Haiqiang Zou

CS370

Homework 7

**Public**

When I was working in a real estate office, we have to improve our service to customer in order to catch public interests. Since the competitions were high and a lot of real estate offices around the area, one of the best things to do is to improve the service provided to the customer in order to get more customers.

**Professional**

In order to remain professional or look professional in the real estate office, we have to dress formally. Dressing formally is important to give customers a professional view on their first impression with us.

**Product**

In a real estate office, we always make sure that the house or any properties that we sold are in great shape before the customer buys them. To insure the quality of the property, the property has to pass inspection test before we sell it.

**Client**

This part is quiet the same as public for a real estate office. We improve our service in order to get more customers and catch customer’s interest about our real estate office.

**Colleagues**

In my real estate office, we have to work as a team where we have to respect all of our team members. Each team member focuses on a certain part. For example, I was focusing on marketing. I helped the team to make effective advertisements for the properties that the office have.

**Judgement**

Since I was doing marketing in the real estate office, I have to make correct judgment on where to put the advertisement so it will be the most effective with the least cost.

**Self**

I was working for the real estate as a marketing specialist. However, I did not think that when they sell any property they should give me a certain percentage bonus for the commission that they made since they were paying me hourly for the job.

**Management**

When I was working in a cellphone store, I was working as an assistant manager. I have to assist in managing around 10 people. I have to make sure that nobody takes the advantage of using the store supply for their personal uses.