

APPENDIX A

OFFICE POLICIES & PROCEDURES MANUAL SUGGESTED TOPICS TO COVER

1. Mission Statement
2. Business Model
3. Marketing and Advertising
4. Employment Relationships
5. Dispute Resolution
6. Expense Management
7. Personal Assistants
8. Association or Board of REALTORS®
9. Agency Representation in General
10. Buyer Agency Policies and Procedures
11. Seller Agency Policies and Procedures
12. Office Meetings
13. Opportunity Desk/Floor Time
14. General Liability Reduction
15. Working Conditions
16. Use of Internet and E-mail
17. Office Files
18. Office Forms
19. Federal and State Laws and Regulations
20. Acknowledgement of Receipt and Understanding