

RE/MAX Advantage: Office Policy on Realtor Safety

Provide the staff with a copy of the current registration of each vehicle you may drive for business.

Use your own discretion to determine when, and how, to use these rules. If you are working with clients that you know well, or have worked with before, you may choose not to do some of these things.

Use the phrase “Office Policy” to explain why you are following these rules.

The first time you meet a client or customer you must meet them at the office, not at a property.

Before you go to show property you must provide a copy of the prospect’s Driver License to the front desk.

Always give a list of the properties you are showing, and the appointment times, to the front desk.

Always let someone know where you are going, and when you expect to return.

Arrange for someone to call you at certain times when you are on an appointment. Let the prospect know you’re expecting a few calls that you may have to take. Use code words like “green file, yellow file, or red file” to indicate you’re feeling of safety while on your appointment. Let the prospect hear you tell the caller to call you back in a few minutes to let you know if they found the “file”, or that you will call them back in a few.

When doing an open house, you will need to have a 2nd person with you. Ideas would be to have another agent and split the leads, your preferred lender or title rep, or a friend. Talk to the neighbors on both sides and across the street to let them know what you are doing. Better to advertise that two Brokers will be hosting the open house.

Always ask the sellers to remove, or secure, prescription drugs, jewelry, fragile pieces, or other tempting toys or valuables.