

# ***Tech Solutions for Exceeding Client Expectations***

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What kind of service do you, as a consumer, expect from your vendors and other businesses you work with?

Which of those do you think could be imitated in a real estate business?

Additional Items from Class Discussion.



6. TIG – Transactional Information Guide

7. FAQ Sheet / Web Page

8. How do you want to update your post-closing market to give value to your client when not working with them?

- Statistics
- Housiversary Cards
- Birthday Cards
- Simple Market Analysis
- Coffee to Catch Up
- Others

9. Where do you want to collect Reviews? Which websites?

- Add a request email to your post-closing followup.
- Be intentional.
- Help them share their good news! With photos or a video.

10. What marketing do your clients expect to see on their house?

- They want their house to look as good as the ones they see on the listing sites.
- Show them how to make their house look that good.

**Final:**

**What are your top Two Takeaways from this class? How are you going to better communicate with your clients?**