and determination Zoi built a loyal client base. In fact, the majority of her work comes from past clients, proof of her enduring service.

To maintain that exceptional level of service, especially given the growing demands of her continually expanding business, a number of years ago, Zoi convinced her husband to work with her after he retired from his business. Sam owned a wholesale business and has extensive sales experience.

Quoting Zoi: "We have different but

complimentary styles and it is wonderful to have someone to bounce ideas off of. Sam has chosen to work behind the scenes and his contribution has been invaluable to our business." To complete the team, Zoi hired a full time personal Office Manager and an administrator as well as another Realtor. She is also assisted by the administration staff of RE/MAX Garden City. "My personal Office Manager and administrator take care of all organizational and promotional details as well as client updates – in short they are amazing. We believe my unique marketing system, my hands-on and team-effort approach, has greatly increased our capacity to ensure our clients service excellence."

Zoi began her Real Estate career with a well-recognized company. She worked with this specific organization for ten years perfecting her skills and learning lessons that would prove to be invaluable to her career. When she joined RE/MAX Garden City Realty Inc. in 1999 she was one of the top agents in that organization and was a seasoned professional capable of handling a wide range of demands and forging strong relationships with people from all walks of life.

To represent a global company like RE/MAX is a pleasure for Zoi and Sam. They appreciate this giant's marketing presence on the world stage. Recognized as the largest residential real estate network in the world, RE/MAX is located in 85 countries and RE/MAX International oversees a network of approximately 88,000 agents. Because of this worldwide network, no one sells more real estate than RE/MAX and no other real estate organization has the ability to refer buyers from as many destinations. RE/MAX is the #1 real estate company on Google searches today.

RE/MAX Garden City Realty Inc, is a franchise with six offices from Burlington to the Niagara Region. It is a well-respected real estate organization in the Niagara Peninsula attracting some of the brightest in the business. Established in 1984 by founder and owner, Wayne Quirk, RE/MAX Garden City Realty Inc. has built a sterling reputation



Sam and Zoi with one of their five grandchildren.

for housing some of the best professionals, supported in an environment well equipped with the finest facilities, equipment, secretarial and support staff to create a climate of excellence.

Zoi is comfortable working with both buyers and sellers. She is well known as a top Listing Agent in the area. Zoi works with all types of residential properties whether it is townhouses, character homes or luxurious estate homes. The value of these properties can range anywhere from \$200,000 to well over a \$1,000,000. She services a wide geographical region including Hamilton, Burlington, Stoney Creek, Grimsby, Lincoln, West Lincoln and Niagara. "I have also represented builders and enjoyed that aspect of the market. My experience with custom builders includes marketing specialty homes."

Zoi offers a Customer Service Marketing Plan that ensures she and her team attend to every detail so that her clients have a trouble free transaction. Zoi helps her clients prepare their home for sale in order to maximize the value. Furthermore, she believes and statistics prove that a well-staged home will sell for more money and in a quicker amount of time. Zoi Ouzas is a member of and has Accredited Staging Professional certification from StagedHomes.com. Zoi personally assists her clients with an easy, step-by-step process in preparing their homes to make certain they are market ready before a professional photographer takes photos and the sign goes up.

Tried and true methods combined with the latest technological tools are Zoi's marketing formula. The Internet is one of her primary tools for marketing her client's homes and she takes full advantage of it through the MLS Real Estate board systems, RE/MAX International website, RE/MAX Ontario-Atlantic website and RE/MAX Garden City website, Realtor.ca, ZoiOuzas.com, LuxuryHomes.com and



numerous other sites. Zoi achieves a broad market reach for her clients. Her easy-to-use and informative website is another powerful tool, www.ZoiOuzas.com. More traditional forms of advertising include: full-page ads in the newspapers and special mailings as well as a full-page ad in The Home News magazine.

The results are clear: Zoi is currently a recipient of the RE/MAX Platinum Club award, the elite Chairman's Club award, member of the RE/MAX 100% Club since 1999, inducted in the RE/MAX Hall of Fame and is honored recipient of the RE/MAX Lifetime Achievement Award.

For many years Sam and Zoi have supported many worthwhile causes. Some of the organizations close to their hearts are: The Breast Cancer Foundation, they are proud sponsors of The Children's Miracle Network, World Vision, McNally House Hospice and Grimsby Art Gallery, give annually two student graduation awards to the

Grimsby Secondary School. Zoi is also a member of the Grimsby Downtown Improvement Association, Garden Club and a past treasurer of Grimsby Rotary at Noon.

What sustains Zoi? "I love the pride and joy that comes with doing things well. I like being effective, productive and instrumental in getting results for each and every one of my clients."

With time she has also gained a great deal of insight into her work and knows what it takes to be an enduring success. "Through the years I have learned that it takes less work to succeed than to fail. When you are persistent and have an effective system to follow through with, you will forge the drive and confidence to accomplish your goals. It is important to keep learning, know what you know and look to experts in your field. It is never too late to improve one's skills and effectiveness in order to better serve one's clients."

"It's a constant challenge to finding balance but I strive very hard to do

that. Family life is very important to me. If you love what you do, persevere and work cheerfully every day, success will come."

Sam and Zoi are looking forward to the future. "We continue to set goals and strive to exceed our clients expectations."

Zoi Ouzas

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Zoi with her husband Sam.

