## Tech Solutions for Exceeding Client Expectations Monica Neubauer

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What kind of service do you, as a consumer, expect from your vendors and other businesses you work with?
businesses you work with:
Which of those do you think could be imitated in a real estate business?
Which of those do you think could be initiated in a real estate business:
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Additional Items from Class Discussion.

How Can I apply the following Items in my Business to better Serve my Clients?		
	Quick Response Time:	
2.	Have copies of their documents or relevant information always available to them	
3.	Would having clients make appointments with me online be a good solution for managing time and schedules? Which showing software am I using or going to use?	
4.	What questions do clients most ask me that I can have answered for them?	

- 5. Best Tips for Proactive Communication.
  - Emails:
  - Best Vendors:

6. TIG – Transactional Information Guide7. 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?