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Term

The license is effective until terminated. Quantum and Douglas M. Yeaman have the right to terminate your license immediately if you fail to comply with any term of this Agreement. Upon any such termination you will destroy the original and any copies and related materials and cease all use of the trademarks and discontinue any variation of this training or procedure.

Entire Agreement

You acknowledge that you have read this agreement, understand it and that it is the complete and exclusive statement of your agreement with Douglas M. Yeaman and Quantum which supersedes any prior agreement, oral or written, and any other communications between Douglas M. Yeaman, Quantum its representatives and you relating to the subject matter of this agreement, and that your obligations under this agreement shall inure to the benefit of Douglas M. Yeaman, Quantum's as licensor whose rights are being licensed under this agreement. No variation of the terms of this agreement will be enforceable against Quantum unless Quantum gives its express consent in writing signed by Douglas M. Yeaman. In the event of enforcement licensee agrees to pay all attorney's fees and court costs.

License Granted By Date

Printed Name

Signed

Date

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Entire Agreement

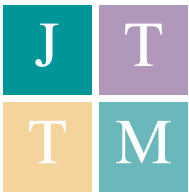
You acknowledge that you have read this agreement, understand it and that it is the complete and exclusive statement of your agreement with Douglas M. Yeaman and Quantum which supersedes any prior agreement, oral or written, and any other communications between Douglas M. Yeaman, Quantum its representatives and you relating to the subject matter of this agreement, and that your obligations under this agreement shall inure to the benefit of Douglas M. Yeaman, Quantum's as licensor whose rights are being licensed under this agreement. No variation of the terms of this agreement will be enforceable against Quantum unless Quantum gives its express consent in writing signed by Douglas M. Yeaman. In the event of enforcement licensee agrees to pay all attorney's fees and court costs.

License Granted By _____ Date _____

Printed Name

Signed

Date



TEAM LEADER'S CLUSTER REPORT & EXCEPTION LIST

Name _____

Date _____

Section I Attendance

Number of people in cluster _____
 Number present _____
 Number excused _____
 Number no show _____
 Total (Must balance) _____

Names of no shows

1. _____
2. _____
3. _____
4. _____
5. _____

Section II Results

Number of escrows opened _____
 Number of escrows closed _____
 Number of listings taken _____

People not making standard

1. _____
2. _____
3. _____
4. _____
5. _____

5 min

Section III Time Management

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Check to see agent is using system
<input type="checkbox"/>	<input type="checkbox"/>	Check monthly calendar (scheduled events)
<input type="checkbox"/>	<input type="checkbox"/>	Daily work planner for every day worked
<input type="checkbox"/>	<input type="checkbox"/>	Logging P I N's
<input type="checkbox"/>	<input type="checkbox"/>	Check "I" time (15-20 hrs)
<input type="checkbox"/>	<input type="checkbox"/>	Check "P" time (10-15 hrs)

People off of TM System

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

10 min

Section IV Review Week

- Write all "real" leads on "Certified Buyer Checklist" collected during week & put into file

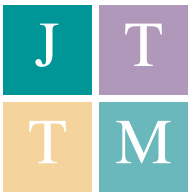
Lead name Phone number Address Agent's name Quantum Home Tour™ name

- Prepare all new clients on for Buyer Certification group
- Re-Certify all Certified Buyers and prepare for Certification group

10 min



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TEAM LEADER'S CLUSTER REPORT & EXCEPTION LIST (cont'd)

Section V Analysis

Identify to Which Group Individuals will be going

- Open Houses _____
- Fliers passed out _____
- Names & numbers collected _____
- Appointments made _____
- Certified Buyers _____
- Assign to Group ① ② ③ ④

People not holding QHT's or O.H.'s

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

(Schedule to Triage Group)

Names of people with no appointments

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

Group 1

Work 1:1 on phone script

People with appts but no Certified Buyers

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

Group 2

Work 1:1 on Probing

These Sections are filled out in Cluster Groups

Section VI Plan of Action - to set 4 appointments for week

1. Each person takes out Daily work planner for Monday.
2. Look at each lead & plan next step.
3. Look at each client to see what has to happen to put transaction together.
4. Verify that each individual is using appointment technology.
5. Review how to handle Quantum Home Tour™ leads.
6. Make sure appointments are showing up or need confirming calls.
7. Role play floor time appointments.

30 min

Section VII Taking Action

1. Direct to leave and commit to complete action.
2. Work with partner to complete calls & take action
3. Purpose of Action Monday™ is to line up week
 - *Set 4-6 appointments to drop by/probe
 - * Have 3 Certified Buyers
 - * Set 2 appointments to show property
 - * Write 1 offer

People needing special attention

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

5 min



AGENT REPORT

AGENT NAME: _____

MENTOR : _____ **DATE:** _____

SECTION I ATTENDANCE (circle one)

Present / Excused / Unexcused

SECTION II TIME MANAGEMENT

- Weekly Schedule
- Tip Analysis
- 20 Hours Prospecting
- 8 Appointments
- 2 Quantum Home Tours™ Scheduled

SECTION III ACTIVITY

Number of Quantum Home Tours™ held: _____

Names & phone numbers collected: _____

Number of appointments from Quantum Home Tour™: _____

Number of Drop By appointments from Quantum Home Tour™: _____

Total Number of appointments: _____

Number of new clients/prospects this week (list) or (see new prospect roster): _____

1. Name: _____ Phone: _____ Address: _____ Source: _____

2. Name: _____ Phone: _____ Address: _____ Source: _____

3. Name: _____ Phone: _____ Address: _____ Source: _____

4. Name: _____ Phone: _____ Address: _____ Source: _____

5. Name: _____ Phone: _____ Address: _____ Source: _____

6. Name: _____ Phone: _____ Address: _____ Source: _____

Number of Listing Presentations Made: _____

Number of Certified Buyers™ total (list): _____

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

SECTION III RESULTS

Number of new escrows open this week: _____

Number of escrows open total: _____



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WEEKLY SCHEDULE

AGENT NAME: _____	WEEK BEGINS: _____
OFFICE: _____	_____

SUMMARY OF LAST WEEK:

of Open Houses _____ #Leads _____ #Drop by _____ #Probes _____ #Write offer _____ #Open Escrows _____ # Closed Escrows _____

TIP ANALYSIS: #T _____ %P _____ %I _____ %N _____ Avg. Hrs. Day _____ Avg. N hrs Day _____

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Date							
7:00							
8:00							
9:00							
10:00							
11:00							
12:00							
1:00							
2:00							
3:00							
4:00							
5:00							
6:00							
7:00							
8:00							
9:00							

	Client/Phone	Type	Day	Time	Next Step	Day	Time	Next Step
1								
2								
3								
4								
5								
6								
7								
8								

	Scheduled Open House Addresses	Date	Time
1			
2			
3			



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COMMITTED BUYER CHECKLIST

For _____	Company _____
Client _____	Date acquired _____
Date called _____	Appointment Date: _____
Open house _____	Address _____
Work phone () _____	Home phone () _____

CLIENT SOURCE:
 Open House.....a
 Floorcall.....b
 Sphere of Influence....c
 Cold Call.....d
 Farm.....e
 Mailout.....f
 Community.....g

Let me review with you how I work. I don't work with every potential buyer, but the clients I do engage with, MUST be committed to producing results.

PHASE ONE - BUYER INTERVIEW

YES NO **WE HAVE AGREED:**

- 1. To have all decision makers present in person.
- 2. To spend at least 45 minutes in interview.
- 3. To come to an agreement on what you're looking for.
 (1) _____
 (2) _____
 (3) _____
- 4. That I am your exclusive agent and I represent you.
- 5. (Buyers agreement attached)
- 6. That you will be pre-qualified by _____ for \$ _____ down payment.
- 7. That you are prepared to buy now.
- 8. Date/time of next appointment.

- 9. That we will be in communication.
- 10. Buyer is prepared to make a decision on property and to make an offer.

PHASE TWO - SHOWING PROPERTY

Again, I don't work the way most agents do. I only want to show you properties that are meaningful and fit your needs.

- 1. Pre-write offer and have on clipboard before showing property.
- 2. Show 3 properties.
- 3. Bring back to office for debriefing.
- 4. Write offer.(Go to 3A)
- 5. Re-interview to redefine needs and identify where communication broke down.(Go to 3B)

PHASE 3A- SHOWING PROPERTY

- 1. Pre-write offer and have on clipboard.
- 2. Present offer.
- 3. Countered.
- 4. Accepted.
- 5. Set financing appointment and give completed file to escrow specialist.

PHASE 3B-SHOWING PROPERTY

- 1. Re-establish needs _____
- 2. Identify what got in the way _____
- 3. Show 3 properties.
 (1) _____
 (2) _____
 (3) _____
- 4. Bring back to office for debriefing.
- 5. Write offer.
 (Go to 4A)
- 6. Make appointment with manager (date/time) _____
 (Go to 4B)

PHASE FOUR4A - MANAGEMENT SUPPORT

- 1. Pre-write offer and have on clipboard.
- 2. Present offer.
- 3. Countered.
- 4. Accepted.
- 5. Set financing appointment and give completed file to escrow specialist.

PHASE 4B-MANAGEMENT SUPPORT

- 1. Re-establish relationship with manager present.
- 2. Identify what got in the way with managers assistance.
- 3. Show 3 properties.
 (1) _____
 (2) _____
 (3) _____
- 4. Bring back to office for debriefing.
- 5. Write offer.(Go to 5A)
- 6. Discontinue working with client.(Go to 5B)

PHASE 5A

- 1. Present offer.
- 2. Countered.
- 3. Accepted.
- 4. Set financing appointment and give completed file to escrow specialist.

PHASE 5B

- 1. Help client understand that he/she is not a buyer now. Establish when they are.
- 2. Put on follow-ups and mailing list.



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 BYRCHKLST

EXCLUSIVE CLIENT RELATIONSHIP AGREEMENT

In exchange for you as an agent/broker company, working to find a property for me, I agree to work **exclusively** with you, to the exclusion of any other broker/company and agent, for a period of ___ days. Also, I understand that you may present offers on my behalf for property offered as "For Sale By Owner".

I understand that I may continue to look at other properties, open houses, and responding to advertisements provided that I inform other parties that I am currently employing you as my agent/broker company and will identify you as my exclusive agent.

As the agent under this agreement, I understand that you will provide me with available information on all properties requested by me that are obtained by: 1) seeing any other properties listed and not listed, 2) any open houses and advertisements, and, 3) property listed as "For Sale By Owner". You, as my agent/broker company, agree to represent me and my interests.

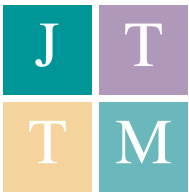
Business Cards Provided

Clients

Date

Agent

Broker



TEAM LEADER'S CLUSTER REPORT & EXCEPTION LIST

Section VII Cluster Reports Back

1. Have garbage can ready.
2. Agents move "post its" to appropriate category.
3. False numbers, "not interested", leads are dropped into garbage.
4. Clients are certified or dropped into garbage.
5. Agents who "could not reach" their clients report back at 7:00 P.M. for further phoning.

*Board will now tell a new story.
Manager targets where group is breaking down.*

20 min

Section VIII Schedule New Week

1. Assign Quantum Home Tour™ signs and fliers.
2. Write in appointments (Probing/Drop bys).
3. Write in appointments to show property.
4. Schedule day off.
5. Schedule time to pass out fliers & talk with neighbors.
6. Schedule time to follow up on Quantum Home Tour™ leads:

Guidelines

2 open houses 4 hrs each	=	8 hours I
" Pass out fliers 3 hrs each	=	6 hours I
" Follow up calls 1 hr each	=	2 hours I
6 appt to drop by or probe 2 hrs each	=	12 hours I/P
2 appointments to show Property 3 hrs each	=	<u>6 hours P</u>
		34
		10 N time
		<u>44 hour week</u>

10 min

7. Each agent **commits** to weekly schedule.
8. Manager gets copy, team leader gets copy.
9. Commit to talk with partner each and every day to hold accountable to schedule for week.





Team Report

SAMPLE TEAM LEADERS REPORT FROM TEAM MEETINGS



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* This is your agenda; check off *

TEAM LEADER'S CLUSTER REPORT & EXCEPTION LIST

Name Ima Starr

Date 9/29/03

<p>Section I Attendance</p> <p>Number of people in cluster <u>12</u></p> <p>Number present <u>8</u></p> <p>Number excused <u>2</u></p> <p>Number no show <u>2</u></p> <p>Total (Must balance) <u>12</u></p>	<p>Names of no shows</p> <p>1. <u>Emma Lost</u></p> <p>2. <u>Gonna Fishkin</u></p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p>
<p>Section II Results</p> <p>Number of escrows opened <u>3</u></p> <p>Number of escrows closed <u>1</u></p> <p>Number of listings taken <u>2</u></p>	<p>People not making standard</p> <p>1. <u>Irma Looser</u></p> <p>2. <u>Bobby Bust</u></p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p> <p style="text-align: right;">5 min</p>
<p>Section III Time Management</p> <p>Yes No * Check off as addressed*</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Check to see agent is using system</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Check monthly calendar (scheduled events)</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Daily work planner for every day worked</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Logging P I N's</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Check "I" time (15-20 hrs)</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Check "P" time (10-15 hrs)</p>	<p>People off of TM System</p> <p>1. <u>Conrad Fuzed</u></p> <p>2. <u>Otto Control</u></p> <p>3. <u>Clew LESS</u></p> <p>4. _____</p> <p>5. _____</p> <p>6. _____</p> <p style="text-align: right;">10 min</p>

Section IV Review Week *** Check off as addressed ***

Write all "real" leads on "Certified Buyer Checklist" collected during week & put into file

Lead name
Phone number
Address
Agent's name
Quantum Home Tour™ name

- Prepare all new clients on for Buyer Certification group
- Re-Certify all Certified Buyers and prepare for Certification group

10 min



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TEAM LEADER'S CLUSTER REPORT & EXCEPTION LIST (cont'd)

* Check off as completed*

Section V Analysis

Identify to Which Group Individuals will be going

- Open Houses
- Fliers passed out
- Names & numbers collected
- Appointments made
- Certified Buyers
- Assign to Group ① ② ③ ④

People not holding QHT's or O.H.'s

1. Larry Lethargic
2. Danny Dreamer
3. _____
4. _____
5. _____

(Schedule to Triage Group)

Names of people with no appointments

1. Danny Dont
2. Sally Should
3. Gotta Go
4. _____
5. _____

Group 1

Work 1:1 on phone script

People with appts but no Certified Buyers

1. Harry Hopen
2. Wendy Wish
3. Lola Like-me
4. _____
5. _____

Group 2

Work 1:1 on Probing

These Sections are filled out in Cluster Groups ←

This is group activity for cluster

Section VI Plan of Action - to set 4 appointments for week

1. Each person takes out Daily work planner for Monday.
2. Look at each lead & plan next step.
3. Look at each client to see what has to happen to put transaction together.
4. Verify that each individual is using appointment technology.
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6. Make sure appointments are showing up or need confirming calls.
7. Role play floor time appointments.

30 min

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2. Work with partner to complete calls & take action
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 - *Set 4-6 appointments to drop by/probe
 - * Have 3 Certified Buyers
 - * Set 2 appointments to show property
 - * Write 1 offer

People needing special attention

1. _____
 2. _____
 3. _____
 4. _____
 5. _____
- Names of people needing triage*

5 min



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