



North Shore – Barrington Association of REALTORS®

Staff Pledge

*"Clients are not dependent on us,
we are dependent on them.
We are not doing them a favor
by serving them,
they are doing us a favor
by giving
us the opportunity to do so."*

- I pledge to always adhere to the client philosophy stated above.
- I pledge to answer any type of message forwarded to me immediately and stop what I am doing unless I am currently with a client.
- I pledge to complete a task given to me immediately. If a client has asked for something, it is to be sent responded to within a half an hour.
- I pledge that I will never keep a client waiting.
- I pledge to always treat the client with respect and courtesy and never loose my temper in front on them.
- I pledge to check all my different communications on a regular basis and get back to the client immediately.
- I pledge to do everything within my power to avoid saying "no" to a client and will strive to come up with an equitable solution to their problem.
- I pledge to complete my task with the client and not to move them to another staff person unless there is no other alternative.
- I pledge to conduct myself professionally throughout the work day whether there is a client in the office or not.