

## General Information

### Opening

1. Turn on all lights on the main floor and upstairs
2. Turn the telephones "over" from voice mail (Freda or Bev will do)
3. Start coffee
4. Telephone should be answered by any one of the following ways:  
"Thank you for calling! **Windermere Real Estate**" Never-Never-Never answer "**Windermere**" or "**Windermere Realty**."
5. Place our Open A-Board outside the front door (not on the sidewalk, but just about there.)

### Closing

1. Make sure all lights are turned off on both floors
2. Turn telephones back 'over' to voice mail (Freda or Bev will do)
3. Double check to be sure that all doors, front and back are locked
4. Bring the Open A-Board in from outside

### Office Clean Up

The office is professionally cleaned three times every week and all wastebaskets are emptied at that time. Should you need your trash emptied between cleanings, there is a dumpster and a recyclable paper bin located outside. (We recycle, so please do not place ANYTHING BUT PAPER PRODUCTS in the waste baskets. (Wet garbage, cans, etc. may be disposed of in the kitchen wastebasket.)

**Please clean up your own messes, spills, etc. The office mugs are for everybody's use; please put dirty dishes in the dishwasher after you've used them and be sure to wipe off any lipstick before the item is washed.**

### Check In/Out Procedure

When entering or leaving the office you must check in or out with a toy of your choice located on the front desk; failure to do so will result in **missed** calls/qualified calls. If you are here but not checked in your calls will go to voice mail. Check in with a toy/red chip for qualified calls/walk-ins, general calls. Check in with a blue chip for calls, no qualified calls/walk-ins. If you forget to check out, your caller may be on hold for a little while leaving the impression that the front desk is inept and the office is extremely unorganized.

### Supplies

Most supplies are kept in the Resource room. It is required that you purchase your own supplies for mailings or personal marketing.

When you notice that *an item is low in supply*, please advise Freda. Do not wait until the last item is gone as it usually takes at least a week to replenish supplies.

**DO NOT USE OFFICE SUPPLIES FOR FARMING OR PERSONAL MARKETING!**

### Materials

Forms are kept in the upstairs resource room; there is an index of all the forms posted above the shelves where they are stored. New home signs and other riders may be found in the down-stairs storage area. Key boxes and Open House arrows and signs are to be purchased by individual agents.

### **Listing Rolodex AKA Flip Book**

The Listing Rolodex is a rolodex of all Multiple printouts for our office's listings. The listings are organized alphabetically by street name, and numerically by street number. This rolodex is largely used by the front desk and the agents who receive a qualified call. The rolodex for agents is in the resource room. You must update both books as soon as a status of your listing is changed. This will result in the office giving out the wrong information, the house is sold STI, but shows available.

### **Tours and Sales Meetings**

Every Monday there is an office tour of properties. Monday morning the Assistant Manager, Al Johnson, organizes a tour of properties. In order to get your listing on this tour, complete the form located in the resource room clip board by 8:45 Monday Morning.

The Monday morning meeting begins at 9:30 AM. At the Monday morning sales meeting, sale, listing, closings, and referrals are announced. The Branch Manager, Brian Fairchild, also announces any education being offered, and any other information for the office. At some meetings, a speaker will come to provide information for the office. Agents may also make any announcements at this meeting. **IT IS IMPORTANT THAT YOU ATTEND THESE MEETINGS.** These meetings keep up to date on office happenings; as well, the Branch Manager takes note of your presence, which can work in your favor at a later time.

### **Referrals**

The Branch Manager, Brian Fairchild, will give referrals to agents based on several factors. He tries to match a client's needs and personality to those of an agent, also considers agents' attendance at Monday morning meetings. In order to keep this referral system fair, Brian maintains a record of referrals, so as to distribute them amongst all agents.

### **Keys**

To gain access to properties that you wish to preview and show, NWMLA will issue you a SuperKey card. This card will allow you access to properties, and its use should be fully explained to you by NWMLA. For some properties, agents or Sellers may choose not to have an on site access box. In this case, keys are kept in the office at the front desk. There is a key box located in the storage room at the front desk. The keys to listings are in this box. When an agent wants a key for the listing, they leave a business card with Freda, and she will keep a log of all keys that are checked out. When the key is returned, the agent's business card is returned to him/her.

## Equipment

This section contains information to familiarize you with our office equipment. Please read it, and then if you need help ask Rita, Bev or Freda.

The equipment you should be familiar with includes:

### Fax Machines

#### Outgoing

- One Located in Resource room upstairs
- One located in downstairs area (By Al Johnson's office)

Below explains how to use the fax machine.

Complete a fax cover sheet located next to fax machine

Place documents face down in the tray

The fax machine will indicate when it is ready by reading "*Sand by -Auto*" on the display

After the documents are fed, you will receive a confirmation report indicating that your documents have been sent.

#### Incoming (Front desk) for **Freda's use only** fax # 206-725-0971

When a fax comes in for you, Freda will put it in your mail box, and forward you the fax via email. Please do not take incoming faxes out of the fax machine, check the fax machine, and/or go behind Freda's desk, this alleviates problems with misplaced faxes. The incoming fax is just for **incoming** faxes! Overnight/after hours: please check for your fax only, place others in the black tray next to the machine, Freda will stamp & call in the morning- do not place in the agent (s) mail slots – leave in the tray next to the fax machine.

### Copier

Agents are asked to keep their copies to 1,500 per quarter. This number is monitored, but you will not be charged for copies exceeding your limit unless great abuse is occurring. In order to keep your copies at a reasonable amount, please take all large farming, flyer and or any other than regular stock of paper/cards copies to Kinko's, Sudden Printing, or any printing company of your choice. Kinko's prices are very reasonable and they also offer a 10-15% discount to Windermere agents.

### Computers

There are computers in the agent resource room for your use. There are also one in each of the in the downstairs conference room should you be entertaining customer or are in need of a little "*private time*". All computers are NWMLA accessible and have numerous programs including, MS Word, MS Works, Publisher and flyer programs. Any of the support staff will be happy to troubleshoot with you, but we highly recommend a work-processing class for you. You will be enrolling in several NWMLA computer classes that will help you immensely in getting you around the Multiple functions. If any of the printers have ran low on toner, please inform Rita or Bev. They will replace them. ***Do not replace these items yourself! Do no add/remove any programs to the office computers.***

### Binding Machine

In the agent resource room, there is a binding machine for your use. Agents often use this machine to create buyer books or to present CMA's to clients. There is an instruction book located in the north side cupboards above the binding machine.

**Coffee Maker**

Kitchen upstairs

Kitchen downstairs – Espresso machine

Use by donation either into the money jug or supplies.

**Dishwashers**

Please rinse your dishes and place them in the dishwasher when you are through. Bev or Freda will likely run the dishwasher at the end of the day, but if you are the last one here, and it has not been run - please run it.

- Rinse any mugs or dishes in the sink - put into dishwasher
- Put detergent (found under the sink) into the dishwasher
- Close and latch
- Set for “light” wash

**Folding Machine**

To fold up letters (located on top of the copier)

**Telephone Voice Mail**

Freda is responsible for turning the phones over to the voice mail as part of closing. The office MUST have telephone coverage at all times.

After hours, if you are expecting a phone call you can give out your ext number, it will ring at your desk 3-4 times (a long buzz) answer professionally its not an in office intercom it is an actual phone call for you. If you do not pick up within the 3-4 buzzes it will then go to your voicemail.

**To turn the phones over to voice mail:**

1. Use Freda's telephone
2. Press NT1 (far top right corner) TWICE. The red light should be SOLID

**To turn the phone back to the office:**

1. Use Freda's telephone
2. Press NT1 ONCE. The red light should be OFF now.

**To check for your messages****Inner office**

- 1) Press the CONF/TRAN button
- 2) Dial 299
- 3) Wait for voice mail operator to answer
- 4) Punch in # button, and your own personal extension number and code
- 5) Press 5 to listen to messages
- 6) Press 99 to disconnect ( THIS STEP IS IMPERATIVE!)

*Please note BP100 flow chart included for further Voice Mail options*