344. Answer question solely on the basis of the following information. When a client comes in looking for a new home, the real estate agency requires its realtors to follow some speciﬁc guidelines during the ﬁrst meeting.The realtor is expected to do the following. 1. Be sure the client is comfortably seated and has been offered a drink. 2. Get background information on the client’s current living circumstances. 3. Ask the client what qualities she is looking for in a house. 4. Discuss the price range that the client has in mind and determine whether or not she has been preapproved for a mortgage. 5. With the computer screen facing the client, browse the current house listings and print out information for any of the houses that the client would like to see in person. 6. Ask the client if she is available to look at some of the houses immediately, and if not, make an appointment to show her the houses as soon as possible. NOW … Marcus and Cynthia Howard arrive at Smithﬁeld Realty for their appointment with realtor Patricia Russo. Ms. Russo leads the couple to a comfortable sofa in her ofﬁce and gets them both a cup of coffee. Ms. Russo asks Marcus and Cynthia what kind of house they are looking for and it becomes clear that they have very particular ideas. Most importantly, they are looking for a house that is in walking distance of the train station. They also want a newer house, preferably one built after 1970. They must have four bedrooms and central air conditioning.A ﬁnished basement would be a welcome bonus.Ms.Russo discusses price range with her new clients,and before the discussion is ﬁnished,they hand her a letter from their mortgage company that indicates that they have been preapproved for a mortgage.Together,the three of them browse the listings on Ms.Russo’s computer screen and information is printed out for four houses that the couple would like to see.Ms.Russo determines that Marcus and Cynthia are free for another few hours,so the three of them head to her car to begin looking at potential new homes.Based on the company guidelines, the actions taken by Ms.Russo were a. improper, because she was only able to ﬁnd four houses that Marcus and Cynthia wanted to see. b. proper, because she obtained all the necessary information from the clients. c. improper, because she failed to get any details about the client’s current living circumstances. d. proper, because she didn’t try to persuade the clients to consider houses that didn’t meet all of their criteria.