

When meeting with Buyers, use the following dialogue to demonstrate that CENTURY 21 New Millennium has embraced the social responsibility inherent in the present circumstances by creating a set of protocols designed to minimize the risk and spread of the CV, and to garner client buy-in as a participant in the effort.

- **Company buy-in:** "Our Company has established a protocol to help minimize the risk of exposure to the virus and the risk of spreading the virus."
- **Agent buy-in:** "I'd like to do my small part by being sure I follow the protocol because it's so important right now."
- **Client buy-in:** "So, if you don't mind, we'll just do the things they've asked me to do. Is that alright with you?"

Meeting Clients in the Office

1. Before meeting with clients, clean the table you will be using with an anti-bacterial/anti-viral wipe.
2. Have your clients use the hand sanitizer upon entering the office.
3. Once in a conference room:
 - a. Advise the client that the office, including the conference rooms, are being sanitized on an ongoing, periodic basis throughout the day.
 - b. Have tissues and hand sanitizer on the table and readily available to the client.
 - c. Point out the location of the wastebasket where tissues and other refuse can be deposited
4. After your meeting:
 - a. Clean all items from the table and dispose of all trash.
 - b. Collect all coffee cups and similar items and deposit them in the kitchen dishwasher.
 - c. Clean the table with a sanitizing wipe.
5. Use hand sanitizer upon exiting the office.

Showing Homes

1. When making an appointment, advise the Listing Agent that our Company follows a CV protocol to limit the risk of spreading the virus. Explain what steps are taken.
2. Before entering the home, have all parties use hand sanitizer.
3. Offer a new pair of disposable gloves to your clients.
 - a. Have a small plastic bag available in your pocket or purse for disposal of the gloves upon exiting the home.
4. Recommend that your client touches as few items as possible while inside the house, understanding, of course, the need to open doors, cabinets, etc.
5. Use hand sanitizer upon exiting the home.

