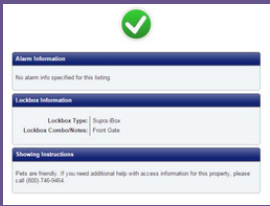


# SHOWING ETIQUETTE AND PROFESSIONALISM

Below are courtesies and etiquette created by NAR's Professional Conduct Working Group of the Professional Standards Committee for use by REALTORS<sup>®</sup>

<https://www.nar.realtor/code-of-ethics-and-arbitration-manual/pathways-to-professionalism>



Always look for and follow the showing instructions.

Providing feedback within 24 hours of your showing is always appreciated!

When not instructed otherwise, check to make sure the lights are off when you leave. Put all curtains and/or blinds back as you found them!



When your showing is complete, ensure that all exterior doors are locked and always re-secure the lockbox (even if another agent is there waiting).



If anything in or around the home seems amiss, call the listing agent ASAP and let them know.



Be courteous to the seller and the listing broker. Remember, showing a home is a privilege, not a right.

# TIPS ON REMAINING PROFESSIONAL DURING YOUR SHOWING

## FOR YOU AS AN AGENT:

### KEEP YOUR SHOES CLEAN:

Enter the home using the walkway or driveway, instead of cutting across the grass. If the seller has requested that shoes are removed, respect those wishes. You don't want to carelessly track a mess inside the home.

### PETS:

Open and close exterior doors with caution to prevent pets from escaping. If you encounter a pet inside a home, be sure to leave them alone, as they are most likely stressed due to all of the strangers entering the home.

### LEAVE HOME AS YOU FOUND IT:

Take note of the interior doors and leave them as you find them. The seller may want the garage entry left unlocked for their return, or a basement door closed to keep a pet secured. If you are unsure, contact the listing agent and ask.

### ELECTRONIC LOCKBOXES:

Always lock the key in the lockbox in between showings so that the listing agent receives a notification for each entry.

### RESPECT YOUR TIME SLOT:

If you can't make your showing, cancel using the Showing Time app or contact the appointment service or listing agent. If you're running late, don't stretch your showing into the next time slot. Other agents may be waiting to show the home, or the sellers may be returning home.

### KNOCK FIRST:

Before opening the door, ring the bell or knock to announce your presence. Even if you think the home is vacant, double-check to make sure you don't surprise the seller or other showing agent.

### LEAVE A BUSINESS CARD:

As a courtesy, leave a business card on the counter or use the sign-in sheet if provided. Doing so lets the seller know that the home was in fact shown.

### PROVIDE PROMPT FEEDBACK:

When the listing agent asks for feedback or supplies a feedback form, provide it as soon as possible after your showing. The seller may be waiting to hear how the day's showings went, and will be eager to know the impression their home has made on the buyer.

## FOR YOUR BUYERS:

### KEEP BUYER GROUP TOGETHER:

While showing a home, you are liable for any damage that may occur. Coach your clients to stay together—especially when a buyer group includes children—to help prevent accidents.

### WATCH WHAT YOU SAY:

With today's technology, the seller may be watching or recording your showing. Advise your buyer to keep their comments on the home's likability, price and features to themselves until you are out of earshot.

### RESPECT THE SELLER'S BELONGINGS

It is perfectly acceptable to open closets or cabinets to assess the space, but don't rummage through the seller's personal belongings or furnishings. There is nothing inside those things that will assist in the sale of a home.

### KEEP YOUR HANDS TO YOURSELF:

Avoid touching the controls for heating, cooling or alarm systems while showing a home. You may inadvertently interrupt a pre-existing program or setting without realizing it.

### DON'T MAKE YOURSELF AT HOME:

While your clients may end up purchasing the home, it doesn't belong to them yet. Avoid testing out the seller's furniture unless it is included in the sale. And unless it is a dire emergency—like a small child avoiding an accident—don't use the seller's bathroom.

