

# Floor Time Policy

## **Purpose of Floor Time Policy**

The floor-time policy is designed to capture all incoming inquires for our agents as well as allow our listing agents to double end deals through modifying yard signs to focus on the agent rather than the brokerage. The floor-time program is completely voluntary and is a great opportunity for any agent who would like to increase their number of clients. Reserving floor time is easy using our on-line scheduling software! The following procedure will walk you through the program.

## **Procedure**

### **Office Space**

One cubby is designated as the "Floor Time Office." The floor time office will not be available for use by drop-in agents. The cubby is equipped with a computer and floor agents are free to do personal work in this office while acting in the capacity of a floor time agent.

### **Scheduling**

**Participation in the program is voluntary.** To participate in the program simply log into your account at: [www.silvercreektoolbox.net](http://www.silvercreektoolbox.net). Under the Home tab is a "Room Reservations" tab. Look up the Floor Time room - Meridian and schedule it. You must schedule floor time in two hour blocks. You can reserve up to two time blocks per week and you can reserve as early as one month in advance. We only offer Floor Time at the Meridian office. All floor time must be scheduled through the appointment software.

**Login:** Your first time using our reservation system, you will be prompted to create a username and password. For simplicity, we recommend you use the same credentials as your Toolbox login. Make sure you remember your credentials for future login!

### **Canceling**

If you need to cancel your floor time for any reason, do so through the online reservation system. Login to the scheduling website and your upcoming reservation will be listed with an option next to it to "Cancel". Please try to cancel 24 hours in advance, however we understand if you need to cancel closer to the schedule time.

## **Qualification**

To qualify for the floor time program the agent must meet the following qualifications:

1. Agent must not be on any kind of disciplinary action or sanction either through Silvercreek or the Idaho Real Estate Commission. If you have a complaint that is currently filed against you, see one of the brokers.
2. Agent must not be delinquent with their office billing.
3. Agent found violating the max sign-up of twice per week will be given one warning. If that agent violates again they will not be allowed to participate in the program.

## **Floor Time Office Policies**

**1. Time blocks:** Floor time is scheduled in blocks of 2 hours

**2. Check-in/check-out:** Floor-time agents are responsible to sign a check-in /check-out log located on the front desk upon arrival and departure.

**3. Taking calls out of office:** Agents must take calls in the Floor Time Office.

(Note: this restriction is designed to allow the office staff to ensure that the floor time agents are actually taking calls and being timely in their response. It also allows the staff to facilitate drop-in agents who would be interested in filling unused blocks of time.)

**4. Types of Calls:**

- i. **General property inquiries:** There is no restriction on soliciting other than ensuring that the client has had no contact with the listing agent. This guideline only applies to Market Pro and Silvercreek Listing agents.
- ii. **Market Pro Silvercreek Yard Sign/MLS Listing Calls:** Calls received from prospective clients calling in response to a yard sign or MLS listing. These calls will often be "drive by" potential clients asking for the agent whose name is on the rider. The floor agent should respond to this inquiry with ***"John is not in right now, Are working with John?" (if so please direct the caller to their cell) if not, the agent is free to assist and work with the prospective buyer.***

**5. Honoring floor time commitment:** Agents must honor scheduled floor time. If an agent cannot honor a committed time slot they are responsible to cancel the time as soon as they are aware of the necessity to change. *Agents who fail to honor floor time commitments will be subject to disqualification from the program.*

**6. Drop-in floor time availability:** Agents in the office who have a two hour block of time available and are encouraged to schedule themselves and immediately go to work.

**7. Procedure for answering calls:** Calls will be routed to the floor agent through the Automated Attendant or the Front Desk Administrator. In the event that the Floor Time agent is on the phone when the call is forwarded to their desk the caller will be asked to leave a message. The agent should respond to the call as quickly as possible.