

Support Services provided to you from your Dream Team



Jeremy Lynnes
I.T. Director

TRANSACTION

- Opens office, prepares coffee, office upkeep
- Provides yard signs & maintains sign log.
- Accepts Earnest Money & sends out to Escrow
- Input new listings, pendings & photos into Paragon
- Maintain listings - Status changes, price changes, extensions, BOMK
- Kelly Nichols & Gina LeFebvre: Closings, Commission Checks

Support Provided by:

Gina LeFebvre: 336-3500
Cori Miller: 823-3335

Cori Miller assists Gina with transaction procedures when she is out of the office.

The Dream Team is here to assist you and provide you with the support you need to grow your business and become a successful sought after sales associate!



INFORMATION TECHNOLOGY

- Agent PC set up and troubleshooting - Metroscan and other office programs
- Agent wireless assistance
- Office computer equipment installation and maintenance
- Office wireless administration & technology research
- Maintains website and Intranet for company and agents
- **Maintains copiers & fax machines**

Support Provided by:

Jeremy Lynnes: 823-3309

RECEPTIONIST

- Greets visitors, answers incoming telephone calls
- Provides postage, manage mailboxes and mail
- Camera Check in/out
- Showing Desk Coordinator
- Contact for office materials such as letterhead & envelopes.
- Distributes incoming faxes and packages from title companies.
- Cori Miller: Updates phone roster

Support Provided by:

Cori Miller: 823-3335
Gina LeFebvre: 336-3500

MARKETING

- Press Releases
- Top Agent-Flyers, Postcards, Campaigns
- Completes Marketing Checklists to make sure your property is properly advertised on websites
- Concierge: Enroll & Renew Vendors, Promote Vendors
- Newsflash (Quarterly Newsletter)
- InfoNow - Assign property codes and signs to agents, maintain inventory of signs
- Load Virtual Tours and Photos
- Order Business Cards & Name Badges
- PREA Center
- Customers for Life Campaign
- Featured Listings
- Market Statistics

Support Provided by:

Cori Miller: 823-3335

MARKETING SUPPORT-BRANCH OFFICES

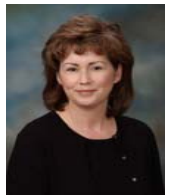
- Top Agent-Create flyers and postcards
- Completes Marketing Checklists to make sure your property is properly advertised on websites
- Moving Trucks: Reservations, Check In/Out
- Cori: InfoNow - Assign property codes and signs, maintain inventory of signs
- Cori, Gina: Upload Photos

Support Provided by:

Gina LeFebvre: 336-3500
Cori Miller: 823-3335



Cori Miller
Marketing Coordinator



Gina LeFebvre
VP of Corporate Relocation

Most Commonly Asked Questions



Question: How do I get an open house/rider signs?

Answer: You can purchase open house signs and sign riders from Cori Miller.
(Costs vary)

Question: Are signs that the office provides free to agents?

Answer: Only specialty, and general lawn signs are provided for free.

Question: What do I do with my new listing jacket?

Answer: Turn in your completed listing jacket to Cori at the Wedge office and Gina at the Spanish Springs office.

Question: What do I do with my closing package?

Answer: Turn in your completed closing package to Cori at the Wedge office and Gina at the Spanish Springs office.

Question: How soon can I pick up my commission check?

Answer: If you turn in your completed and in order closing package before noon you will receive your commission check by 5 pm the next day.

Question: How do I request a flyer/postcard?

Answer: Simply fill out a flyer or postcard request form and submit to your receptionist at either branch office or the Marketing Department. The request should be completed within 48 hours.

Question: Can you email my flyer to all agents (PruSierra & Reno/Sparks)

Answer: Yes, you can request to have your flyer e-mailed the real estate community. The flyer is sent out through your TopAgent account.

Question: How do I get an InfoNow sign?

Answer: Cori in the Marketing Department will automatically assign, activate, and provide you an InfoNow sign after your new listing has been entered into Paragon.

Question: What websites do our listings show up on?

Answer: PruSierra.com, Prudential.com, Realtor.com, Paragon

Question: How do I work my phone and what are the features?

Answer: There is a detailed handout on features and how to use the phone that you can get from the front desk or I.T. department. You also can see the I.T. department for special training.