

Extreme Customer Service: Real Estate Etiquette

Date, Time, Location, etc.



Course Description

- The real estate industry has become “rude.”
- The consumer is fed up!
- Over 50% of complaints filed with the commissions nationally can't be heard by the Commission because there is no violation of license law...just a violation of manners.
- By focusing on the problems, we can try to correct the most pressing issues: dress, communication honest and sincere service, civility in the workplace (taking criticism, apologies, and compliments) and treating others with respect.



Registration Form

Name _____
Company _____
Address _____
City, ST, Zip _____
Email _____
Work # _____ Cell # _____
License # _____
Payment: Total \$ _____
___ Check Enclosed ___ MC/V/AMEX card
Number: _____ Exp _____
Signature: _____

Meet the Instructor:

Marcie Roggow, ABR/M, CCIM, CRB, CRS, DREI, GRI, SRS
Marcie has long been the REALTORS® favorite trainer because she brings real life situations to the classroom with vigor and a crisp approach. As a practicing broker, she understands the challenges of the real estate professional. Marcie's expertise in law, agency, disclosure and professionalism has earned her the coveted DREI (Distinguished Real Estate Instructor) certification- one of 111 in the country holding that designation. Her quick wit and personal connection will make your time with her fun, educational, and inspiring!