



# GOLDEN TIGER REALTORS

You say Sell! we say Sold!!

## AGENT ORIENTATION | Checklist

Agent Name : \_\_\_\_\_

Surname: \_\_\_\_\_

GTR Subsidiary: \_\_\_\_\_

Signature: \_\_\_\_\_

### Prior to Arrival

- Complete Application for Fidelity Fund certificate and submit
- Set-up Username and Password for technology systems
- Set-up email address
- Change telephone lists and distribute to staff
- Arrange for keys to be allocated and security access codes
- Organise computer, phone, desk and chair
- Organise stationary
- Enrol in next sales training course
- Employment agreement, bank account details, taxation number, vehicle registration
- Order for sale boards, Name stickers
- All team send welcome email
- Arrange morning tea for first day

### Welcome

- Welcome and introduce the new agent to the team
- Tour of the office and on site facilities
- Handover keys and security access code - sign as confirmation of receipt
- Talk about the "culture" or your office and the business - vision, mission and values
- Reading/Training material handed over

### Office Environment

- Show location of emergency exits and emergency information and procedures eg. first aid box, fire evacuation procedure
- Refer to any relevant workplace health & safety legislation and requirements
- Explain parking locations/regulations
- Explain and demonstrate use of "Ideal Week"
- Property Manager's duty roster and responsibilities

### Office Policies

- Role of each staff member
- Preferred suppliers
- Office policies and procedures signed

### Company Expectations

- Conduct
- Dress code
- Annual leave and sick leave
- Regular meetings
- Business planning requirements
- Appraisals, reviews and 1-on-1's
- Accountability for all tasks undertaken
- Ensuring vehicle is always maintained, clean & insurance and vehicle registration is current
- Real estate registration must always remain current and renewed when due

### General Office and Technology Systems

- Explain key storage and security
- Demonstrate and work through technology systems
- Explain staff meeting and stock run procedure
- Show procedures manual
- Telephone systems and guidelines
- Photocopier (how to use)
- Overview of computer system including all shared drives
- Security and after hours procedure
- Photo to be taken for personalised signature and advertising
- Explain company "Complaints" procedure
- Explain company "Privacy Policy"

### Week 2 - Review

- Review use and understanding of "Ideal Week"
- Review tasks completed
- Review general performance and attitude
- Review overall settling in and satisfaction