

# RP Office Client Relationship Management Training Course Outline

## DURATION

Half Day

Sessions will commence at the advertised times. Late arrivals may not be granted admission to the course. Furthermore cancellations of less than 24 hours or non -attendance may incur a fee, or pre paid sessions will be forfeited.

## ATTENDEES

The RP Office Client Relationship Management training course is recommended for the main administrative operator(s) who is/are responsible for the entering in of Businesses, RP Office Manager Database and its functions. This would Include Property Officers, Property Managers, Commercial Managers, and Body Corporate Managers & Principals.

## PRE-REQUISITE

Mouse skills. A working knowledge of Microsoft Windows together with general real estate knowledge is necessary. **It is mandatory that all participants have attended the relevant introduction before attending this course.**

## COURSE AIMS

This course aims to enhance participants' productivity by furthering the necessary skills to use the RP Office. It is designed to **enhance** participants to the techniques and concepts associated with efficient and effective operation.

Assessment will occur at the end of the training course and a "Pass" will provide the participant with "Accredited" certification of the RP Office Software program. Full Accreditation is only given to participants that successfully complete all relevant courses.

## OBJECTIVE

To ensure participants use & maximise their skills with RP Office. Upon completing this training course, participants will be able to:

### **Property Management Business**

- Understand the Business Screen in the RP Office Directory
- Understand the importance of Business Flow Chart
- Understand the importance of statistics
- Understand the Wizard function
- Understand the Business Wizard screen (creating a Transaction Hierarchy)
- Understanding the use of the Next Button

### **Add Rental Appraisal and Property Management Business including:**

- Rental Appraisal
- Rental Appraisal Missed
- New Management
- New Leasing Only
- For Lease
- Leasing
- Management Lost
- Leasing Only Lost
- Managed Tenancy
- Revision

## Images

- Adding Images to for lease Business
- Understanding the Presentation Button
- Understanding the Brochures Button
- Understanding How to Print the Stocklist report

## Prospect and Prospect Matching:

- Add business called Prospecting Lessee
- Add Fields or Requirements
- Match a Business to Prospective Lessee
- Match a Prospective Lessee to Business
- Understand the use of Fields on the Business Screen
- Understand the use the Client ?
- Understand how to schedule Tasks for Prospects
- Understand how to print Client Report

## Delivery Method:

- Lecture / Tutorial
- Group Discussion
- Computer “hands-on” Training
- Revision Exercises

**Please Note:** A booking fee of **\$155.00** (incl. GST) may be charged if training is cancelled or not attendance and notice of 24 hours is not provided to the training department