



ARIZONA CRS
CHAPTER
PMB #139
3305 N. SWAN #109
TUCSON, AZ 85712

Presenting CRS 210

Building an Exceptional Customer Service Referral Business

This Course is a highly interactive course designed to deliver all the essentials for refocusing the Students business plan to a customer service-centered, repeat and referral business. The information provided will help identify the expectations of today's consumer, the behaviors necessary to meet those expectations, and specific systems to make the agent's business more productive, more profitable, and more enjoyable.

Course Content:

- Attracting a higher caliber client
- Meeting the expectations of today's consumer
- Dialogues and strategies for building a referral business
- Delivery systems to generate a successful referral business

Required for CRS 210:

Bring a list of 20 past clients, so you'll leave the class with an action plan to implement immediately

CRS Core Courses

- CRS 200 Business Planning and Marketing
- ***CRS 201 Listing**
- CRS 202 Sales
- CRS 204 Wealth Building
- ***CRS 205 Tax and Financing**
- CRS 206 Technology
- ***CRS 210 Referral**

CRS Elective Courses

- CRS 103 Maximize your Potential.. Personally and Professionally
- CRS 105 Making the Right Real Estate Finance Decisions
- CRS 106 Fundamentals of Real Estate Technology
- CRS 107 Mastering the Art Of Selling New Homes

**BOLD PRINT DENOTES CLASSES OFFERED IN AZ*



INSTRUCTOR

As a professional REALTOR®, **Ed Hatch** holds the CRB, CRS, and GRI designations. Since becoming licensed in 1977 he has excelled as a sales person, manager, and broker-owner. In 1998, Mr. Hatch served as president of the Council of Residential Specialists.

As a senior instructor for the Council of Residential Specialist and as president of Ed Hatch Seminars, Mr. Hatch has spoken to over 100 audiences a year since 1990. He has been a featured speaker at the last seventeen NAR Conventions and ten CRS Sell-a-brations.

He also co-authored two CRS courses: Business Planning and Marketing (CRS 200) and Building an Exceptional Customer Service Referral Business (CRS 210).

- Advanced Marketing Systems and Techniques for the Recreation & Resort Specialist
- Advance Selling Techniques for the Recreation & Resort Specialist
- ***New Negotiating Edge..... A 5 Step Behavioral Strategy**
- Ninja Selling
- Ninja Selling II

These are a few of the Elective Courses Available

CRS 210 *Building an Exceptional Customer Service Referral Business*

Presented by: Arizona CRS and Tucson Association of REALTORS®

March 26-27, 2009 : T.A.R. 2445 N. Tucson Blvd., Tucson, AZ 85716

REGISTRATION PROCEDURES

Students may register at any time prior to the course by sending an application, together with full tuition. Confirmed reservation will be made only upon receipt of the full fee. Additional information will be forwarded with the confirmation.

**CLASSROOMS TEND TO BE COOL,
*PLEASE DRESS ACCORDINGLY!**

CLASS SIZE IS LIMITED, SO REGISTER NOW!

Registration: Thursday March 26, 2009; 7:30-8:15 am

Class hours: Daily - 8:30 am - 5:00 pm *Classrooms tend to be cool Dress accordingly!

Examination: Students who need credit for this class toward their CRS designation will take an exam on Friday afternoon.

Lunch Break: 12-1pm (course price includes lunch each day)

ACCOMMODATIONS

Sleeping accommodations are the responsibility of the student and should be made directly with the hotel of your choice. A list of hotels with special rates will be provided. Please mention the Tucson Association of REALTORS® Select Rate when you call.

CANCELATIONS AND REFUNDS

Two weeks prior to class:

Full refund less \$20.00 service charge

From 2 weeks to

72 hours Prior to class: 75% of the tuition fee refunded

“NO SHOWS” :

Forfeit their enrollment fees.

REGISTRATION

PRINT ONLY:

Tucson Association of REALTORS®

Location: **2445 N. Tucson Blvd., Tucson, AZ 85716**

Date: **March 26-27, 2009**

Name: _____

Firm: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Email: _____

N.A.R. Designations Held: _____

Nickname for Badge: _____

Enclosed is my check for \$ _____

VISA MC Exp. Date /

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Authorization Code:

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Signature if Charging: _____

CHECKS SHOULD BE MADE PAYABLE TO:

Arizona CRS Chapter

3305 N. Swan #109, Tucson, AZ 85712

Or Fax to: 520-299-6431

I have a disability which requires special accommodations

TUITION

- \$275.00 IF postmarked by March 17th, 2009,
- \$300.00 there after.
- CRS Designees may enroll for only \$250.00.
- **NOTE: Tuition includes: All Lectures, Course Material, Continental Breakfast, Lunch and 2 Breaks on Both Class Days.**
- **NOTE: This class is pending approval from Arizona Department of Real Estate**

**MAKE CHECKS PAYABLE TO:
Arizona CRS Chapter**

Please attach a business card to your enrollment form

FOR ADDITIONAL INFORMATION, CALL:

Arizona CRS Chapter at: (520) 299-6787

-or-

JOEY HALLATT, ABR,CRS

602-672-0341 or Email: Joey@JoeyHallatt.com

If you fail to receive a written confirmation from us within 10 days please call us to make sure your application has been received.

Thank you!