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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the real estate occupation. It represents an accounting of what must be done, but not how the entire cycle of a residential sale is completed through the services of a real estate person and the salesperson. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Twelve duties are broken down into a number of tasks and for each task a table is presented, showing: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; science; math--number systems; and communications. The duties include: introducing self to potential users; obtaining current knowledge of property values and availability; prospecting for listings and sales; listing, promoting, and showing property; obtaining and qualifying buyers; obtaining and presenting offers to purchase; closing of sale; and post-servicing of both seller and buyer. Appended are lists of math number systems to be used by a real estate agent, and a glossary of real estate terms. (BP)
REAL ESTATE AGENT

Industrial Materials Laboratory
Trade and Industrial Education
The Ohio State University
5187
AN ANALYSIS OF THE REAL ESTATE OCCUPATION

Developed by

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Occupational Analysis
E.P.D.A. Sub Project 73402
June 1, 1973 to December 30, 1974
Director: Tom L. Hindes
Coordinator: William L. Ashley

The Instructional Materials Laboratory
Trade and Industrial Education
The Ohio State University
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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics, and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.
PREFACE

This analysis effort covers duties and tasks performed by a person who has been licensed to sell real estate by a governing body, usually the state government.

It is a logical step by step approach which is broad in scope. The duties involved are the most often occurring and are considered a normal progression into the real estate industry, the residential sale of real property.

The tasks listed are broad enough to cover any agent who desires to reach a minimum competency level and to give the necessary service to his/her clients.

The steps are written in a manner which can be easily understood by any agent at this entry-level position. It represents an accounting of what must be done, not how the entire cycle of a residential sale is completed through the services of a real estate broker and his/her associate—the real estate salesperson.
ACKNOWLEDGMENT

We wish to acknowledge the valuable assistance rendered by the following subject matter specialists. They provided input to the vocational instructors in identifying related skills and concepts of each respective subject matter area and served as training assistants in the analysis process during the two-week workshops.

Rollin M. Barber, Psychology
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Columbus, Ohio

Donald L. Hyatt, Physics
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Worthington, Ohio

Glenn Mann, Communications
Columbus, Ohio

Jerry McDonald, Physical Sciences
Columbus Technical Institute
Reynoldsburg, Ohio

Colleen Osinski, Psychology
Columbus Technical Institute
Columbus, Ohio

David Porteous, Communications
University of Connecticut
Colchester, Connecticut

James A. Sherlock, Communications
Columbus Technical Institute
Columbus, Ohio

Jim VanArsdall, Mathematics
Worthington High School
Worthington, Ohio

Lillian Yontz, Biology
The Ohio State University
Caldwell, Ohio
JOB DESCRIPTION

A real estate agent contacts prospective sellers to list residential property for sale; advertises the property he/she has listed in various advertising media to attract prospective buyers; shows listed property to prospective buyers; tries to convince these prospects to make purchase offer on property that is shown; takes said purchase offer to seller for acceptance. If seller does not accept offer or make counteroffer, then agent must negotiate between the buyer and seller until final area of agreement is reached that is acceptable to both parties. An agent assists the buyer in obtaining suitable financing in various ways. After commitment of financing is secured for the buyer, an agent must track financing, legal documents and various other instruments needed before closing will occur. An agent and/or agent’s broker will close transaction at mutually pre-arranged meeting place with seller and buyer and legal counsels. The agent will service his/her clients after the sale to make sure that all agreements and conditions of the sale are followed through by all parties to the sale.
Duty A

Introducing Self to Potential Users of Expertise and the Real Estate Business

1. Contact the previous and present centers of influence
2. Solicit listings from owners who offer their own property for sale
3. Contact people in affiliated professions
4. Participate in social and community activities
<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY - HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative supplies - office supplies, phone, office machine, business cards, mailouts, etc.</td>
<td>Talk real estate to everyone Give business cards to everyone you meet Mail out announcement cards to all acquaintances</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH - NUMBER SYSTEMS</th>
<th>COMMUNICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization Common sense in human relations (good attitude toward everyone) Maintain capacity to foster trust Maintain capacity to foster confidentiality, cooperation, and to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability</td>
<td>Speaking Oral contact Telephone technique Personal contact Writing Writing letters</td>
<td></td>
</tr>
</tbody>
</table>
(Task Statement) Solicit listings from owners who offer their own property for sale

**Tools, Equipment, Materials, Objects Acted Upon**
- Telephone
- Administrative supplies
- Automobile - locate for sale by owner signs
- Newspaper - locate for sale by owner ads
- Courthouse - records
- Proper dress

**Performance Knowledge**
- Contact for sale by owner's
- Telephone, personal contact, personal referral
- Knowledge of current market prices in specific area of for sale by owner contacted

**Decisions**
- Determine if seller is realistic

**Cues**
- Overinflated price by seller

**Errors**
- Loss of money and time which results in expired listing

**Science**
- Professionalism
  - Maintain capacity to foster trust
  - Maintain capacity to foster confidentiality
  - Maintain capacity to foster cooperation
  - Maintain capacity to generate integrity
  - Maintain capacity to cope with conflict behavior
- Socio-economic knowledge of specific area

**Math - Number Systems**
- Basic arithmetic skills and concepts (see appendix)
- Use of computing devices and mechanical aids (see appendix)
- Basic measurement skills and concepts (see appendix)

**Communications**
- Speaking
  - Oral contact
  - Telephone
  - Personal contact
- Reading
  - Advertisements
- Speaking
  - Terminology/general vocabulary, appropriate diction, implying, enunciation, clarity of expression, persuasion and sales technique, denotative/connotative words, logic, gestures, dress, facial and body features, poise, usage
### CONTACT PEOPLE IN AFFILIATED PROFESSIONS

**TOOLS, EQUIPMENT MATERIALS, OBJECTS ACTED UPON**
- Administrative supplies
- Automobile
- Business card

**PERFORMANCE KNOWLEDGE**
- Contact banks, insurance and title companies, builders, savings and loan institutions, etc.
- Gain access to these people

**DECISIONS**
- Determine who to see and what information to seek

**CUES**
- Where there is most likely to be prospects

**ERRORS**
- Waste of time

**SCIENCE**
- Professionalism
  - Maintain capacity to foster trust
  - Maintain capacity to foster confidentiality
  - Maintain capacity to foster cooperation
  - Maintain capacity to generate integrity
  - Maintain capacity to cope with conflict behavior
  - Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables
  - Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability

**MATH - NUMBER SYSTEMS**
- Understanding of basic mathematics

**COMMUNICATIONS**
- Speaking
  - Oral contact
  - Personal contact
- Writing
  - Writing letters
PARTICIPATE IN SOCIAL AND COMMUNITY ACTIVITIES

<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY - HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automobile</td>
<td>Join and become active in political, charitable and benevolent activities and organizations</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DECISIONS</th>
<th>CUES</th>
<th>ERRORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine which ones are most consistent with personal philosophy</td>
<td>Personal interest</td>
<td>Becoming too involved, thus having negative effect on job performance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH - NUMBER SYSTEMS</th>
<th>COMMUNICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conscious awareness to serve rather than be served by the activity Subtle approach in relating occupation to people of these organizations</td>
<td>Speaking Oral contact Personal contact</td>
<td></td>
</tr>
</tbody>
</table>
Duty B

Obtaining Knowledge of Property Values and Their Availability

1. Research for decision on area of concentration of agent's sales efforts
2. Determine own broker's and competitors' listings in that area
Research for decision on area of concentration of agent's sales efforts

<table>
<thead>
<tr>
<th>SAFETY - HAZARD</th>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>DECISIONS</th>
<th>ERRORS</th>
<th>COMMUNICATIONS</th>
<th>SCIENCE</th>
<th>MATH - NUMBER SYSTEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Automobile, Maps</td>
<td>Visit and inquire about area</td>
<td>Determine which areas to accept or reject</td>
<td>Low or lower amount of sales made when judgment is poor</td>
<td>Intuitive instincts, Productive environment</td>
<td>Speaking, Oral contact, Personal contact, Viewing Maps</td>
<td>Socio-economic status and compatibility with people of area</td>
</tr>
</tbody>
</table>

**CUES**
- Socio-economic status and compatibility with people of area
<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY - HAZARD</th>
</tr>
</thead>
</table>
| Multiple listing service - photos and listing information  
Realtor’s “For Sale” signs  
Newspaper ads  
Realtor’s publications (magazines) | Read, discuss and study all available properties | |

<table>
<thead>
<tr>
<th>DECISIONS</th>
<th>CUES</th>
<th>ERRORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine which ones to become most familiar with</td>
<td>Location, cooperative sellers, price, terms</td>
<td>Loss of sales or placing buyers in wrong property</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH - NUMBER SYSTEMS</th>
<th>COMMUNICATIONS</th>
</tr>
</thead>
</table>
| Socio-economic status and compatibility with people of area  
Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization | Speaking  
Oral contact  
Personal contact  
Viewing  
Maps  
Reading  
Newspapers | |

<p>| | | |</p>
<table>
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<tbody>
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<td></td>
</tr>
</tbody>
</table>
Duty C

Prospecting for Listings and Sales (Sources of Buyers and Sellers)

1. Contact people who are trying to sell their property
2. Contact people who have or possibly have potential need to purchase real estate
**TASK STATEMENT**  CONTACT PEOPLE WHO ARE TRYING TO SELL THEIR PROPERTY

<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY - HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automobile</td>
<td>Approach owners of property</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal book or filing box of prospects</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative supplies: office supplies, office machine, business cards, mailouts, etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Newspaper</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expired listings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foreclosure notices</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone directory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cris-cross directory (street address and phone number rather than name)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Courthouse records</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DECISIONS</th>
<th>CUES</th>
<th>ERRORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine which ones and when</td>
<td>For sale signs or statements made from personal contacts</td>
<td>Not ready to sell at present time - waste of time</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH – NUMBER SYSTEMS</th>
<th>COMMUNICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Socio-economic status and compatibility with people of area</td>
<td></td>
<td>Speaking</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Oral contact</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Personal contact</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Writing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Written contact</td>
</tr>
</tbody>
</table>
### TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

- Personal book or filing box of prospects
- Telephone
- Automobile
- Administrative supplies: office supplies, office machine, business cards, mailouts, etc.
- Newspaper
- Expired listings
- Foreclosure notices
- Telephone directory
- Cris-cross directory (street address and phone number rather than name)
- Courthouse records

### PERFORMANCE KNOWLEDGE

### SAFETY - HAZARD

### DECISIONS

- Determine amount of time allocated to which or all sources - also recreation and leisure

### CUES

- Best sources available that are most suitable to ability

### ERRORS

- Waste of time because of inefficiency

### SCIENCE

- Gregarious and friendly impression in human relations with other people

### MATH - NUMBER SYSTEMS

### COMMUNICATIONS

- Speaking
- Oral contact, telephone, personal contact
- Reading
- Advertisements
- Speaking
- Terminology/general vocabulary, appropriate diction, implying, enunciation, clarity of expression, persuasion and sales technique, denotative/connotative words, logic, gestures, dress, facial and body features, poise usage
Duty D  

Listing Property for Sale

1. Research for potential listings
2. Meet potential seller or sellers
### Research for Potential Listings

#### Tools, Equipment, Materials, Objects Acted Upon
- Broker's property appraisal files
- A.L.S.
- Lending institutions
- Board of realtors publications including the recording of deeds
- Contact builders and developers
- Title and escrow companies
- County recorders and/or tax accessor's office
- Expired listings of office and other broker's offices

#### Performance Knowledge
- Make preparation before leaving the office
- Inspect neighborhood

#### Safety - Hazard

#### Decisions
- Determine which types of appraisal approaches and closing techniques should be used
- Taken from preparation and inspection of neighborhood

#### Cues

#### Errors
- Poor appraisal and evaluation
- When inefficiency is prevalent; loss of listing and confidence of owners

#### Science
- Socio-economic status and compatibility with people of area

#### Math - Number Systems
- Basic arithmetic skills and concepts (see appendix)
- Use of computing devices and mechanical aids (see appendix)
- Basic measurement skills and concepts (see appendix)

#### Communications
- Speaking
- Oral contact and personal contact
- Writing
- Written contact
(TASK STATEMENT) MEET POTENTIAL SELLER OR SELLERS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

| Broker’s property appraisal files |
| M.L.S.                              |
| Lending institutions                |
| Board of realtors publications including the recording of deeds |
| Contact builders and developers     |
| Title and escrow companies          |
| County recorders and/or tax accessor’s office |
| Expired listings of office and other broker’s offices |

PERFORMANCE KNOWLEDGE

| Inspect property |
| Appraise and price property |
| Give listing presentation |
| Post servicing of the listing |

SAFETY - HAZARD

| Making commitments which cannot be kept, resulting in libelous actions against agent and broker |

DECISIONS

CUES

ERRORS

SCIENCE

Psychology

Conscious awareness of the need for a balance (both physical and mental) between tension and relaxation. Relates to: comfort, caution, safety, physical, emotional, and intellectual health.

Conscious awareness of physical expressions basic to peak physical performance: body rhythm, breathing, coordinated with body movement, body balance and posture, movement from tension to relaxation and vice versa.

Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization.

Maintain professional relationship that applies to situation.

MATH - NUMBER SYSTEMS

Basic arithmetic skills and concepts (see appendix)

Use of computing devices and mechanical aids (see appendix)

Basic measurement skills and concepts (see appendix)

COMMUNICATIONS

Speaking: terminology, general vocabulary, appropriate diction, implying enunciation, clarity of expression, persuasion and sales technique, denotative/connotative words, logic, gestures, dress, facial and body features.

Reading: Comprehension, detail/inference, speed/rate, informational reports, recommendation reports, process report - constructions.

Writing: penmanship, spelling, classification, memo format, description, reports, business letters, terminology/general vocabulary, appropriate diction, clarity of expression, persuasion and sales technique, denotative/connotative words, logic, usage.

Listening: auditory discrimination, detection of propaganda devices, discriminate facts from non-facts, recognize opinions, concentration, logic, word definition, note taking, noise discriminating.

Viewing: visual analysis, memory, describing, logic.
Duty E  Promoting the Listed Property

1  Decide on promotion campaign for particular listing
### Decision on Promotion Campaign for Particular Listing

#### Tools, Equipment, Materials, Objects Acted Upon
- Advertising media selection
- For sale signs
- Newspaper ads
- Open house
- Other brokers and salesmen
- Buyer list
- Use of literature through direct mail and personal contacts
- Institutional advertising
- M.L.S. (including referrals from other cities)
- Automobile

#### Performance Knowledge
- Enlist sellers help in properly exposing the property
- Develop office caravan tour
- Use of advertising media selected

#### Safety - Hazard
- Making commitments which cannot be kept, resulting in libelous action against agent and broker

<table>
<thead>
<tr>
<th>Decisions</th>
<th>Cues</th>
<th>Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine which type and amount</td>
<td>Taken from type of property and terms of listing agreement</td>
<td>Waste of time and money in wrong emphasis</td>
</tr>
</tbody>
</table>

#### Science
- Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization

#### Math - Number Systems
- Proper understanding and use of economic and budgeting of available funds (Business Mathematics)

#### Communications
- Speaking
  - Oral contact, personal contact, telephone techniques
- Writing
  - Written material, advertisements
Duty F

Obtaining of Potential Buyers

1. Use floor time
2. Advertise and promote through institutions
3. Post personal ads and individual promotion
### Performance Knowledge

- Make calls to promote property
- Handle inquiries and phone calls properly
- Discuss listed property within the office

### Decisions

- Determine which people receive promotion and how much

### Cues

- Taken from amount advertising appropriate and the number of calls

### Errors

- Loss of notification to others & improper technique results in slower movement of property & possible losing the sale

### Science

- Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization
- Common sense in human relations (good attitude toward everyone)

### Math - Number Systems

### Communications

- Speaking
  - Oral contact, personal contact, telephone techniques
<table>
<thead>
<tr>
<th>TASK STATEMENT</th>
<th>ADVERTISE AND PROMOTE THROUGH INSTITUTIONS TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERFORMANCE KNOWLEDGE</td>
<td>Administrative supplies, Automobile</td>
</tr>
<tr>
<td></td>
<td>Employee company name and reputation effectively</td>
</tr>
<tr>
<td></td>
<td>Post 'For Sale' sign</td>
</tr>
<tr>
<td></td>
<td>Open house</td>
</tr>
<tr>
<td>DECISIONS</td>
<td>Determine which people receive promotion and how much</td>
</tr>
<tr>
<td></td>
<td>Taken from amount advertising appropriate and the number of calls</td>
</tr>
<tr>
<td>ERRORS</td>
<td>Loss of notification to others and improper technique results in slower movement of property &amp; possible losing the sale</td>
</tr>
<tr>
<td>COMMUNICATIONS</td>
<td></td>
</tr>
<tr>
<td>COMMUNICATIONS</td>
<td>Speak</td>
</tr>
<tr>
<td></td>
<td>Oral (contact, personal contact, telephone techniques</td>
</tr>
<tr>
<td></td>
<td>Written</td>
</tr>
<tr>
<td>MATH - NUMBER SYSTEMS</td>
<td>Proper understanding and use of economic and budgeting of available funds (Business Mathematics)</td>
</tr>
<tr>
<td>SCIENCE</td>
<td>Professionalism</td>
</tr>
<tr>
<td></td>
<td>Maintain capacity to foster trust</td>
</tr>
<tr>
<td></td>
<td>Maintain capacity to foster confidentiality</td>
</tr>
<tr>
<td></td>
<td>Maintain capacity to foster cooperation</td>
</tr>
<tr>
<td></td>
<td>Maintain capacity to generate integrity</td>
</tr>
<tr>
<td></td>
<td>Maintain capacity to cope with conflict behavior</td>
</tr>
<tr>
<td></td>
<td>Maintain capacity to function efficiently when encountering fast changing, multi-dimensional, self-control, self-reliance, self-respect and adaptability</td>
</tr>
<tr>
<td></td>
<td>Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability</td>
</tr>
</tbody>
</table>
**TASK STATEMENT:** POST PERSONAL ADS AND INDIVIDUAL PROMOTION

**TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON**

<table>
<thead>
<tr>
<th>Administrative supplies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automobile</td>
</tr>
</tbody>
</table>

**PERFORMANCE KNOWLEDGE**

<table>
<thead>
<tr>
<th>Make calls to promote property</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handle inquiries and phone calls properly</td>
</tr>
<tr>
<td>Discuss listed property within the office</td>
</tr>
<tr>
<td>Employ company name and reputation effectively</td>
</tr>
<tr>
<td>Post 'For Sale' sign</td>
</tr>
<tr>
<td>Post newspaper ads and other publications used by company</td>
</tr>
<tr>
<td>Open house</td>
</tr>
<tr>
<td>Use own type of creative and independent campaign applied</td>
</tr>
</tbody>
</table>

**DECISIONS**

**CUES**

**ERRORS**

**SAFETY - HAZARD**

| Making commitments which cannot be kept, resulting in libelous action against agent and broker |

---

**SCIENCE**

**MATH - NUMBER SYSTEMS**

**COMMUNICATIONS**

<table>
<thead>
<tr>
<th>Professionalism</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain capacity to foster trust</td>
</tr>
<tr>
<td>Maintain capacity to foster confidentiality</td>
</tr>
<tr>
<td>Maintain capacity to foster cooperation</td>
</tr>
<tr>
<td>Maintain capacity to generate integrity</td>
</tr>
<tr>
<td>Maintain capacity to cope with conflict behavior</td>
</tr>
<tr>
<td>Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables</td>
</tr>
<tr>
<td>Exhibit qualities of self confidence, self-control, self-reliance, self-respect and adaptability</td>
</tr>
<tr>
<td>Conscious awareness of the need for a balance (both physical and mental) between tension and relaxation. Relates to comfort, caution, safety, physical, emotional and intellectual health</td>
</tr>
<tr>
<td>Conscious awareness of physical expressions basic to peak physical performance - body rhythm, breathing coordinated with body movement, body balance and posture, movement from tension to relaxation and vice versa</td>
</tr>
<tr>
<td>Conscious awareness of qualities basic to optimal mental performance - attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization</td>
</tr>
</tbody>
</table>

**Speaking**

| Oral contact, personal contact, oral communication techniques |

**Writing**

| Written material, advertisements |

---

20
Duty G Qualifying Potential Buyers

1. Determine needs and wants
2. Determine financial situation
3. Establish common ground of communication
### (Task Statement) Determine Needs and Wants

**Tools, Equipment, Materials, Objects Acted Upon**

| Automobile Prospect information form |

**Performance Knowledge**

- Set appointment interview preferably at location where one can best get to know prospects and use ability
- Ask pertinent questions
- Make observations of prospects and the environment they live in now
- Discuss their background and future plans and goals - get to 'know' them as well as possible

**Decisions**

- Determine real motivation for moving

**Cues**

- Taken from observations and knowledge gained during interview

**Errors**

- Prospects loss of confidence, time and the sale

### Science

Conscious awareness of the need for a balance (both physical and mental) between tension and relaxation. Relates to comfort, caution, safety, physical, emotional and intellectual health

Conscious awareness of physical expressions basic to peak physical performance, body rhythm, breathing coordinated with body movement, body balance and posture, movement from tension to relaxation and vice versa

Conscious awareness of qualities basic to optimal mental performance, attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization

Maintain professional relationship that applies to situation

### Math - Number Systems

### Communications

- Speaking: terminology/general vocabulary, appropriate diction, enunciation, clarity of expression, persuasion & sales technique, denotative/connotative words, logic, gestures, dress, facial and body feature, poise, usage
- Listening: auditory discrimination, discriminate facts from non-facts, recognize opinions, concentration, logic, word definition
- Viewing: visual analysis, memory, describing, logic, detail and inference, color discrimination, recognition of symbols, codes and emblems
## Task Statement
Determine Financial Situation

### Tools, Equipment, Materials, Objects Acted Upon
- Prospect information form
- Various tables and statistics on budget management

### Performance Knowledge
- Determine present and future earning capacity, monthly and yearly income of both husband and wife
- Determine assets, debts, and credit standing
- Determine prospects' economic values toward spending of income
- Determine types of financing available

### Decisions
- Determine how much money to borrow and where to get best suitable to prospect

### Cues
- From knowing prospects and debt situation, assets and income level

### Errors
- Showing and selling of wrong house

### Science
- Professionalism
  - Maintain capacity to foster trust, maintain capacity to foster confidentiality, maintain capacity to foster cooperation, maintain capacity to generate integrity, maintain capacity to function efficiently when encountering fast changing, multiple, personal or situation variables, exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability
  - Conscious awareness of the need for a balance (both physical and mental) between tension and relaxation. Relates to: comfort, caution, safety, physical, emotional, and intellectual health
  - Conscious awareness of physical expressions basic to peak physical performance: body rhythm, breathing coordinated with body movement, body balance and posture, movement from tension to relaxation and vice versa
  - Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization
  - Maintain professional relationship that applies to situation

### Math - Number Systems
- Basic arithmetic skills and concepts (see appendix)
- Use of computing devices and mechanical aids (see appendix)
- Basic measurement skills and concepts (see appendix)
- Use of basic mathematics
- Proper understanding and use of economic and budgeting of available funds (Business Mathematics)

### Communications
- Speaking
  - Terminology, Appropriate dictation, Implying, Enumeration, Clarity of expression, Persuasion and sales technique, Denotation/Connotation, Logic, Gestures, Dress, Facial and body features, Use of.
- Reading
  - Comprehension, Detail/Inference, Informational reports, Recommendation reports, Progress reports
- Writing
  - Penmanship, Spelling, Classification, Memo format, Description, reports, Business letters, Terminology, Appropriate dictation, Clarity of expression, Persuasion and sales technique, Denotation/Connotation, Logic, Usage
<table>
<thead>
<tr>
<th></th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY - HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prospect information form</td>
<td>Occurs during entire time spent with prospects. Applies same level of procedures and skill</td>
<td>Varies according to cues</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mood of prospect, time of day, house being shown and/or physical location</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Errors: Breaking down of lines of communication and loss of prospect, waste of time and money</td>
</tr>
</tbody>
</table>

### SCIENCE

**Professionalism**
- Maintain capacity to foster trust, maintain capacity to foster confidentiality, maintain capacity to foster cooperation, maintain capacity to generate integrity, maintain capacity to function efficiently when encountering fast changing, multiple, personal or situation variables, exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability.
- Conscious awareness of the need for a balance (both physical and mental) between tension and relaxation. Relates to: comfort, caution, safety, physical, emotional and intellectual health.
- Conscious awareness of physical expressions basic to peak physical performance. Body rhythm, breathing coordinated with body movement, body balance and posture, movement from tension to relaxation and vice versa.
- Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity, organization.
- Maintain professional relationship that applies to situation.

### MATH – NUMBER SYSTEMS

**Personal contact**
- Oral contact
- Speaking: Terminology, Appropriate diction, Implying, Enunciation, Clarity of expression, Persuasion and sales technique, Denotation/Connotation, Logic, Gestures, Dress, Facial and body features, Poise, Usage.
- Listening: Auditory discrimination, Detection of propaganda, devices, Discriminate facts from non-facts, Recognize opinion, Concentration, Logic, Word definition.

### COMMUNICATIONS

24
Duty H  Showing of Property

1  Select properties that will interest buyer
2  Choose route taken to property
3  Display showmanship in presenting property
<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY - HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiple listing service - photos and listing information</td>
<td>Draw on own personal knowledge of available properties</td>
<td></td>
</tr>
<tr>
<td>Realtors 'For Sale' signs</td>
<td>Coordinate facts found in multiple listing service, newspaper ads and realtors publications with knowledge of prospect</td>
<td></td>
</tr>
<tr>
<td>Newspaper ads</td>
<td>Plan showing sequence</td>
<td></td>
</tr>
<tr>
<td>Realtors publications (magazines)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DECISIONS</th>
<th>CUES</th>
<th>ERRORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine which tools to use and property to show</td>
<td>Match up available property to needs and wants of prospect</td>
<td>Showing wrong property, loss of time, money and prospect</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH - NUMBER SYSTEMS</th>
<th>COMMUNICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental quietude, mental clarity and organization</td>
<td>Viewing: visual analysis, describing, kagic detail and inference, recognition of symbols, codes and emblems. Reading: Comprehension, Detail/Inference, Speed/Rate. Informational reports, Recommendation reports, Progress reports, Physical experiment reports, Proposals. Description of mechanism, Definition, Terminology, Process report—instructions</td>
<td></td>
</tr>
</tbody>
</table>

26
### TASK STATEMENT

**CHOOSE ROUTE TAKEN TO PROPERTY**

<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY - HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automobile</td>
<td>Follow pre-planned route from where to pick up prospects</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DECISIONS</th>
<th>CUES</th>
<th>ERRORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine where to meet prospects and which streets to approach house, what to talk about</td>
<td>Most impressive homes and surroundings leading to home</td>
<td>Wrong path taken may discourage prospect</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH - NUMBER SYSTEMS</th>
<th>COMMUNICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic physical sciences</td>
<td>Oral contact - speaking&lt;br&gt;Personal contact - listening&lt;br&gt;Speaking: Terminology, Appropriate diction, Implying, Enunciation, Clarity of expression, Persuasion and sales technique&lt;br&gt;Denotation/Connotation, Logic, Gestures, Dress, Facial and body features, Poise, Usage</td>
<td>Viewing: Visual analysis, Memory, Describing, Logic, Detail/Inference, Color discrimination, Recognition of symbols, codes, emblems</td>
</tr>
</tbody>
</table>

Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from:

- Excessive anticipation of expected events
- Excessive attachment to fixed-projected time sets (E.G. schedules, appointments, deadlines, etc.)
- Excessive attachment to personal values sets which inhibit open interpersonal communication
<table>
<thead>
<tr>
<th>TASK STATEMENT</th>
<th>DISPLAY SHOWMANSHIP IN PRESENTING PROPERTY</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY - HAZARD</th>
</tr>
</thead>
</table>
| House  
Listing photo and information | Begin while driving up to property (enroute)  
Present outside and inside plus surrounding areas | Check for unsafe or faulty parts of house-stairs, doors, grounds  
Odds locked in house or garage |

<table>
<thead>
<tr>
<th>DECISIONS</th>
<th>CUES</th>
<th>ERRORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which first-inside or outside and what route taken through property</td>
<td>Taken from property itself, reactions of prospect</td>
<td>Incorrect manner does not give sufficient exposure, loss of sale and possible prospect</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH - NUMBER SYSTEMS</th>
<th>COMMUNICATIONS</th>
</tr>
</thead>
</table>
| Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from  
Excessive pre-occupation with fantasy  
Excessive pre-occupation with past experiences  
Excessive identification with one's social role (as an external index of self)  
Excessive attachment to fixed-projected time sets (E.G. schedules, appointments, deadlines, etc.)  
Excessive attachment to personal values sets which inhibit open interpersonal communication  
Conditions for healthy and growth-directed job performance  
Awareness of one's changing emotional states  
Awareness of one's changing physical states  
Awareness of one's unlimited intellectual activities  
Awareness of one's diverse, intuitive (creative) capacities  
Capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables  
Capacity to maintain open-mindedness and composure in the face seemingly different, eccentric or clashing values expressed behaviorally or verbally | Basic arithmetic skills and concepts (see appendix)  
Use of computing devices and mechanical aids (see appendix)  
Basic measurement skills and concepts (see appendix) | Oral contact - speaking  
Personal contact - listening  
Speaking: Terminology, Appropriate diction, Implying, Emulation, Clarity of expression, Persuasion and sales technique  
Denotation/Connotation, Logic, Gestures, Dress, Facial and body features, Poise, Usage  
Viewing: Visual analysis, Memory, Describing, Logic, Detail/Inference, Color discrimination, Recognition of symbols, codes, emblems |

| 28 |
Duty I

Obtaining Offer to Purchase

1. Establish most appropriate selection
2. Convince (sell) buyer why he/she should buy this property at this time
3. Have all parties sign offer to purchase
**Task Statement:** Establish most appropriate selection

**Tools, Equipment, Materials**

**Objects Acted Upon**

- House
- Listing photo and information

**Performance Knowledge**

- Give summary of properties - help in selection
- Apply sales techniques: attention, interest, desire, action

**Decisions**

- Pick the one best property

**Cues**

- From property and reactions of prospect

**Errors**

- Wrong house for prospect
- Unsatisfied customer which gives a bad reputation

**Science**

General Psychology Concerns
- Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from.
- Excessive anticipation of expected events, excessive pre-occupation with fantasy, excessive pre-occupation with past experiences, excessive identification with one's social role (as external index of self), excessive attachment to fixed projected time sets (e.g., schedules, appointments, deadlines, etc), excessive attachment to personal values sets which inhibit open interpersonal communication, excessive mental activity to the complete exclusion of intuitive body expressions.

Conditions for healthy and growth-directed job performance:
- Awareness of one's changing emotional states, awareness of one's changing physical states, awareness of one's unlimited intellectual activities, awareness of one's diverse, intuitive (creative) capacities, capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables, capacity to maintain open-mindedness and composure in the face of seemingly different, eccentric or clashing values expressed behaviorally or verbally.

**Math - Number Systems**

Basic arithmetic skills and concepts (see appendix)
- Use of measuring devices and mechanical aids (see appendix)
- Basic measurement skills and concepts (see appendix)

**Communications**

- Speaking: Terminology, Appropriate definition, Implying, Enunciation, Clarity of expression, Persuasion and sales technique, Denotation/Connotation, Logic, Gestures, Dress, Facial and body features, Poise, Usage
- Viewing: Visual analysis, Memory, Describing, Logic, Detail/Inference, Color discrimination, Recognition of symbols, codes, emblems
- Listening: Auditory discrimination, discriminate facts from non-facts, recognize opinions, concentration, logic, word definition
**TASK STATEMENT:** CONVINCE (SELL) BUYER WHY HE/SHE SHOULD BUY THIS PROPERTY AT THIS TIME

**TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON**

| House | Administrative supplies |

**PERFORMANCE KNOWLEDGE**

| Apply sales techniques | Attention, interest, desire, action |

**DECISIONS**

| Determine if this is the right property for the price |

**CUES**

| From property and prospect |

**ERRORS**

| Wrong house and price terms, unhappy customer |

**SCIENCE**

**MATH – NUMBER SYSTEMS**

| General Psychology Concerns | Basic arithmetic skills and concepts (see appendix) |

**COMMUNICATIONS**

| Speaking: Terminology, appropriate diction, employing, explanation, clarity of expression, persuasion, denotation, connotation, logic, gestures, dress, facial features, pose, usage |

| Listening: Auditory discrimination, discriminate facts from non-facts, recognize opinions, concentration, logic, word recognition |

| Reading: Comprehension, detail/interference, speculate, proposal, develop of mechanism, determination, terminology |

| Viewing: Visual analysis, memory, describing, logic, detail/interference, color discrimination, recognition of symbols, codes, emblems |

<p>| Writing: Penmanship, spelling, classification, description, terminology, appropriate diction, clarity of expression, persuasion and sales technique, denotation/connotation, logic, usage |</p>
<table>
<thead>
<tr>
<th>OBJECTS ACTED UPON</th>
<th>PERFORMANCE KNOWLEDGE</th>
<th>SAFETY - HAZARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract</td>
<td>Employ proper sales techniques</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gain signatures of parties involved</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>DECISIONS</strong></td>
<td><strong>CUES</strong></td>
</tr>
<tr>
<td></td>
<td>Determine when, who and where to sign contract</td>
<td>Reactions from prospects</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCIENCE</th>
<th>MATH - NUMBER SYSTEMS</th>
<th>COMMUNICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Psychology Concerns</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excessive anticipation of expected events, excessive pre-occupation with fantasy, excessive pre-occupation with past experiences, excessive identification with one's social role (as external index of self), excessive attachment to fixed projected time sets (e.g., schedules, appointments, deadlines, etc.) excessive attachment to personal values sets which inhibit open interpersonal communication, excessive mental activity to the complete exclusion of intuitive body expressions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conditions for healthy and growth-directed job performance:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Awareness of one's changing emotional states, awareness of one's changing physical states, awareness of one's unlimited intellectual activities, awareness of one's diverse, intuitive (creative) capacities, capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables, capacity to maintain open-mindedness and composure in the face of seemingly different, eccentric or clashing values expressed behaviorally or verbally.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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**Oral contact - speaking**
**Written contact - writing**
**Personal contact - listening**
Duty J

Presenting Offer to the Seller

1. Determine approach to seller
2. Approach the seller
3. Close sale
4. Negotiate counteroffers
### Task Statement
Determine Approach to Seller

<table>
<thead>
<tr>
<th>Tools, Equipment, Materials, Objects Acted Upon</th>
<th>Performance Knowledge</th>
<th>Safety - Hazard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract</td>
<td>Review sales technique, along with terms of contract</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Decisions</th>
<th>Cues</th>
<th>Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine best method to convince seller</td>
<td>From contract, seller and his/her situation</td>
<td>Loss of sale</td>
</tr>
</tbody>
</table>

### Science
General Psychology Concerns
Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from:
- Excessive anticipation of expected events, excessive pre-occupation with fantasy, excessive pre-occupation with past experiences, excessive identification with one's social role (as external index of self), excessive attachment to fixed projected time sets (e.g., schedules, appointments, deadlines etc.) excessive attachment to personal values sets which inhibit open interpersonal communication, excessive mental activity to the complete exclusion of intuitive body expression

Conditions for healthy and growth-directed job performance
- Awareness of one's changing emotional state, awareness of one's changing physical states, awareness of one's unlimited intellectual activities, awareness of one's diverse, intuitive (creative) capacities, capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables, capacity to maintain open-mindedness and composure in the face of seemingly different, eccentric or clashing values expressed behaviorally or verbally

### Math - Number Systems

### Communications
Oral contact - speaking
Written contact - writing
### TASK STATEMENT

**APPROACH THE SELLER**

<table>
<thead>
<tr>
<th>Tools, Equipment, Materials, Objects Acted Upon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract</td>
</tr>
<tr>
<td>Telephone</td>
</tr>
<tr>
<td>Automobile</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Performance Knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare and think through the presentation</td>
</tr>
<tr>
<td>Set appointment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Safety - Hazard</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Decisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decide on most effective approach</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cues</th>
</tr>
</thead>
<tbody>
<tr>
<td>From knowledge of seller and/or contract, and also the other real estate company involved (if there is one)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prolong final acceptance and/or loss of sale</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Science</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Psychology Concerns</td>
</tr>
<tr>
<td>Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from:</td>
</tr>
<tr>
<td>Excessive anticipation of expected events, excessive pre-occupation with fantasy, excessive pre-occupation with past experiences, excessive identification with one's social role (as external index of self), excessive attachment to fixed projected time sets (e.g., schedules, appointments, deadlines, etc) excessive attachment to personal values sets which inhibit open interpersonal communication, excessive mental activity to the complete exclusion of intuitive body expression</td>
</tr>
<tr>
<td>Conditions for healthy and growth-directed job performance:</td>
</tr>
<tr>
<td>Awareness of one's changing emotional states, awareness of one's changing physical states, awareness of one's unlimited intellectual activities, awareness of one's diverse, intuitive (creative) capacities, capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables, capacity to maintain open-mindedness and composure in the face of seemingly different, eccentric or clashing values expressed behaviorally or verbally</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Math - Number Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic arithmetic skills and concepts (see appendix)</td>
</tr>
<tr>
<td>Use of computing devices and mechanical aids (see appendix)</td>
</tr>
<tr>
<td>Basic measurement skills and concepts (see appendix)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral contact - speaking</td>
</tr>
<tr>
<td>Written contact - writing</td>
</tr>
<tr>
<td>Personal contact - listening</td>
</tr>
<tr>
<td><strong>TASK STATEMENT</strong></td>
</tr>
<tr>
<td>-------------------</td>
</tr>
<tr>
<td><strong>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</strong></td>
</tr>
<tr>
<td>Contract</td>
</tr>
<tr>
<td><strong>DECISIONS</strong></td>
</tr>
<tr>
<td>Determine which technique to follow</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>SCIENCE</strong></th>
<th><strong>MATH - NUMBER SYSTEMS</strong></th>
<th><strong>COMMUNICATIONS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>General Psychology Concerns</td>
<td>Basic arithmetic skills and concepts (see appendix)</td>
<td>Oral contact, personal contact, written contact</td>
</tr>
<tr>
<td>Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from excessive anticipation of expected events, excessive pre-occupation with fantasy, excessive pre-occupation with past experiences, excessive identification with one's social role (as external index of self), excessive attachment to fixed projected time sets (E.G., schedules, appointments, deadlines, etc) excessive attachment to personal values sets which inhibit open interpersonal communication, excessive mental activity to the complete exclusion of intuitive body expression Conditions for healthy and growth-directed job performance: Awareness of one's changing emotional states, awareness of one's changing physical states, awareness of one's unlimited intellectual activities, awareness of one's diverse, intuitive (creative) capacities, capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables, capacity to maintain open-mindedness and composure in the face of seemingly different, eccentric or clashing values expressed behaviorally or verbally</td>
<td>Use of computing devices and mechanical aids (see appendix)</td>
<td>Speaking. Terminology: appropriate diction, enunciation, clarity of expression, persuasion. Denotation/connotation: logic, gestures, dress, facial and body features, poise, usage</td>
</tr>
<tr>
<td>Basic measurement skills and concepts (see appendix)</td>
<td>Oral contact, personal contact, written contact</td>
<td>Reading Comprehension, detail/inference, speed/rate, informational reports, progress reports, physical experiment reports, proposals, description of mechanism, definition, terminology, process report-instructions</td>
</tr>
<tr>
<td><strong>COMMUNICATIONS</strong></td>
<td><strong>LISTENING</strong></td>
<td><strong>VIEWING</strong></td>
</tr>
<tr>
<td></td>
<td>Auditory discrimination, detection of propaganda devices, discriminate facts from non-facts, recognize opinions, concentration, logic, word definition, note taking, noise discrimination</td>
<td>Visual analysis, memory, describing, logic, detail/inference, color discrimination, recognition of symbols, codes, emblems</td>
</tr>
<tr>
<td><strong>LISTENING</strong></td>
<td><strong>VIEWING</strong></td>
<td><strong>Writing</strong></td>
</tr>
<tr>
<td></td>
<td>Visual analysis, memory, describing, logic, detail/inference, color discrimination, recognition of symbols, codes, emblems</td>
<td>Penmanship, spelling, classification, memo format, description, reports, business letters, terminology, appropriate diction, clarity of expression, persuasion and sales technique, denotation/connotation, logic, usage</td>
</tr>
</tbody>
</table>
### TASK STATEMENT

**NEGOTIATE COUNTEROFFERS**

**TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON**

<table>
<thead>
<tr>
<th>Contract</th>
<th>Telephone</th>
<th>Automobile</th>
</tr>
</thead>
</table>

**PERFORMANCE KNOWLEDGE**

| Take contract to buyer or salesperson after proper preparation |

**SAFETY - HAZARD**

| Determine which techniques to follow | Taken from contract and knowledge of buyer and/or other listing company | Improper techniques or poor application result in loss of sale |

### DECISIONS

**CUES**

**ERRORS**

### SCIENCE

**MATH - NUMBER SYSTEMS**

| Basic arithmetic skills and concepts (see appendix) | Basic measurement skills and concepts (see appendix) |

### COMMUNICATIONS

**Professionalism**

- Maintain capacity to foster trust
- Maintain capacity to foster confidentiality
- Maintain capacity to foster cooperation
- Maintain capacity to generate integrity
- Maintain capacity to cope with conflict behavior
- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability

**General Psychological Concerns**

- Basic arithmetic skills and concepts (see appendix)

**Oral contact, personal contact, written contact**

**Speaking**

- Terminology, appropriate diction, enunciation, clarity of expression, persuasion, denotation/connotation, logic, gestures, dress, facial and body features, poise, usage

**Reading**

- Comprehension, detail/inference, speed/rate, informational reports, progress reports, physical experiment reports, proposals, description of mechanism, definition, terminology, process report/instructions

**Writing**

- Penmanship, spelling, classification, memo format, description, reports, business letters, terminology, appropriate diction, clarity of expression, persuasion and sales technique, denotation/connotation, logic, usage

**Listening**

- Auditory discrimination, detection of propaganda devices, discriminate facts from non-facts, recognize opinions, concentration, logic, word definition, note taking, noise discrimination

**Viewing**

- Visual analysis, memory, describing, logic, detail/inference, color discrimination, recognition of symbols, codes, emblems
Duty K: Closing of Sale

1. Assist buyer in obtaining financing
2. Order and track all legal and other documents appropriate to closing
3. Transfer of title from seller to buyer
### TASK STATEMENT

**ASSIST BUYER IN OBTAINING FINANCING**

**TOOLS, EQUIPMENT, MATERIALS**
- Objects acted upon:
  - Contract
  - List of mortgage lending institutions
  - Mortgage amortization tables
  - Mortgage yield guide
  - Title policy schedule of fees
  - Residential cost handbook
  - Appraisal reports
  - Termite and other inspections
  - Earnest money deposit
  - Escrow accounts
  - Loan application
  - Legal description
  - Automobile
  - Telephone
  - Telephone books

**PERFORMANCE KNOWLEDGE**
- Find and contact best loaning institution and set appointment for buyer
- Take buyer for loan application

**SCIENCE**
- Professionalism
  - Maintain capacity to foster confidence
  - Maintain capacity to generate integrity
  - Maintain capacity to cope with conflict behavior
  - Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables
  - Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability

**MATH - NUMBER SYSTEMS**
- Basic arithmetic skills and concepts (see appendix)
- Use of computing devices and mechanical aids (see appendix)
- Basic measurement skills and concepts (see appendix)

**COMMUNICATIONS**
- Oral contact - speaking
- Personal contact - listening
- Written contact - writing

**SAFETY - HAZARD**
- **DECISIONS**
  - Choose best institution with best terms for buyer
- **CUES**
  - Lowest interest rate and closings costs
- **ERRORS**
  - Dissatisfied customer and possible loss of sale
**TASK STATEMENT**  ORDER TRACK AND COORDINATE ALL FACETS OF SALE — INCLUDING LEGAL AND OTHER DOCUMENTS APPROPRIATE TO CLOSING

**TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON**

- Contract, list of mortgage lending institutions, mortgage amortization tables, mortgage yield guide, title policy schedule of fees, residential cost handbook, appraisal reports, termite and other inspection, earnest money deposit, escrow accounts, loan application, legal description, automobile, telephone and telephone books
- Title
- Deed
- Insurance policies
- Credit report
- Verification documents for employment
- Other papers necessary to satisfy the lender of governmental agency
- Closing company
- Title company
- Cooperating broker and salesperson

**PERFORMANCE KNOWLEDGE**

- Contact all parties involved to complete all necessary pre-closing processes
- Set tentative and exact closing date, time and place

**DECISIONS**

- Determine which companies or individuals give best service

**CUES**

- Past experience with those parties involved
- Facilities and capabilities available

**ERRORS**

- Poor service results in customer dissatisfaction and possible loss of sale

**SCIENCE**

- Basic arithmetic skills and concepts (see appendix)
- Use of computing devices and mechanical aids (see appendix)
- Basic measurement skills and concepts (see appendix)
- Oral contact - speaking
- Personal contact - listening
- Written contact - writing

**MATH - NUMBER SYSTEMS**

- Professionalism
  - Maintain capacity to foster trust
  - Maintain capacity to foster confidentiality
  - Maintain capacity to foster cooperation
  - Maintain capacity to generate integrity
  - Maintain capacity to cope with conflict behavior
  - Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables
  - Exhibit qualities of self confidence, self-control, self-reliance, self-respect and adaptability

**COMMUNICATIONS**

- Maintain capacity to foster trust
- Maintain capacity to foster confidentiality
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- Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables
- Exhibit qualities of self confidence, self-control, self-reliance, self-respect and adaptability
### Tools, Equipment, Materials, Objects Acted Upon

- Contract, list of mortgage lending institutions, mortgage amortization tables, mortgage yield guide, title policy schedule of fees, residential cost handbook, appraisal reports, termite and other inspection, earnest money deposit, escrow accounts, loan application, legal description, automobile, telephone and telephone books
- Title
- Deed
- Insurance policies
- Credit report
- Verification documents for employment
- Other papers necessary to satisfy the lender of governmental agency
- Closing company, title company
- Cooperating broker and salesperson
- Closing statement
- Checks
- Cash
- Mortgage agreement

### Performance Knowledge

- Notify all parties involved and make sure they know date, time, location and have means of transportation
- Settle questions and disputes - calm fears of participants

### Decisions

- Determine when and where to have actual closing take place
- Readiness of documents and parties involved

### Safety - Hazard

- Dissatisfied customer and possible loss of sale

### Science

- Professionalism
  - Maintain capacity to foster trust
  - Maintain capacity to foster confidentiality
  - Maintain capacity to foster cooperation
  - Maintain capacity to generate integrity
  - Maintain capacity to cope with conflict behavior
  - Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables
  - Exhibit qualities of self confidence, self-control, self-reliance, self-respect and adaptability

### Math - Number Systems

- Basic arithmetic skills and concepts (see appendix)
- Use of computing devices and mechanical aids (see appendix)
- Basic measurement skills and concepts (see appendix)

### Communications

- Oral contact - speaking
- Personal contact - listening
- Written contact - writing
Duty L

Post-Servicing of Both Seller and Buyer

1. Coordinate agreements between buyer and seller made at closing
2. Develop both buyer and seller into centers of influence
### Task Statement

COORDINATE AGREEMENTS BETWEEN BUYER AND SELLER MADE AT CLOSING

### Tools, Equipment, Materials, Objects Acted Upon
- Contract
- Special and/or separate agreements
- House
- Automobile
- Telephone

### Performance Knowledge
- See that occupancy date is met by seller and other terms of contract fulfilled by both parties
- Transfer utilities and insurance coverage, exchange keys, etc.

### Safety - Hazard

#### Decisions
- Determine when and how much should be done for client

#### Cues
- If buyers are not aware or taking care of it themselves

#### Errors
- Customer dissatisfaction and bad reputation
- Loss of referrals and their future business

### Science
- Professionalism
  - Maintain capacity to foster trust
  - Maintain capacity to foster confidentiality
  - Maintain capacity to foster cooperation
  - Maintain capacity to generate integrity
  - Maintain capacity to cope with conflict behavior
  - Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables
  - Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability

### Math - Number Systems
- Basic arithmetic skills and concepts (see appendix)
- Use of computing devices and mechanical aids (see appendix)
- Basic measurement skills and concepts (see appendix)

### Communications
- Oral contact - speaking
- Personal contact - listening
- Written contact - writing
## Task Statement
Develop both buyer and seller into centers of influence.

### Tools, Equipment, Materials, Objects Acted Upon
- Filing box
- Telephone
- Automobile
- Business card
- Mailouts

### Performance Knowledge
- Keep in contact with former clients

### Safety - Hazard

<table>
<thead>
<tr>
<th>Decisions</th>
<th>Cues</th>
<th>Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine when and how to contact clients</td>
<td>From obvious and various situations</td>
<td>Loss of source prospects</td>
</tr>
</tbody>
</table>

### Science
- Professionalism
  - Maintain capacity to foster trust
  - Maintain capacity to foster confidentiality
  - Maintain capacity to foster cooperation
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### Math - Number Systems

### Communications
- Oral contact - speaking
- Personal contact - listening
- Written contact - writing
BASIC ARITHMETIC SKILLS AND CONCEPTS
- Reduction of fractions
- Changing mixed numbers to improper fractions
- Changing percents to fractions and fractions to percents
- Finding a percent of a number and what percent one number is of another
- Changing fractions to decimal and decimal to fractions
- Ratio and proportion
- Rounding off decimals and whole numbers
- Approximation using scientific notation
- Guess and check method
- Rule of thumb

Property of comparison: equality/equivalence, inequality/greater than/less than

Properties of real number system
- Commutative (order)
- Associative (grouping)
- Distributive (multiplication W.R.T. addition)
- Identity of one (x)
- Identity of zero (+)
- Multiplication by zero
- Transitive
- Inverses/multiplicative and additive

USE OF COMPUTING DEVICES AND MECHANICAL AIDS
- Slide rule
- Calculators: electric and mechanical
- Computers

BASIC MEASUREMENT SKILLS AND CONCEPTS
- Measure sense/role of unit
- Instruments: ruler/compass/protractor/clinometer/tape/calipers/micrometer/thermometer/barometer/tachometer/ and others
- Given an Instrument of Measure, determine precision and/or accuracy with respect to relative error, significant digits and tolerance
- Metric and English measure and conversion
- Rate
- Measurement: Geometric
  - Linear, area, volume, angle
- Measurement: Non-geometric
  - Time/calendar, money/interest, temperature, weight, liquid, dry, speed
- Conversion from one standard unit to another
Reading and interpreting tables, charts and graphs

Logs
Trig. functions
Scale drawings/floor plans/blueprints
Maps
Number line/coordinate graph
Representational graphs
GLOSSARY

Listing – A contract with a real estate broker authorizing the payment of a fee for the performance of specified services on connect. with the property identified.

Title (abstract of title) – A digest or summary of documents or records affecting title to property.

Accept (acceptance) – Consent to an offer or contract.

Agent – Someone who is authorized to represent another individual.

Agreement (agreement of sale) – Any contract which established the terms of sale between buyer and seller, deposit receipts and earnest money receipts are two forms used by real estate salespersons.

Assessment – A special charge placed against a particular property for some specific purpose, such as installation of sewers, sidewalks, or other improvements.

Broker – One who acts as an agent or negotiator for his/her principal when dealing with third parties on behalf of his/her client.

Building and Loan Company – Same as Savings and Loan Company, an institution organized to make real estate loans with the funds received from depositors, paying interest to the latter for use of their money.

Client – The principal to real estate transaction who employs the agent.

Comparative analysis (comparables and competitive) – The process of comparing the value of one lot and/or building with another to determine its reasonable evaluation, in appraising, this is one of the more important approaches to value.

Contract (agreement of sale) – Any agreement which established the terms of sale between buyer and seller, deposit receipts and earnest money receipts are two forms used by real estate salespersons.

Deed – A written instrument which conveys title to real property.

Sell (good sales technique) – To convince or motivate others to act which otherwise left to themselves would not have done so.

Closing statement – The settlement sheet which is the statement of debits and credits for the buyer and seller in summarizing the costs involved when selling property.

Real estate (real property) – Land and anything firmly attached.

M.L.S. (Multiple Listing Service) – System of circulating property information.

Prospect – People who might become a client (buyers and sellers).

Prospect information sheet – Personal data and information about prospect.

Amortigation – The process of paying off a debt by installments, normally by equal payments over a fixed period of time.

Appraisal – A formal opinion or estimate of value by one who is qualified to evaluate factors of value; in real property appraisals, the purpose of the opinion may affect the type of report issued.

Qualify – Determine qualifications of prospects or clients to buy and sell real estate at present time.
Commission (fee) — Compensation for services rendered or duties performed such as selling or leasing property.

Earnest money (deposit) — A sum of money given to bind an agreement or an offer made to show good faith.

Mortgage — A legal instrument used to make real property or personal property the security or payment of a loan.

Points — A term used to describe loan discounts collected by mortgage lenders as a means of increasing their yield on real estate investments.

Real Estate Board (Board of Realtors) — An organization of realtors and their associate sales persons operating to improve their knowledge and professional conduct of the real estate business.

Financing (residential) — Borrowing the amount of money necessary to buy a home on credit.

Basic types of financing:

1. Conventional — Those mortgages made by lending institutions without the benefit of government insurance or assistance.

2. F.H.A. (Federal Housing Administration) — Does not make any loans or build houses, it is solely an insuring agency operating with government authority on a self-sustaining basis by means of the insurance premiums paid by the mortgagor.

3. V.A. or G.I. (Veteran's loans) — Very similar to the F.H.A., but a person must have served in the U.S. armed forces.