

Chantel Ray Real Estate
Management Guide: Office Duty

Introduction

Our office duty program is designed to provide walk-in assistance for our clients and potential clients with immediate service in our offices. We know that our clients walk into our offices each week looking for our services, and so this program allows us to be available to our clients when they need us, helping us stand out from the competition.

How it Works

Duty is expected to be covered from 8am-8pm in all our offices. Agents are expected to be punctual for their duty shifts because our clients expect us to be available to them.

Managing Partners are responsible for ensuring duty is staffed at all times in their offices, and the agents who are on duty are expected to be at the duty desk.

Agents should sign up for duty ahead of time using the calendar on the Team Website.

Agents who are on-duty get two additional leads or appointments pushed to them by Inside Sales during each duty shift.

New Agent Requirement

New agents who are within their first six transactions with the company and who want leads and appointments from the company are expected to sign up for four duty shifts per week. Two shifts must be nights and weekends and two must be day shifts.

Each duty shift should be a minimum of two hours, for a total of eight hours per week.

Agents can sit for duty shifts back to back, meaning two – two hour shifts in a row.

Program Administration

The calendar for duty sign-up is located at the team website under the Links tab.

Agents should log in and sign up for their shifts each week by clicking on the shift(s) they wish to sit.

After an agent has signed up for their shifts, the agent can export the shifts they've selected directly to their Outlook calendar.

Managing Partners should run the report out of the Team Site regularly to ensure that duty is staffed in their offices.

The company or individual offices may, at its discretion, use prizes and contests that involve duty.

Agents are permitted to sit duty in any of Chantel Ray Real Estate offices.