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Marcie's quick wit and ability to convey difficult material in an understandable fashion make her a popular presenter for state and local boards of REALTORS, private companies, national franchise companies and community colleges nationally. Her real life experiences and stories bring to life the material in a way that the participant can immediately apply the knowledge. Dedicated to real estate education, Marcie holds the ABR/M CCIM, CRB, CRS, DREI, GRI, and SRS designations. Marcie believes in giving back to the organizations that have benefited her. She has served on virtually every committee both nationally and on a state level for CRS, CRB and NAR along with her state association and local boards.

Today's Marcie's concentrating on increasing the professionalism of the real estate industry. She has written the first "Realtor's Etiquette" Course, Extreme Customer Service: Etiquette for Success. It is the first in the series of 5 courses in the Professional Excellence Series. Professionalism: Be the best you can be at all times! As a member of the NAR Professional Standards Committee Marcie is particularly interested in how the changing scope of the real estate industry is affecting the personal relationship between the Brokerage and the Consumers in the transaction.

"Energetic, enthusiastic about her topic, precise in her delivery, captivating, and AWESOME" are some of the adjectives from student critiques to describe her presentations. You are in for a real treat today with Marcie Roggow (pro-nounced Ro Go) and _____ (name of presentation).