

Welcome Card

(Front Side)

<p>Welcome Card</p> <p>Name: _____ Date: _____ Time: _____</p> <p>Address: _____</p> <p>City/State/Zip: _____</p> <p>Phone: _____ Fax: _____</p> <p>Cell Phone: _____ E-mail: _____</p> <p>What size apartment do you need? _____</p> <p><input type="checkbox"/> Studio <input type="checkbox"/> One Bedroom <input type="checkbox"/> Two Bedroom <input type="checkbox"/> Three Bedroom/Other</p> <p>Do you prefer <input type="checkbox"/> Furnished <input type="checkbox"/> Unfurnished</p> <p>What floor do you prefer? _____ Price Range Desired: _____</p> <p>Pets? <small>Name</small> _____ <small>Breed</small> _____ No. of Occupants? _____</p> <p>Move-in Date desired? _____</p> <p>Why are you moving? _____</p> <p>What features are most important? _____</p> <p>_____</p> <p><i>It is our policy to provide apartment homes to our customers without regard to race, sex, religion, color, national origin, familial status or handicap.</i></p>	<p>How did you hear about our community?</p> <p><input type="checkbox"/> Referred by one of our residents? Name/Apt# _____</p> <p><input type="checkbox"/> An Employer Company _____</p> <p><input type="checkbox"/> Relocation Company Name _____</p> <p><input type="checkbox"/> Realtor/Broker Name _____</p> <p><input type="checkbox"/> Newspaper Ad</p> <p><input type="checkbox"/> Yellow Page Ad</p> <p><input type="checkbox"/> Apartment Magazine Name _____</p> <p><input type="checkbox"/> Apartment Referral Service Name _____</p> <p><input type="checkbox"/> Internet</p> <p><input type="checkbox"/> Your Community's site</p> <p><input type="checkbox"/> Websites where your community is listed</p>
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- Train team to fill out welcome card.
- Train team to ask for this information from each potential resident.
- Always have welcome cards on hand.



Call us (619) 286-2919 or visit our website www.itpartneronline.com

Welcome Card

(Back Side)

Customer Follow-up

Model(s) Shown: _____ by: _____ Follow-up Phone date: _____ by: _____

Vacant(s) Shown: _____ by: _____ Thank-you Note date: _____ by: _____

E-mail Thank-you: _____ Date: _____

If not shown, why: _____ Best Time to Call: _____

1st Contact Date: _____ Results: _____ by: _____

2nd Contact Date: _____ Results: _____ by: _____

3rd Contact Date: _____ Results: _____ by: _____

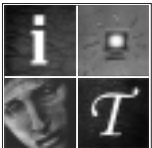
Manager Signature: _____ Date: _____

Customer's wants and needs: _____

Hot Buttons: _____

If customer did not lease, why? _____

- Every customer should receive a thank-you card and phone call.
- Require team accountability for completed cards and customer follow-up.



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