

# Maria Selleck Properties - Agency & Team Standards

## 1. OUR VISION

**To be widely recognized for innovation and excellence in the provision of real estate services.**

- As a leading boutique real estate company, we will provide an enriching environment for our employees and an exceptional real estate experience for our clients.
- We will earn the loyalty of clients and grow our company by developing and marketing quality service and outcomes, and creating customer enthusiasm through the integration of people, technology, business systems and our values.
- We will aim to exceed the expectations of our clients by committing to our shared values and by achieving the highest levels of customer satisfaction, with extraordinary emphasis on the creation of value. In this way we will ensure that our profit, quality and growth goals are met.
- We propose the creation and leveraging of an “attraction factor” that positions Maria Selleck Properties as the obvious choice for clients (and staff) looking for an agency with integrity who foster an environment of high ethical standards and achievement.

## 2. OUR MISSION

**To be judged as the benchmark performer in the real estate industry.**

- Maria Selleck Properties is focused on the uniqueness and dignity of each person we serve.
- We offer this service in an environment that promotes, embraces and honours the diversity (multi-cultural, etc) of our community.
- With a tradition of dedication to the provision of first class service and achievement of top results for our clients we strive to be at the top of our profession and be seen as the benchmark performer in the real estate industry. No weak links!

## 3. OUR VALUES

**Our values centre around excellence, integrity, respect, quality service, and definitely results, which means that:**

### Excellence

- We listen and respond to our client's needs
- We focus on creative solutions to meet and exceed our client's expectations
- We strive to demonstrate professional and personal leadership in all of our work and responsibilities
- We are committed to provide the highest quality service and to achieve consistently the highest possible value for our clients

### Integrity

- We are guided by honesty, trust and sincerity in all our actions (ethics)
- We demonstrate high-level stewardship of our staffing, financial and other resources
- We reward outstanding service and achievements
- We value people more than profit

### Respect

- Clients – we strive to provide a smooth hassle-free sales/property management process demonstrating appropriate tact and sensitivity to each individual according to their particular backgrounds and personal circumstances
- Employees – we value unique and high-level skills, abilities and perspectives and encourage personal and professional development

## Team Standards

Successful organizations are dependent upon their teams and team leaders to meet the demands of rapidly changing, resource-strapped environments. Many work groups (functional groups of individual performers) perform effective and impactful work, but few can be considered highly integrated and cohesive teams. If teams aren't effective, the organization will find it difficult to be either productive or profitable.

Maria Selleck Properties is catering to a level of excellence. The level of service that Maria Selleck Properties strives to achieve is a true and genuine service where there is no line drawn between where our 'Brand' begins and the 'Person' ends because the two have become one under the same philosophy.

These are the standards that we individually and collectively commit to and operate and conduct our business under.

### **1. Our attitude and culture**

1. We treat all clients, team members and suppliers with respect.
2. We develop personal relationships to enhance trust and open communication.
3. We treat everyone in the same way regardless of position or experience.
4. We are welcoming and polite to all - we do not laugh or ridicule behind a person's back
5. We value constructive feedback. We avoid being defensive and give feedback in a constructive manner.
6. We recognise and celebrate individual and team accomplishments & success.
7. We recognise that we are a commercial operation and accept responsibility and accountability along with the authority given to us.
8. As team members, we pitch in to help where necessary to help solve problems and catch-up on behind schedule work.

### **2. Our service standards**

1. We welcome every client with respect, enthusiasm and a smile!
2. We build strong relationships to create and maintain MSP Clients for life - we truly respect every clients choice to work with MSP
3. We are always responsive to the expressed and unexpressed wishes and needs of our clients.
4. We are all empowered to create unique, memorable and personal experiences for our clients.
5. We continuously seek ways to innovate and improve the MSP experience.
6. We own and immediately resolve client problems.
7. We create a work environment of teamwork and lateral service so that the needs of our clients and each other are met.
8. We communicate openly and transparently with our clients – we provide twice weekly communication to our sellers and landlords, providing them with regular reports and meetings
9. We have the opportunity to continuously learn and grow.
10. We are involved in the planning of the work that affects us.
11. We are proud of our professional appearance, language and behaviour.
12. We protect the privacy and security of our clients, our fellow employees and the company's confidential information and assets.
13. Consistency

**3. Our corporate and social responsibility**

1. We work with other like-minded agencies, freely exchanging and sharing ideas with non-competing businesses to advance our business and the industry
2. We strive to deliver innovation and marketing excellence to the industry and to achieve a strong reputation for both in the work and market place
3. We work and live by our core values –integrity; trust; empathy; passion; service; fairness; personal & collective responsibility; alignment, leadership, dedication and determination.

**4. Our appearance**

1. We are conscious that we operate in a sales & rental based environment and that first impressions count – we reflect this in the way we professionally dress, the way we smell, the way we talk, our choice of language and the way we behave
2. When at opens, auctions or client events we are conscious that we are ‘on stage’ and reflect the brand image of MSP and we always wear our corporate colours (black, white, teal and grey).

**5. Our meetings**

1. We hold regular team meetings that start and promptly end on time - all team members are expected to attend unless they are on leave or sick
2. We are participants in team meetings, not lurkers
3. We have fun but not at the expense of someone else’s feelings.
4. We acknowledge that some items may need to be taken off-line and maintain an action item list with responsibilities will be maintained and reviewed in meetings

**6. Our communication**

1. One person talks at a time; there are no side discussions
2. Each person is given a chance to speak their mind while at the same time respecting the group's time and the meeting timetables. We are brief and focus on facts, not opinions.
3. We emphasize open and honest communication - there are no hidden agendas.
4. We de-personalize discussion of issues - no attacks on people.
5. We emphasize balanced participation of all team members.
6. Rather than search for the guilty, we give our colleagues the benefit of the doubt; have a clean slate process.
7. We support each other – we don't throw each other under the bus.
8. We create an environment where it is safe to be wrong or be the messenger with bad news. Thoughtful decision making is expected.
9. We emphasize collaboration and use consensus for important decisions and issues. For less important issues, we will rely on the subject matter expert with input from others.
10. When we pose an issue or a problem, we will also try to present a solution.
11. Team commitments are not made lightly - we keep those that we do.

We practice all of these norms, and care enough about the team and its work, to confront each other with care, compassion, and purpose, when a team member fails to practice these norms.

I acknowledge that I have read and understand the contents of the Maria Selleck Properties Agency Standards and agree to abide by these standards at all times.

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(Team member’s signature)