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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)

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# Occupational Analysis

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## REAL ESTATE AGENT

2

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Industrial Materials Laboratory  
Trade and Industrial Education  
The Ohio State University

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# AN ANALYSIS OF THE REAL ESTATE OCCUPATION

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June 1, 1973 to December 30, 1974  
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The Instructional Materials Laboratory  
Trade and Industrial Education  
The Ohio State University

## TABLE OF CONTENTS

Foreword . . . . .	v
Preface . . . . .	vii
Acknowledgment . . . . .	ix
Job Description . . . . .	xi
Duties	
A Introducing Self to Potential Users of Expertise and the Real Estate Business . . . . .	1
B Obtaining Current Knowledge of Property Values and Their Availability . . . . .	6
C Prospecting for Listings and Sales (Sources of Buyers and Sellers) . . . . .	9
D Listing Property for Sale . . . . .	12
E Promoting the Listed Property . . . . .	15
F Obtaining of Potential Buyers . . . . .	17
G Qualifying Potential Buyers . . . . .	21
H Showing of Property . . . . .	25
I Obtaining Offer to Purchase . . . . .	29
J Presenting Offer to the Seller . . . . .	33
K Closing of Sale . . . . .	38
L Post-Servicing of Both Seller and Buyer . . . . .	42
Appendix . . . . .	45
Glossary . . . . .	47

## 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.

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## 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/cr 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.

8

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

9

**(TASK STATEMENT)**

**CONTACT THE PREVIOUS AND PRESENT CENTERS OF INFLUENCE**

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

Administrative supplies - office supplies, phone, office machine, business cards, mailouts, etc.

**PERFORMANCE KNOWLEDGE**

Talk real estate to everyone  
Give business cards to everyone you meet  
Mail out announcement cards to all acquaintances

**SAFETY - HAZARD**

**DECISIONS**

Determine when, where and how to work the centers of influence

**CUES**

Need of real estate service

**ERRORS**

Agent's waste of time and energy

**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)  
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

**MATH - NUMBER SYSTEMS**

**COMMUNICATIONS**

Speaking  
Oral contact  
Telephone technique  
Personal contact  
Writing  
Writing letters

**(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

**SAFETY - HAZARD**

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

**DECISIONS**

Determine if seller is realistic

**CUES**

Overinflated price by seller

**ERRORS**

Loss of money and time which re-  
 sults in expired listing

**SCIENCE**

Professionalism  
 Maintain capacity to foster trust  
 Maintain capacity to foster confidentiality  
 Maintain capacity to foster cooperation  
 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  
 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

**(TASK STATEMENT) 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

**SAFETY - HAZARD**

**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

**(TASK STATEMENT) PARTICIPATE IN SOCIAL AND COMMUNITY ACTIVITIES**

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

**PERFORMANCE KNOWLEDGE**

**SAFETY - HAZARD**

Automobile

Join and become active in political, charitable and benevolent activities and organizations

**DECISIONS**

**CUES**

**ERRORS**

Determine which ones are most consistent with personal philosophy

Personal interest

Becoming too involved, thus having negative effect on job performance

**SCIENCE**

**MATH - NUMBER SYSTEMS**

**COMMUNICATIONS**

Conscious awareness to serve rather than be served by the activity  
Subtle approach in relating occupation to people of these organizations

Speaking  
Oral contact  
Personal contact

Duty B

Obtainin... 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

(TASK STATEMENT) RESEARCH FOR DECISION ON AREA OF CONCENTRATION OF AGENT'S SALES EFFORTS

TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

SAFETY - HAZARD

PERFORMANCE KNOWLEDGE

Automobile  
Maps

Visit and inquire about area

**DECISIONS**

Determine which areas to accept or  
reject

**CUES**

Intuitive instincts  
Productive environment

**ERRORS**

Low or lower amount of sales made  
when judgement is poor

**SCIENCE**

Socio-economic status and compatibility with people of area

**MATH - NUMBER SYSTEMS**

Speaking  
Oral contact  
Personal contact  
Viewing  
Maps

**COMMUNICATIONS**

**(TASK STATEMENT) DETERMINE OWN BROKER'S AND COMPETITORS' LISTINGS IN THAT AREA**

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

Multiple listing service - photos and listing information  
 Realtor's "For Sale" signs  
 Newspaper ads  
 Realtor's publications (magazines)

**PERFORMANCE KNOWLEDGE**

Read, discuss and study all available properties

**SAFETY - HAZARD**

**DECISIONS**

Determine which ones to become most familiar with

**CUES**

Location, cooperative sellers, price, terms

**ERRORS**

Loss of sales or placing buyers in wrong property

**SCIENCE**

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

**MATH - NUMBER SYSTEMS**

**COMMUNICATIONS**

Speaking  
 Oral contact  
 Personal contact  
 Viewing  
 Maps  
 Reading  
 Newspapers

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**

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

Automobile  
 Telephone  
 Personal book or filing box of prospects  
 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**

Approach owners of property

**SAFETY - HAZARD**

**DECISIONS**

Determine which ones and when

**CUES**

For sale signs or statements made from personal contacts

**ERRORS**

Not ready to sell at present time - waste of time

**SCIENCE**

Socio-economic status and compatibility with people of area

**MATH - NUMBER SYSTEMS**

**COMMUNICATIONS**

Speaking  
 Oral contact  
 Personal contact  
 Writing  
 Written contact

(TASK STATEMENT) CONTACT PEOPLE WHO HAVE OR POSSIBLY HAVE POTENTIAL NEED TO PURCHASE REAL ESTATE

**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**

**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

**SAFETY - HAZARD**

**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

**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**

Make preparation before leaving the office  
Inspect neighborhood

**SAFETY - HAZARD**

**DECISIONS**

Determine which types of appraisal  
approaches and closing techniques  
should be used

**CUES**

Taken from preparation and inspection  
of neighborhood

**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 assessor'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,  
poise, usage  
Reading Comprehension, detail/inference, speed/rate,  
informational reports, recommendation reports, progress  
reports, physical experiment reports, proposals, description  
of mechanism, definition, terminology, 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

**(TASK STATEMENT) DECIDE 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

**DECISIONS**

Determine whether type and amount

**CUES**

Taken from type of property and terms  
 of listing agreement

**ERRORS**

Waste of time and money in wrong  
 emphasis

**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

(TASK STATEMENT) USE FLOOR TIME

TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

Administrative supplies

**PERFORMANCE KNOWLEDGE**

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

**SAFETY - HAZARD**

**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

TOOLS, EQUIPMENT, MATERIALS,  
OBJECTS ACTED UPON

PERFORMANCE KNOWLEDGE

SAFETY - HAZARD

Administrative supplies  
Automobile

Employ company name and reputation effectively  
Post 'For Sale' sign  
Post newspaper ads and other publications used by company  
Open house

**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 and  
improper technique results in  
slower movement of property &  
possible losing the 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**

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

**(TASK STATEMENT): POST PERSONAL ADS AND INDIVIDUAL PROMOTION**

<p><b>TOOLS, EQUIPMENT, MATERIALS OBJECTS ACTED UPON</b></p> <p>Administrative supplies Automobile</p>	<p><b>PERFORMANCE KNOWLEDGE</b></p> <p>Make calls to promote property Handle inquires and phone calls properly Discuss listed property within the office Employ company name and reputation effectively Post 'For Sale' sign Post newspaper ads and other publications used by company Open house Use own type of creative and independent campaign applied</p>	<p><b>SAFETY - HAZARD</b></p> <p>Making commitments which cannot be kept, resulting in libelous action against agent and broker</p>
<p><b>SCIENCE</b></p> <p>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 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</p>	<p><b>DECISIONS</b></p>	<p><b>ERRORS</b></p>
<p><b>MATH - NUMBER SYSTEMS</b></p>	<p><b>COMMUNICATIONS</b></p> <p>Speaking Oral contact, personal contact, telephone techniques Writing Written material, advertisements</p>	

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

SAFETY - HAZARD

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 alertness, 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, implying, enunciation, clarity of expression, persuasion & sales technique, denotative/connotative words, logic, gestures, dress, facial and body features, 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

**SAFETY - HAZARD**

**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 diction, Implying, Enumeration, Clarity of expression, Persuasion and sales technique, Denotation/Connotation, Logic, Gestures, Dress, Facial and body features, Poise, Usage  
Reading Comprehension, Detail/Inference, Informational reports, Recommendation reports, Progress reports,  
Writing Penmanship, Spelling, Classification, Memo format, Description, reports, Business letters, Terminology, Appropriate diction, Clarity of expression, Persuasion and sales technique, Denotation/Connotation, Logic, Usage

**(TASK STATEMENT) ESTABLISH COMMON GROUND OF COMMUNICATION**

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

**PERFORMANCE KNOWLEDGE**

**SAFETY -- HAZARD**

Prospect information form

Occurs during entire time spent with prospects  
Applies same level of procedures and skill

**DECISIONS**

**CUES**

**ERRORS**

Varies according to cues

Mood of prospect, time of day, house  
being shown and/or physical location

Breaking down of lines of  
communication and loss of  
prospect, waste of time and money

**SCIENCE**

**MATH -- NUMBER SYSTEMS**

**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 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

Personal contact  
Oral contact  
Speaking: Terminology, Appropriate diction, Implying, Elocution, 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

Duty H

Showing of Property

- 1 Select properties that will interest buyer
- 2 Choose route taken to property
- 3 Display showmanship in presenting property

**(TASK STATEMENT) SELECT PROPERTIES THAT WILL INTEREST BUYER**

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

Multiple listing service - photos and listing information  
 Realtors 'For Sale' signs  
 Newspaper ads  
 Realtors publications (magazines)

**PERFORMANCE KNOWLEDGE**

Draw on own personal knowledge of available properties  
 Coordinate facts found in multiple listing service, newspaper  
 ads and realtors publications with knowledge of  
 prospect  
 Plan showing sequence

**SAFETY - HAZARD**

**DECISIONS**

Determine which tools to use and  
 property to show

**CUES**

Match up available property to needs  
 and wants of prospect

**ERRORS**

Showing wrong property, loss of  
 time, money and prospect

**SCIENCE**

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

**MATH - NUMBER SYSTEMS**

**COMMUNICATIONS**

Viewing visual analysis, describing, logic, 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—in-  
 structions

**TASK STATEMENT) CHOOSE ROUTE TAKEN TO PROPERTY**

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

Automobile

**PERFORMANCE KNOWLEDGE**

Follow pre-planned route from where to pick up prospects

**SAFETY - HAZARD**

**DECISIONS**

Determine where to meet prospects and which streets to approach house, what to talk about

**CUES**

Most impressive homes and surroundings leading to home

**ERRORS**

Wrong path taken may discourage prospect

**SCIENCE**

Basic physical sciences  
 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

**MATH - NUMBER SYSTEMS**

**COMMUNICATIONS**

Oral contact - speaking  
 Personal contact - listening  
 Speaking: Terminology, Appropriate diction, Implying, Enumeration, 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

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

House  
Listing photo and information

**PERFORMANCE KNOWLEDGE**

Begin while driving up to property (enroute)  
Present outside and inside plus surrounding areas

**SAFETY - HAZARD**

Check for unsafe or faulty parts of house-stairs, doors, grounds  
Oogs locked in house or garage

**DECISIONS**

Which first-inside or outside and what route taken through property

**CUES**

Taken from property itself, reactions of prospect

**ERRORS**

Incorrect manner does not give sufficient exposure, loss of sale and possible prospect

**SCIENCE**

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 will 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

**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  
Speaking Terminology, Appropriate diction, Implying, Enum- ciation, 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

36

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**

<p><b>TOOLS, EQUIPMENT, MATERIALS OBJECTS ACTED UPON</b></p> <p>House Listing photo and information</p>	<p><b>PERFORMANCE KNOWLEDGE</b></p> <p>Give summary of properties - help in selection Apply sales techniques: attention, interest, desire, action</p>	<p><b>SAFETY - HAZARD</b></p>
<p><b>SCIENCE</b></p> <p>General Psychology Concerns Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from. Excessive anticipation of expected events, excessive pre-occupations 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 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 far seemingly different, eccentric or clashing values expressed behaviorally or verbally</p>	<p><b>DECISIONS</b></p> <p>Pick the one best property</p> <p><b>CUES</b></p> <p>From property and reactions of prospect</p> <p><b>ERRORS</b></p> <p>Wrong house for prospect Unsatisfied customer which gives a bad reputation</p>	<p><b>COMMUNICATIONS</b></p> <p>Speaking: Terminology, Appropriate diction, 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</p>
<p><b>MATH - NUMBER SYSTEMS</b></p> <p>Basic arithmetic skills and concepts (see appendix) Use of measuring devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)</p>		

**TASK STATEMENT** CONVINCING (SELL) BUYER WHY HE/SHE SHOULD BUY THIS PROPERTY AT THIS TIME

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

**PERFORMANCE KNOWLEDGE**

**SAFETY - HAZARD**

House  
Administrative supplies

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**

General Psychology Concerns  
Inhibitors of efficient job performance (fear, anxiety, rigidity, inflexibility and tension) resulting from  
Excessive anticipation of expected events, excessive pre-occupations 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 computing devices and mechanical aids (see appendix)  
Basic measurement skills and concepts (see appendix)

**COMMUNICATIONS**

Speaking Terminology, appropriate diction, implying, enunciation, clarity of expression, persuasion, denotation/connotation, logic, gestures, dress, facial features, posture, usage  
Listening auditory discrimination, discriminate facts from non-facts, recognize opinions, concentration, logic, word recognition  
Reading Comprehension, detail/inference, speed/rate, proposals, description of mechanism, definition, terminology  
Viewing Visual analysis, memory, describing, logic, detail/inference, color discrimination, recognition of symbols, codes, emblems  
Writing Penmanship, spelling, classification, description, terminology, appropriate diction, clarity of expression, persuasion and sales technique, denotation/connotation, logic, usage

<p><b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b></p> <p>Contract</p>	<p><b>PERFORMANCE KNOWLEDGE</b></p> <p>Employ proper sales techniques Gain signatures of parties involved</p>	<p><b>SAFETY - HAZARD</b></p>
<p><b>SCIENCE</b></p> <p>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 far seemingly different, eccentric or clashing values expressed behaviorally or verbally</p>	<p><b>DECISIONS</b></p> <p>Determine when, who and where to sign contract</p> <p><b>CUES</b></p> <p>Reactions from prospects</p> <p><b>ERRORS</b></p> <p>Wrong price and terms; dissatisfied customer</p>	
	<p><b>MATH - NUMBER SYSTEMS</b></p>	<p><b>COMMUNICATIONS</b></p> <p>Oral contact - speaking Written contact - writing Personal contact - listening</p>



Duty J

Presenting Offer to the Seller

- 1 Determine approach to seller
- 2 Approach the seller
- 3 Close sale
- 4 Negotiate counteroffers

41

(TASK STATEMENT) DETERMINE APPROACH TO SELLER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

PERFORMANCE KNOWLEDGE

SAFETY - HAZARD

Contract

Review sales presentation, along with terms of contract

DECISIONS

Determine best method to convince seller

CUES

From contract, seller and his/her situation

ERRORS

Loss of sale

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 far seemingly different, eccentric or clashing values expressed behaviorally or verbally

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Oral contact - speaking  
 Written contact - writing

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

Contract  
Telephone  
Automobile

**PERFORMANCE KNOWLEDGE**

Prepare and think through the presentation  
Set appointment

**SAFETY - HAZARD**

**DECISIONS**

Decide on most effective approach

**CUES**

From knowledge of seller and/or contract, and also the other real estate company involved (if there is one)

**ERRORS**

Prolong final acceptance and/or loss of sale

**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 states, awareness of one's changing physical states, awareness of one's unlimited intellectual capacities, 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 far seemingly different, eccentric or clashing values expressed behaviorally or verbally

**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  
Written contact - writing  
Personal contact - listening

43



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

<p>Contract</p>	<p><b>PERFORMANCE KNOWLEDGE</b></p> <p>Apply presentation to seller and deliver copy of contract to both buyer and seller</p>	<p><b>SAFETY - HAZARD</b></p>
<p><b>SCIENCE</b></p> <p>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 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 far seemingly different, eccentric or clashing values expressed behaviorally or verbally</p>	<p><b>DECISIONS</b></p> <p>Determine which technique to follow</p> <p><b>CUES</b></p> <p>Taken from contract and knowledge of seller and/or listing company</p> <p><b>ERRORS</b></p> <p>Prolong acceptance and/or loss of sale</p>	<p><b>COMMUNICATIONS</b></p> <p>Oral contact, personal contact, written contact                  Speaking: Terminology appropriate diction, implying, enunciation, clarity of expression, persuasion, denotation/connotation                  logic, gestures, dress, facial and body features, posture, 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</p>
<p><b>MATH - NUMBER SYSTEMS</b></p> <p>Basic arithmetic skills and concepts (see appendix)                  Use of computing devices and mechanical aids (see appendix)                  Basic measurement skills and concepts (see appendix)</p>	<p><b>MATH - NUMBER SYSTEMS</b></p>	<p><b>COMMUNICATIONS</b></p>

44

TOOLS, EQUIPMENT, MATERIALS.  
OBJECTS ACTED UPON

Contract  
Telephone  
Automobile

PERFORMANCE KNOWLEDGE

Take contract to buyer or salesperson after proper preparation

SAFETY - HAZARD

DECISIONS

Determine which techniques to follow

CUES

Taken from contract and knowledge of buyer and/or other listing company

ERRORS

Improper techniques or poor application result in 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  
General Psychological Concerns

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, personal contact, written contact  
Speaking: Terminology, appropriate diction, implying, 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

**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  
 Have knowledge and understanding of basic types of financing - F.H.A., V.A., (G.I.), Land contract, cash, conv.

**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

**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

**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

**SAFETY - HAZARD**

**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**

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

**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

**SAFETY - HAZARD**

**DECISIONS**

Determine when and where to have actual closing take place

**CUES**

Readiness of documents and parties involved

**ERRORS**

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

50

##

**(TASK STATEMENT) COORDINATE AGREEMENTS BETWEEN BUYER AND SELLER MADE AT CLOSING**

<p><b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b></p> <p>Contract Special and/or separate agreements House Automobile Telephone</p>	<p><b>PERFORMANCE KNOWLEDGE</b></p> <p>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.</p>	<p><b>SAFETY - HAZARD</b></p>
	<p><b>DECISIONS</b></p> <p>Determine when and how much should be done for client</p>	<p><b>CUES</b></p> <p>If buyers are not aware or taking care of it themselves</p>
<p><b>SCIENCE</b></p> <p>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</p>	<p><b>MATH - NUMBER SYSTEMS</b></p> <p>Basic arithmetic skills and concepts (see appendix) Use of computing devices and mechanical aids (see appendix) Basic measurement skills and concepts (see appendix)</p>	<p><b>COMMUNICATIONS</b></p> <p>Oral contact - speaking Personal contact - listening Written contact - writing</p>
		<p><b>ERRORS</b></p> <p>Customer dissatisfaction and bad reputation Loss of referrals and their future business</p>

**TASK STATEMENT) DEVELOP BOTH BUYER AND SELLER INTO CENTERS OF INFLUENCE**

<p><b>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</b></p> <p>Filing box Telephone Automobile Business card Mailouts</p>	<p><b>PERFORMANCE KNOWLEDGE</b></p> <p>Keep in contact with former clients</p>	<p><b>SAFETY - HAZARD</b></p>
<p><b>SCIENCE</b></p> <p>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</p>	<p><b>DECISIONS</b></p> <p>Determine when and how to contact clients</p> <p><b>CUES</b></p> <p>From obvious and various situations</p> <p><b>ERRORS</b></p> <p>Loss of source prospects</p>	<p><b>COMMUNICATIONS</b></p> <p>Oral contact - speaking Personal contact - listening Written contact - writing</p>
<p><b>MATH - NUMBER SYSTEMS</b></p>		

**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

54

## GLOSSARY

- Listing — A contract with a real estate broker authorizing the payment of a fee for the performance of specified services on connection 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 for 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 loans

Real Estate Board (Board of Realtors) – An organization of realtors and their associate salespersons 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

Conventional – Those mortgages made by lending institutions without the benefit of government insurance or assistance

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

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 force,