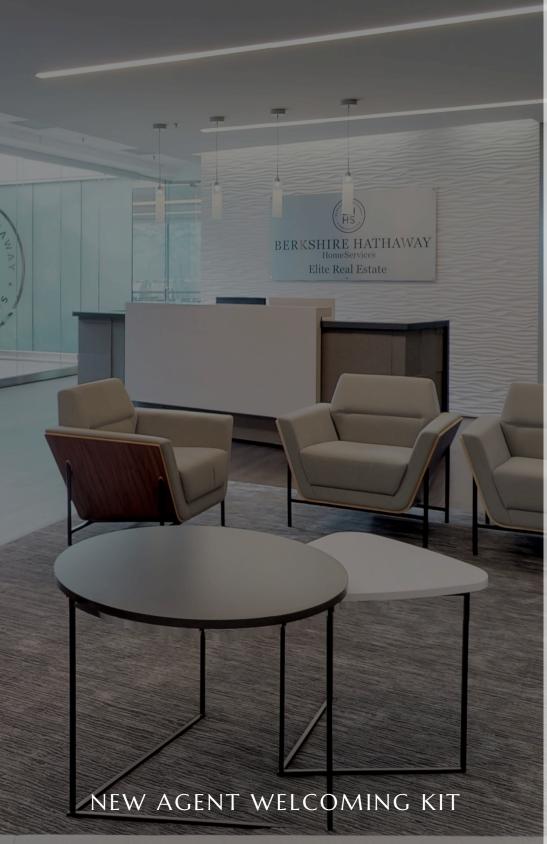
# orientation + onboarding







## WELCOME TO BERKSHIRE HATHAWAY HOMESERVICES ELITE REAL ESTATE!

In this welcoming kit you will find useful information for your transition to Berkshire Hathaway HomeServices Elite Real Estate. Enclosed are the following:

- What To Expect Throughout the Onboarding Process
- Our Executive Team
- The Team Members Who Will Assist You During Each Step of Onboarding
- List of Offices
- Map of Our Office Locations
- REsource Center
- Marketing Resource
- Brand Benefits
- Luxury Collection
- BHHS New Team Member Marketing Material
- Signs + Riders
- Social Media
- Marketing Department
- Marketing Program
- Elite RE Hub
- Training + Growth
- Learncenter
- Corporate Social Media Accounts



























## who we are

Berkshire Hathaway HomeServices Elite Real Estate has been locally owned and operated in the greater Utah County area for more than 25 years and consistently ranks among the Top 50 companies in the Berkshire Hathaway HomeServices network. The company began as a single office in 1991 and has since grown into a full service organization with 4 offices serving all of the Wasatch front and central Utah.

Business partners Bruce Tucker and Steve Cuillard came together in 2010 creating a mega company from the two top companies in the market, Prudential Utah Real Estate and Affiliated Realty Group. They continued with Berkshire Hathaway, led by Chairman and CEO Warren Buffett, who acquired the Prudential Real Estate network in 2012. Berkshire Hathaway is the fifth leading public company in the world.

Berkshire Hathaway HomeServices Elite Real Estate's mission is to provide the highest quality real estate brokerage experience for our agents and clients. We are a company filled with professional people that believe the foundation for success is dedicated relationships and exceptional performance to our clients.

#1

Brokerage in Utah County

TOP 5

Brokerage in Utah

OVER \$4.25 BILLION

Sold in the past decade

## BERKSHIRE HATHAWAY ELITE CIRCLE

Awarded to the top 50 Berkshire Hathaway HomeServices Global Affiliates (2008-2020)

## REAL TRENDS 500

Recognized as one of the nation's top 500 residential real estate brokerages

## SWANEPOEL MEGA 1000

Listed among the nation's 1,000 highest producing residential real estate brokerages

## executive team



BRUCE TUCKER
Chairman & CEO
Ownership Team



STEVE CUILLARD

President

Ownership Team



**DAVE OLER**Chief Financial Officer



ERICA RAGSDALE

VP Marketing
Senior Graphic Designer



NATALIE MOFFITT Agent Services Director Brokerage Administrator



JESSICA EISLER
Director of
Business Development



### BRUCE TUCKER I CHAIRMAN & CEO

brucet@utahproperties.com 801.376.9026

825 E 1180 S, American Fork UT

- Focuses on training, coaching and development of all agents
- Business plan creation and review
- Best practices and accountability coaching

## STEVE CUILLARD I PRESIDENT

stevec@utahproperties.com 801.830.9400

825 E 1180 S. American Fork UT

- Referral and relocation director
- Oversees BHHS operational systems and compliance for the company

## NATALIE MOFFITT

AGENT SERVICES DIRECTOR/ BROKERAGE ADMINISTRATOR nataliem@utahproperties.com 801.995.4632

825 E 1180 S, American Fork UT

- Assists with onboarding, UCAR license transfer, accurate and timely paperwork completion
- Assigns company email address
- Oversees REsource Center Training
- Provides keys to offices

## DAVE OLER I CFO

daveo@utahproperties.com 801.995.4808

825 E 1180 S, American Fork UT

- Agent Financial Data Reporting
- Agent & Client Information Security
- Prompt Commission Turnaround

### **ERICA RAGSDALE**

VP MARKETING/SENIOR GRAPHIC DESIGNER marketing@utahproperties.com 801.995.4728

825 E 1180 S, American Fork UT

- New Agent Marketing Orientation
- Informational resource for Chalk Digital, REsource Center & RISMedia platforms
- Manages brand compliance
- Leads creative design and promotional efforts across the company
- Directs corporate communication efforts across the company

### **TIFFANY REED**

GRAPHIC DESIGNER/AGENT WEBSITES marketing@utahproperties.com 801.995.4609

825 E 1180 S, American Fork UT

- Design and implementation of new agent marketing material - business card, SOI announcement postcard
- Agent website development
- Social media syncing and training

## FAELYNN MARBLE I ACCOUNTING ASSISTANT

accounting@utahproperties.com 801.995.4804

825 E 1180 S, American Fork UT

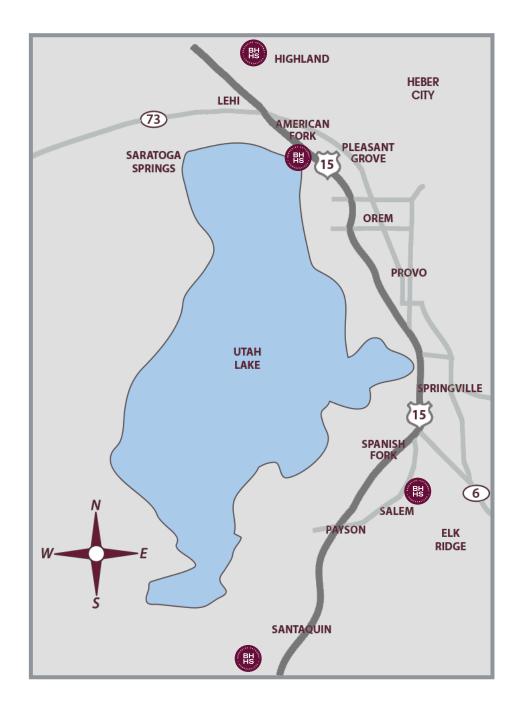
- Agent Software Training
- Transaction Management
- Tax/Income Reporting
- Commission check processing
- Information security

## office locations

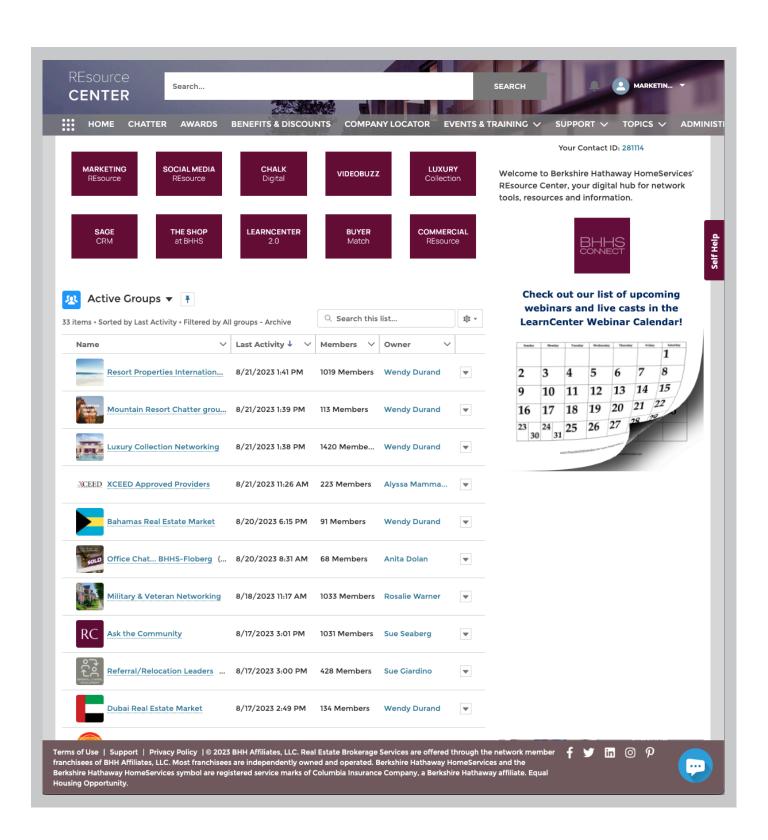




- 1. AMERICAN FORK
- 2. ALPINE
- 3. SALEM
- 4. ST. GEORGE



## resource center



## resource center

The Berkshire Hathaway HomeServices Resource Center is an excellent resource for information and updates from the brand, upcoming events, networking conversations between agents, training courses, social media resources, Berkshire Hathaway HomeServices award designations and winners, access to support, a full library of brand-compliant and customizable templates for promotional materials (including video) along with Luxury Collection details.

You will receive access to the Resource Center in your first week of joining the company. We will meet with you and do one-on-one extensive training on how you can best utilize the Resource Center to enhance and grow your real estate career.

Marketing REsource is a powerful marketing tool created exclusively for members of the Berkshire Hathaway HomeServices franchise network. Listed below are some of the unique benefits and offerings of this product:

## **FEATURES:**

- Mobile & Desktop Ad Builder Create mobile daily or monthly ads targeted by address, zip code, or city with easy to use templates.
- Videolicious Now more than ever, video and mobile are important elements to any effective real estate marketing strategy. Get your Videolicious account set up – it's free and easy to use. Now available on apple and android devices.
- Single, centralized location where you can store and access all your marketing content to share across multiple media
- Detailed metrics reporting so you can track what recipients do with your marketing pieces – open, share and so on
- MLS integration enabling you to populate all areas of a property template – pictures, text and so on – and create a finished marketing piece in just seconds
- Email distribution lists that can be efficiently created and managed to send eCards to very targeted audiences



## marketing resource

## YOUR COMPREHENSIVE ONLINE SOURCE FOR BHHS MARKETING MATERIALS

Marketing REsource is your one-stop, online location for highly effective, personalized marketing materials:

- Video
- Audio
- Print
- eCards
- Social media graphics
- eNewsletters
- Online presentations
- Mobile and Desktop ads

Need to market a property? Marketing REsource is integrated with the MLS. Simply select a listing and the eCard, flyer, postcard or door hanger is automatically populated with the property information in seconds

All content is automatically personalized with your contact information and branded with our company logo. Materials are template based and allow a high degree of customization, all the while maintaining the Berkshire Hathaway HomeServices branding and messaging.

Marketing REsource puts those materials right at your fingertips, and it doubles as a great internal communication tool as well.

- Property/listing information
- Seller/buyer help/information
- Door hangers
- Announcements
- Special event announcements and invitations
- Market updates
- Business-building
- Farming/prospecting
- Agent self-promotion
- Affiliate promotion
- Recruiting
- Training
- Newsletters

Content is easily searched, accessed, customized and shared via a broad range of publishing channels:

- eCards
- Online viewing
- Post to social media
- Embed codes for websites
- Downloadable PDFs
- Print on demand













## marketing resource

## ECARDS ON MARKETING REsource OVER 1,900 TEMPLATES AVAILABLE

## MARKET YOURSELF









### MARKET A PROPERTY









## SPECIALTY MARKETING







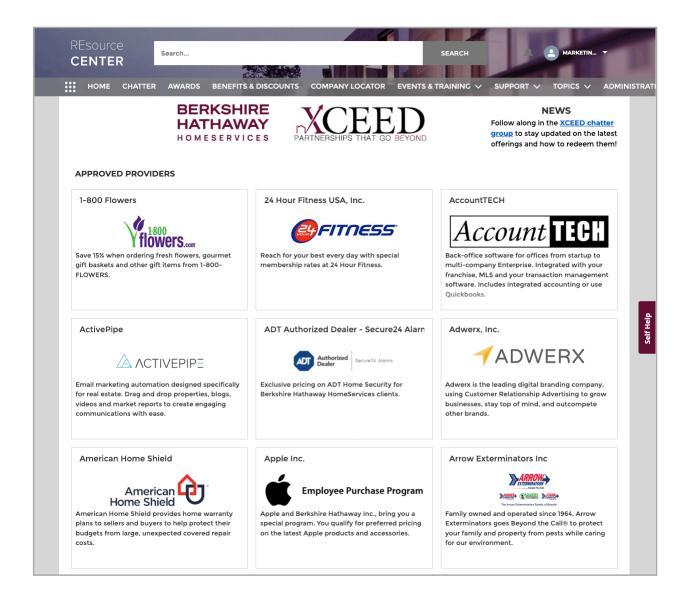


## Commercial





## brand benefits



There are a number of benefits and discounts available to you as part of your affiliation with Berkshire Hathaway HomeServices.

Once granted access to the Berkshire Hathaway HomeServices Resource Center, navigate to Benefits & Discounts along the top navigation bar.

Here, you'll find a host of retailers and service providers that offer everything from cell phone discounts to special rates for concert tickets, broadway shows, hotels and more.

Please note, information on how to obtain discounts and special rates must be accessed through the Resource Center.

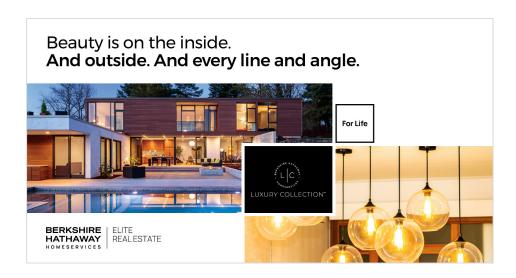
## luxury collection



## LUXURY COLLECTION<sup>™</sup>

Berkshire Hathaway HomeServices offers a Luxury Collection designation for agents with demonstrated success in luxury properties across the Utah.

Applying to become a certified Luxury Collection Specialist is a simple, online process and brings so many benefits with its designation. Beyond the specialty Berkshire Hathaway HomeServices Luxury branding, creative exclusive networking events and collaboration with elite Berkshire Hathaway HomeServices agents around the world, this elevates your personal branding and the level of service and premium branding you can offer your clients.





# bhhs agent onboarding marketing material

Upon joining the brokerage, you will be contacted by our in-house marketing department for them to design and produce a myriad of marketing material for your immediate use.

The marketing department will design business cards, personalized listing presentation, individualized agent website, new to the brokerage postcard announcing your decision to grow your business with BHHS and an interactive email signature.

NAME:		PHONE #:	OFFICE:
SOCIAL VANITY: FB		PERSONAL EMAIL:	
G	LINKEDIN	EMAIL:	
	New agent photo received by graphics@utahproperties.com	WEBSITE:	
	New agent photo saved for web	Social Media Appointment: _	
	Add photo to Real Satisfied	Save photo for Email Signatur	е
	Add photo to BHHSresource	Email Signature	
801.12 agentname agentname	New agen New agen New agen New agen	nt business card sent on:  t business card APPROVED by agentname at business card ORDERED at business card JPG put in business card	
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	entation created entation copied to new agent's y drive	Social media post created (match agent's postcard)	Agrin Han Richard - Na commission control in the Co
Save & emai	I reduced size listing presentation	Social media post sent to Agent	symmetry Symptoms
And	Amount SEA TOOM has assisted destroying by a second of the	gent postcard sent on:gent postcard APPROVED by agent@ut	

## signs + riders

Our Berkshire Hathaway HomeServices story starts with a sign: We call it like we see it. When one of the world's most admired companies puts its name on a real estate sign, that's a sign buyers and sellers want to see.

You now have this asset at your disposal. These powerful brokerage signs are available for you to use immediately. We suggest ordering custom sign riders when using the brokerage branded signs.

Custom panels and custom riders are available to order.

To purchase custom signs and riders, contact Natalie Moffitt at nataliem@utahproperties.com.





## AUTOMATE YOUR SOCIAL MEDIA PLATFORMS WITH

## SOCIAL MEDIA RESOURCE

Berkshire Hathaway HomeServices Social Media REsource is powered by real estate industry news service RISMedia, publisher of Real Estate Magazine. Through this new platform, RISMedia will deliver custom branded real estate news content automatically to network agents' and their social networks. This innovative platform directs social media users to network agent landing page complete with company logo, photo and contact information.

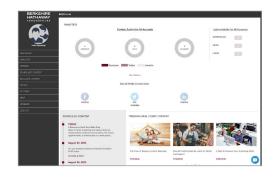
## WITH SOCIAL MEDIA RESOURCE, YOU CAN:

- Turn your Facebook page and other social media channels into sources of consumer focused real estate and lifestyle information, and grow your prospect pool with each share
- Automate your social media, helping drive impressions and leads to your firm/website
- Connect your MLS listing data feed, to post and promote listings
- Increase your brand awareness

## SOCIAL MEDIA RESOURCE LITE INCLUDES:

- 1x/week automatic real estate & lifestyle content post to social media
- 1x/week property listing post to social media
- Daily email alert with suggested posts, click and post
- Landing page branded to user to read the full post (logo, contact info, picture)
- Lead gen form to capture listing inquiries
- Manually post content from Exclusive Library or RISMedia.com anytime!
- Easy to read posting analytics
- Mobile-friendly responsive design

Option available to upgrade your subscribtion to access additional valuable content





## marketing department

As part of the legendary Berkshire Hathaway family of companies, we have the depth, strength and brand power to help grow your real estate business. Our network extends globally in reputation and strength. Locally, our company is the largest brokerage in Utah County, ensuring that your property reaches a broad audience of real estate professionals and buyers. Our best-in-class marketing and technology platforms give you the advantage that no other competitor can hope to match. We are committed to providing you with the resources and support that will create greater success and enjoyment in your real estate career.

## WE KNOW WHAT AGENTS NEED TO SUCCEED

Our comprehensive approach to marketing integrates the latest in digital, print, and client outreach. We have the tools and experience to help you design and execute a holistic campaign that casts a wide net to potential buyers and sellers.

### TECHNOLOGY AND TOOLS

As a full-service brokerage, we understand the importance of technology in today's competitive marketplace and offer the latest in digital and online tools. From customized agent websites to in-house technology and training, you are given the tools to establish a prominent online identity and presence.

### **SOCIAL MEDIA**

Social Media plays a critical role in the spread of information and marketing outreach today. At BHHS Elite Real Estate, we always strive to remain market leaders and offer agents training on the dominant social media platforms. We also provide our agents with custom social media posts for their listings and relevant community information.



CREATIVE + IDEAS



GEO-TARGETED ADVERTISING



COMMUNICATION + PRESENTATIONS



CONTENT + SOCIAL MEDIA PLANNING + SCHEDULING



SEO OPTIMIZATION



CONTENT



PHYSICAL SOI MARKETING PIECES



MOBILE MARKETING



GLOBAL MARKETING



SPEED + QUALITY



SOI EMAIL MARKETING



BRANDING

## marketing program

Today's world is a marketer's world. With so many channels and tactics at one's disposal, the list of marketing "to do's" is much longer than it used to be. We assist our agents in organizing and planning their long list of marketing initiatives and tasks. We create and organize marketing assets for our agents so they can focus on what they do best - buying or selling homes. If you are interested in purchasing our marketing program, please contact Erica Ragsdale at marketing@utahproperties.com.

### **MAGNETS**





### **POSTCARDS**





## NEWSLETTERS





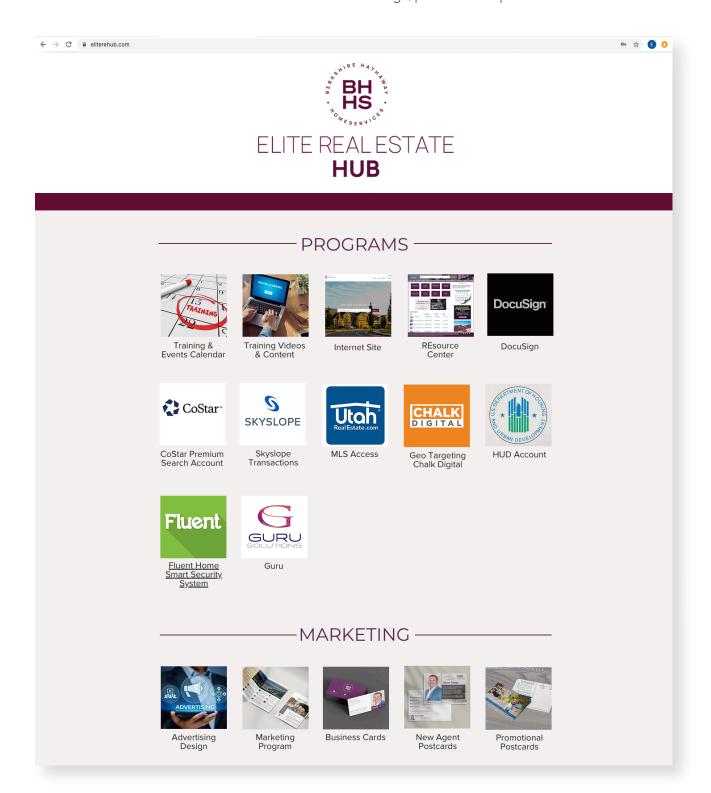


## elite re hub

Our company Intranet site offers a wealth of information in one convenient location: www.eliterehub.com

Programs, marketing examples and agent services along with access to information on everything that our brokerage offers.

Bookmark the site and visit often to get all the updates from the company as we introduce new training, new content and new advancements to our service offerings, partners and platforms.



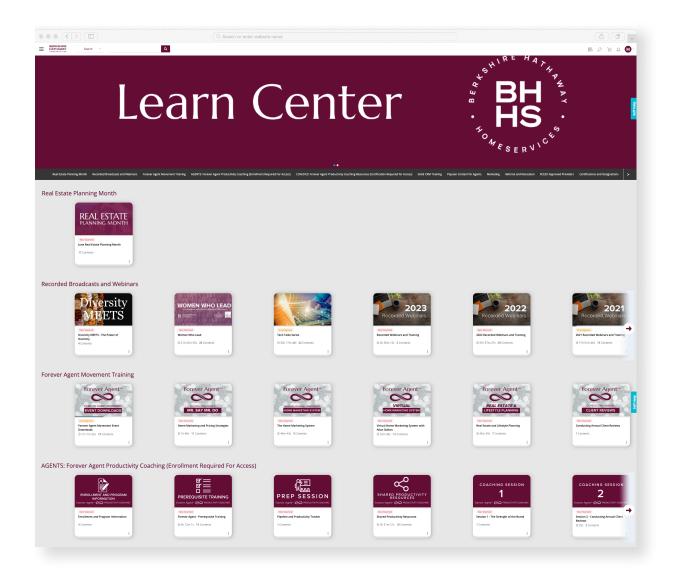
# training & growth

We understand the importance of ongoing real estate education and provide our agents with numerous ways to improve upon their existing professional skills. Part of growing any business is growing the people behind it. At BHHS Elite Real Estate we make sure you have the resources to be a true expert. A link to our active monthly training calendar can be found on the EliteRE Hub at www.eliterehub.com

- Weekly Sales Meetings
- Weekly In-House Sales Seminars
- Weekly In-House Technology Seminars
- BHHS Exclusive Training with the MLS
- National Platform Training
- BHHS Learn Center REsource
- E-Certification Courses
- Luxury Collection Certification Courses
- CAP88 Sales Training Program
- How to Search & Navigate The MLS
- How To Prepare A CMA
- How To Properly Price A Home
- How To Prepare For A Listing Appointment
- How To Give A Listing Presentation
- Listing Paperwork
- How To Prepare Your Listing To Sell
- Representing A New Construction Client
- Reviewing Offers With Clients
- How To Determine The Best Offer
- Preparing An Effective Appraisal Packet
- Buyer Etiquette
- How To Search & Navigate The MLS
- How To Set Up A Hot Sheet
- How To Prepare To Show Houses
- Buyer Paperwork

- How To Fill Out A REPC
- What Makes An Offer A Good Offer
- The Contract Process Beginning To End
- Mortgage 101
- What makes a lender good
- Types of loans
- The loan process
- How To Set Up Social Media Accounts
- How To Schedule Posts On Social Media
- Title 101
- What makes a title company good
- How to order a PR
- Title process
- How To Navigate Docusign
- How To Navigate Guru
- How to navigate "your website"
- Dashboard Training
- Marketing Pieces
- CRM Training
- Lead System Training
- Ecards Training
- How To Brand Yourself
- How To Create An Effective SOI List
- How To Tailor Your Listing Presentation
- Prospecting 101
- Scripting

## learn center



## YOUR ONLINE TRAINING PORTAL FOR PROFESSIONAL GROWTH AND BUSINESS ACHIEVEMENT.

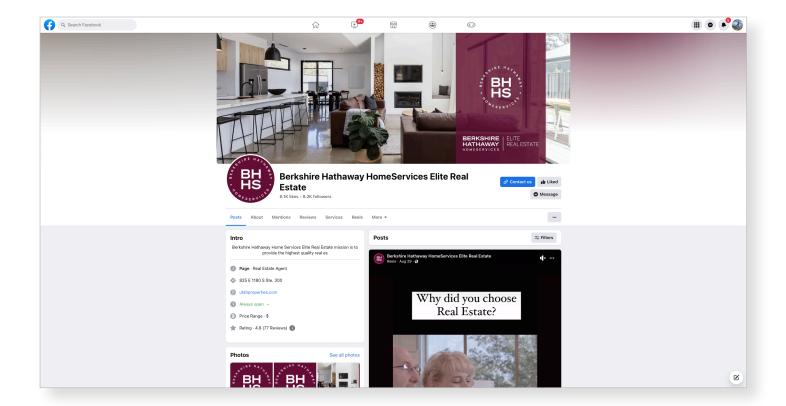
LearnCenter REsource courses provide you with the skills and tools to build and enhance your business and your career.

It is your portal to uncover the real estate best practices and educational training that will help you reach your professional goals. It delivers a wide array of web-based training, live webinars, recorded sessions, training videos and downloadable resources designed to meet the needs of all audiences at all levels of production and experience.

- Web-based training courses are available 24/7. Select a main category and a training path that meets your business needs.
- Live webinar training sessions are scheduled on the LearnCenter REsource calendar. Browse the calendar and enroll in the sessions you want to attend. Live sessions give you the opportunity to engage with the instructor and other participants to maximize your learning experience.

The LearnCenter REsource platform is accessible on desktop and mobile devices. With enhanced mobility and compatibility, LearnCenter REsource takes your learning experience to a whole new level.

## brokerage social media



## **FACEBOOK**

### **COMPANY PROFILE**

With more than 8,500 fans and counting, Berkshire Hathaway HomeServices Elite Real Estate (@BHHSeliteRE) is the go-to resource for all things real estate across Utah. Follow us - and utilize our posts - to better engage your friends, followers and SOI.

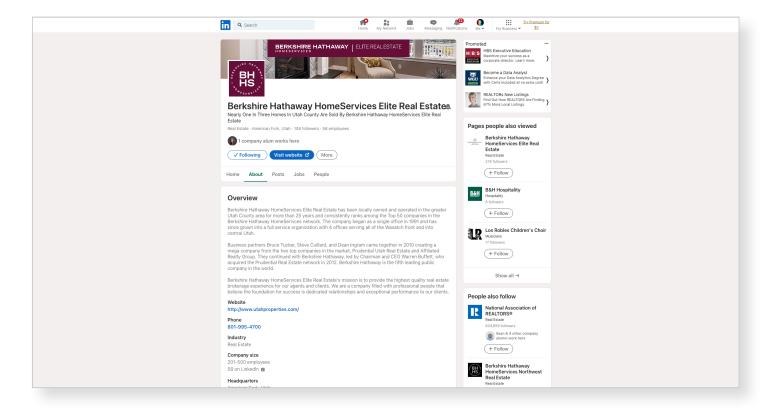
### AGENT PROFILE - PROFESSIONAL PAGE

If an agent wants a social media presence on Facebook for their real estate business, having a separate professional page is recommended. This provides agents a variety of benefits including the ability to schedule posts, track post effectiveness and create and execute ad campaigns to boost their business. Make sure you use the hashtag: #BHHSeliteRE on your business posts so we can support you as well!

## CORPORATE GROUPS

Connect with your Berkshire Hathaway HomeServices colleagues all over the world. Visit https://www.facebook.com/BHHSRealEstate and join the groups that interest you.

## brokerage social media



## LINKED IN

## COMPANY PAGE

Align yourself with Berkshire Hathaway HomeServices Elite Real Estate (and Berkshire Hathaway HomeServices) after joining the team.

When updating your place of employment, link yourself to https://www.linkedin.com/company/bhhser/

## **INSTAGRAM**

Follow us on Instagram! @BHHSeliteRE

Make sure you use the hashtag: #BHHSeliteRE on your business posts so we can support you as well!



## SOCIAL MEDIA LOGIN INFORMATION

DS #	<u>:</u>	
S AG	ENT ID #:	
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	app.kvcore.com	
EV	U:	
CORE	P:	

Short Version of Company Name: BHHS Elite Real Estate

Online Elite Real Estate Hub: www.eliterehub.com Password: Invest2022

For your personal security, please change all passwords listed above after the social media meeting.

## other user names & passwords

platform:	
U:	
P:	
platform:	
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