

## This is a Procedural Outline on Office Etiquette

### Floor:

Please stand and greet a customer when they arrive or when you are introduced by front desk staff. Offer refreshments and ask the customer to please fill out our information sheet

If you leave the office during your shift, then you **MUST** ask another agent to handle the balance of your time slot or at least until you return

If you are unable to be present for your floor shift, then it is your responsibility to find a qualified replacement. **NEVER** ask the front desk to fill your shift or find your replacement. It is totally your responsibility. Once you have found a replacement, you must email [salesmanager@castellihomes.com](mailto:salesmanager@castellihomes.com) to have the schedule updated.

If you miss a floor shift with no arranged coverage, you will be removed from the floor schedule for the balance of the month and the next month also. If you miss two floor shifts without replacements, you will be permanently removed from future floor time.

If the floor person is with a customer and a new customer walks into the office, please ask the customer to wait. Then ask the floor person how long they will be with their customer. If the wait is longer than 10 minutes, then the new customer will be handed off to another agent in the office by the front desk personnel. If the front desk personnel are away from the office, please be fair.

Saturdays and Sundays - Since there are two people on Saturdays and Sundays, the fair thing to do is let the first of the two people scheduled for the mid shift of the day take the first walk in. Then the second walk in goes to the second person on floor, then rotate the walk ins. If one of the floor persons is busy with a client, obviously the other floor agent will take care of the customer. The important thing here is to be fair to your other agents and most important, take care of the customer.

The key here is to make sure customers are being treated with kindness and respect so that we have complete customer satisfaction and in turn, our satisfied customers become our public relations out reach.

### Soft Spoken:

Please watch your language and the volume with which you're conducting your business especially on the phone. Those around you should not hear your conversation.

**Agent Contact:**

If a customer comes to the office and lets you know that they are working with another CASTELLI associate, you MUST immediately try to reach that agent. If the agent is unreachable, then see how you can help that customer (remember, we are all about customer service), but under no circumstances is that customer yours. You are merely being the kind of agent you would want if the roles were reversed.

**You are going out of town:**

Great! You work hard and deserve time off... however, your customers still need attention and care. You must inform the front desk of your schedule as to departure date, return date, where you are going and how to reach you in case of an emergency. You MUST make arrangements with another agent in your office to handle your customer requests and making sure your customer has the agent's contact information.

Please be mindful of your language and office demeanor... this is a professional environment and we want our associates to be proud to entertain their customers in our offices. There is no room for loud and abusive conduct at any time.

Thank you for your cooperation in making CASTELLI REAL ESTATE SERVICES the premier real estate company in Florida whose reputation is one we can all be proud of.

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Agent Signature