

CRS 210: Building an Exceptional Customer Service Referral Business



May 23 & 24, 2017
8:30 a.m. – 5:00 p.m.

Sponsored by:
Greater Chattanooga
Association of REALTORS® &
Tennessee CRS

Location: GCAR
2963 Amnicola Hwy.
Chattanooga, TN 37406

Questions:
423-702-7423
jessica@gcar.net

Building an Exceptional Customer Service Referral Business is a highly interactive course designed to deliver all the essentials for refocusing the student's business plan to a customer service-centered, repeat and referral business. The information provided will help identify the expectations of the "new consumer", the "new behaviors" necessary to meet those expectations and specific systems to make the agent's business more productive, more profitable and more enjoyable.

Upon successful completion of this course, attendees will be able to:

- Implement a rejection-free prospecting system!
- Create a free social media campaign that works!
- Generate 50 quality referrals a year for less than \$10 a week!
- Apply systems to turn their database into a money machine!
- Develop strategies to become the local community ambassador!

14 TN CE hrs./12 GA CE hrs.

Tuition:

CRS Member \$100/GCAR Member \$150/Non-member \$175
(CRS members call Jessica at GCAR to register & receive discount.)



Gee Dunsten has been a senior instructor for the Council of Residential Specialist for over 25 years and served as their 2001 president. Gee is currently an Associate Broker with Long & Foster in Ocean City and Salisbury, MD and has helped more than 3000 families achieve the American Dream of homeownership.

Individuals who take this course will earn 16 CRS Education course credits toward the CRS Designation.

For more information on other CRS courses or obtaining the CRS Designation, the *premier* Designation for residential real estate professionals, visit www.crs.com