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Management One Licensed Operating Systems

Leasing Division Test

2016

**Leasing Division Test\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Name:       (For manager use only) Results: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:

[Fill out the answers to the best of your knowledge]

1. Where do you log calls and showings?

1. When setting an appointment, where is it logged?

(Please be specific)

1. When an appointment cancels, confirms or shows what should be done for each of these?

1. What’s the procedure for setting an appointment for an owner occupied home?

1. What’s the procedure for setting an appointment for a Resident occupied home?

1. If a prospective Resident does not turn in keys by the allowed time, what should be done?

1. What are the 2 alternative choices that should be used on every call when setting an appointment?

a.)

b.)

1. What is the confirmation close?

1. How often should new Prospective Residents (AIS) be called and when?

1. How much extra security deposit should a Resident pay if they have a pet?

1. When a prospective Resident calls in to get info, what 3 steps in what order should be taken?

a.)

b.)

c.)

1. Name the 4 items you do in a basic work day?

a.)

b.)

c.)

d.)

1. If a prospective resident has a service animal how is it written on the lease agreement?

1. What are the best 3 words to use to bridge from one conversation to another?

1. What are the 6 steps to leasing a home to a client?

a.)

b.)

c.)

d.)

e.)

f.)

1. What are 6 things that must be done on time in the company?

a.)

b.)

c.)

d.)

e.)

f.)

1. If I want to rent a home for $2000 what is my total move in cost?

1. What is the minimum time a Resident can lease a home for?

1. When you’re running a list for a prospective Resident what are the 3 most important items to put in the computer?

a.)

b.)

c.)

1. Why do you narrow the list down to 4 to 5 properties for a client to look at?

1. How long should you sit with a new client before they leave to look at homes?

1. There are many reasons why a prospective Resident should rent from Management One. List 5

a.)

b.)

c.)

d.)

e.)

1. What is the most important thing you do when a prospective resident first walks in?

1. What are your 3 goals every day?

a.)

b.)

c.)

1. With an appointment in the office what are the first 4 things you do?

a.)

b.)

c.)

d.)

1. When they come back from seeing a property, what do you ask them?

1. List the 3 places to ask for the application?

a.)

b.)

c.)

**OBJECTIONS:**

28. I have to talk to my husband /wife first.

Your Close is:

29. I need to get my security deposit back from the home I’m renting before I can put up a holding deposit.

Your Close is:

30. We can’t fill out an application because we can’t make double payments for 30 days, we would have to give notice first.

Your Close is:

**These must be Word for Word**

31. Confirmation Close:

32. Alternative of choice:

a.)

b.)

33. If a prospective resident has a service animal how much security deposit can I charge

a.)

34. Emotional closes:

a.)

b.)

c.)

d.)

35. Logical closes:

 a.)

 b.)

36. Tie Downs

a.)

b.)

c.)

d.)

e.)

**Leasing Division Test- Answers\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. M1 software in the Prospective Resident (AIS)
2. Outlook and Scheduler a 3rd party program
3. Log in Prospective Resident (AIS)
4. Call owner to inform that you are showing and go. If your company uses (showmojo it will do this for you)
5. Call Resident see if available. If resident does not cooperate post 24 hr notice. Option if your company uses (Showmojo will do this for you but you must get resident times to show in advance and put those times in Showmojo and then meet new prospective resident at the home 10 min before in case prospective resident shows up early.
6. Need to order a rekey and keep the key deposit
7. a.) Are mornings or afternoons better for you?

b.) I have an opening at 2:00 or would 4:00 be better?

1. Okay, I have you confirmed for 4:00 today. I am going to be setting that time aside for you so be sure and call me if anything comes up. Okay?

Great I look forward to meeting you at 4:00. Goodbye.

1. Twice a day. First thing at 8am
2. Outside pets are $250 per pet or 200% Max 2 pets. Inside pet maximum is 1 and 80% more in a security deposit.
3. Use Pros resident script, fill out pros resident (AIS), prequalify pros resident in 120 seconds or less
4. Call prospective residents (AIS), return emails, process applications, draw up holding and leases and sign up new prospective residents
5. The same as a person you name the pet in the comments as a service animal (If it’s a service animal it’s no longer called a pet).
6. By the Way
7. a.) Complete the Prospective Resident (AIS)

b.) Create a list of 3 to 5 homes for them to view

c.) Get deposit and check out keys

d.) Ask which house they would like to place an application on after viewing ppty

e.) Process the application

f.) Set an appointment to sign the lease or holding

1. a.) Show up on time

b.) Turn in reports

c.) Turn copy of holdings in to accounting

d.) Process applications timely

e.) Be on time for meetings

f.) Turn in leases on time

1. $2000 rent plus 120% of the rent for a security deposit + any pet deposit
2. 1 year
3. Price, size, time frame
4. To encourage them to make a choice
5. About 15 minutes
6. Clean Properties, Quick application process, Locks are change just before move in for your security, Service after you move in on repairs, Pay rent on line, Request repairs on line,
7. Stand up and greet them and extend you r hand

 24. Call Prospective Residents (AIS), Set appointments, Get applications

1. Stand up and greet, fill out Prospective resident (AIS), Pre-Qualify, Set up 3 properties to view
2. “Which property do you want to put an application on” “Would you like to fill out an application for a, b, or c.
3. On the first phone call, walk ins after before viewing a property, after they view the property,

**Objections**

1. “I can understand how you feel. By the way, we would need your husband’s/wife’s authorization anyway before we can actually approve you for the property. However, if we go over most of the details and you fill out an application, I can hold the property for you and we can expedite getting you approved. When your husband/wife does authorize the papers, we can get you happily moved in faster, plus you won’t have to worry about someone else renting the home.”

“Of course isn’t that a major concern since the home is at an excellent rent rate and looking for homes to rent gets really old after awhile, doesn’t it?”

“By the way, when are you looking to move in?”

OR-

“You may want to fill out an open application to get things started, as I am sure you’ll agree that with over 100 homes for rent we fill find you something and we can get you happily moved in.”

1. “So what you are concerned about is having the funds to make the transition work, isn’t that right?”

That’s a common problem in today’ tough economic times. Let me share with you what several people have done to get the holding deposit.

There are a couple of options actually:

1. Some clients get a cash advance on their credit card for as little as $35.00.
2. You can borrow from your family for a couple of weeks.

Here is the reason why. I think you’ll agree this is a great rent rate for the home and area. If we don’t tie it up today with an application, tomorrow someone may come in ahead of you and rent the home. Now you have to pay $25 or $50 for the same type of home each month, that is $600 a more a year compared to only $35 now. Even if you agree to pay your family the $35, $35 for $1000 for 30 days is equal to your family getting 40% interest on their money. That’s compared to 5% they may be getting at the bank. That makes sense, doesn’t it?”

30. “I can see where you’re coming from but let me draw something out here to see if this would make sense…. Our problem is 4 weeks rent isn’t it? Let me ask you a question, how many weeks could you make double payments for?” (Answer-maybe 1)

 Okay, let’s look at this:

 4 weeks

 -2 weeks (the owner will automatically give you)

 2 weeks left, correct?

 -1 extra week the owner to pay

 = 1 week you said you could pay

Here’s what I can do if you will invest 15 minutes and it won’t cost you anything.

You fill out an application, put up an application fee, then, I will call the owner before I run the application and ask them to extend it 3 weeks instead of 2 weeks. That leaves us with just 1 week which you already agreed you could handle, right? If the owner will not give the three weeks you will get our application fee back. If he goes for it, you will have the home you want, at a great rent rate, and we can get you happily moved in, cant’ we?

By the way…. who’s is going to fill out the application?

31. **Confirmation Close**-

Okay, I have you confirmed for 4:00 today. I am going to be setting that time aside for you so be sure and call me if anything comes up. Okay?

Great I look forward to meeting you at 4:00. Goodbye.

 32. **Alternative Choice**-

Which home did you want to fill out an application on, the house on Bay or the one on Sylmar?

Are mornings or afternoon better for you?

I have an opening at 2:00 or would 4:00 be better?

33**.** If a prospective resident has a service animal how much security deposit can I charge?

* 1. Zero

34. **Emotional Close:**

* 1. Getting you happily moved in
	2. Looking at homes gets really tiring after a while doesn’t it?
	3. We can find you a nice home in a nice area for the kids
	4. If we wait you could lose out on this excellent rent rate.

35. **Logical:**

* 1. Did you want a 3 bedroom or a 4 bedroom?
	2. Do you like the Riverside area or Moreno Valley?

36**. Tie Downs**

1. Doesn’t it?
2. Wouldn’t you agree?
3. Wasn’t it?
4. Don’t you?
5. Isn’t that right?