

Safety Scenarios

What Would You Do?

Read the following descriptions of typical REALTOR® situations. Think about what would be your normal response, what possible dangers are indicated, and what you could do better to lessen the risks. Use the space to jot notes for discussion.

Scenario #1: Open House

You are hosting an open house by yourself on a winter day. As the sun is setting and you are locking up, a nicely dressed man pulls into the drive and quickly hops out of his car. He apologizes for coming so late and says that he is very glad to have arrived before you left. He begs you to let him see the property as he has wanted to buy this style of home in this neighborhood for some time now. You had very few prospects visit the open house, so you would hate to miss this opportunity. What do you do?

Scenario #2: Listing Presentation

You receive a phone call from a man who says he is interviewing REALTORS® to sell his lakeside vacation home. You can hear children laughing in the background and he apologizes for all the racket his kids are making. He wants to hear your listing presentation and get your ideas about a good asking price, so he asks you to meet him at the property this evening at 8:00. What do you do?

Continued on page 2

Scenario #3: Showing a Property

On your first day with this prospect, you showed him three homes, and he acted like a typical buyer, asking all the expected questions and looking carefully at each home. On this occasion, it is a cold day and he offers to drive you since his car is already warmed up. He mentions that he would really like to see a home with a basement bedroom for his teenage son so he can play his music as loud as he likes. You know a house that's fits his needs perfectly so you take him there to show him the nicely finished basement with rec room, bedroom, and full bath. What would you do?

Scenario 5: Going to Closings

As you are about to leave a closing, you see three men loitering in the parking lot. When you get in your car, they also get into their car, and they pull out behind you as you leave. How would you react?

Scenario #4: Answering Calls

You get a cold call from a prospect who says he is about to take a new job in the area and he would like to look at some houses in a particular neighborhood his future boss recommended. He says that he's open to other suggestions, and he asks where you live and what your neighborhood is like. Because he'll need to move quickly, he wants to look at homes that are already vacant. After chatting about the kind of house he is looking for, he says he's looking forward to working with you and asks if you're as cute in person as your photo in the ad. He asks, with a friendly chuckle, if you're still "on the market" or has a lucky guy already snapped you up. He closes by saying he'd like to start his search at a particular house in the ad, first thing tomorrow morning, and asks for directions so he can meet you there. How do you respond?

Scenario 6: Sizing up a Prospect

A new customer agrees to meet you at your office on a Saturday to fill out the pre-qualifying information forms. He is African-American and looking for a home in a predominately white neighborhood. Though he lists his occupation as a banker, he is wearing scruffy jeans and a worn T-shirt. He gives you an odd look when you request his license and registration. He tells you that he'll have to go out to the car to get the registration and asks why you need that. What do you do?

REALTOR® Safety Week
2003

One week, for life.