Retaining Past Clients

Help your agents stay top of mind so they receive repeat and referral business.

Use this checklist and calendar to map out and deliver outstanding sales meetings this month. Write meeting details, tasks, and deadlines on the calendar. Create a pro-active plan and delegate duties as needed.

Sales Meetings

- □ Set your meeting date(s)□ Create agendas for each meeting (management and agent)
 - ☐ Select a Learning Sprint
 - Client Retention Strategies
 - o Show Clients You Love Them
 - o Mini-Mastermind: Past Client Communications Calendar
 - Exceed Your Client's Expectations
 - o Monthly Goal Setting
 - Guest Speaker
 - ☐ Choose a *Spark Your Business* idea to share
 - Thomas Edison's Birthday (pop by)
 - Valentine's Day (pop by)
 - National Banana Bread Day (pop by)
 - o Absorption Rate Letter (mail)
 - Daylight Saving Time (email)
 - - o Company Updates
 - Marketing Updates
 - Real Estate Wants & Needs
 - Market Trends (<u>local</u> and <u>national</u>)
 - Sales Contest
- ☐ Customize your meeting <u>PowerPoint</u> or <u>Google Slides</u> presentation
 ☐ <u>Promote</u> your meeting
 ☐ Prepare to deliver

Sun	Mon	Tue	Wed	Thu	Fri	Sat
"Do what you do so well that they will want to see it again and bring their friends." Walt Disney				1	2	3
4	5	6	7	8	9	10
11	12	13	14 Valentine's Day	15	16	17
18	19 Presidents' Day	20	21	22	23	24
25	26	27	28	29		

A Look Ahead

March: Prospecting

In March, we focus on effective prospecting methods that help your agents avoid income peaks and valleys and maintain a steady stream of customers.