



Philip Webb

20th April 2006 LICENSED ESTATE AGENTS ■ AUCTIONEERS ■ PROPERTY MANAGERS

Darren Pereira
Suite 1-3
131 Bulleen Road
Balwyn North VIC 3104

Dear Darren,

Initially I thought this training would teach us skills to put in place to achieve more effective time management and strategies with dealing with our clients. To my surprise it was much more than that, it was a journey of self development which I can use in my personal and work life that has given more confidence and a positive outlook towards things that arise in my day to day life.

As a team at Doncaster we block out an hour every morning to concentrate on completing our high leverage activities. This has been extremely effective for us as we got a lot of work done during this time as we do not have any interruptions. We also was supplied with administration support. Daneille Coller would come once a week and attend to some of paper work that is easily left due to our busy workload and we could also send her work over to the Ringwood office.

Empathy can very easily be forgotten when dealing with distressed clients and I would often take many things to heart which would then lead to me becoming defensive to the client. Over six months ago we were all given a 6 steps to satisfaction list however I always kept it in my drawer. Now by actually understanding what Empathy is I have placed the list beside my phone to refresh myself when I receive those lovely calls.

I have always struggled with asking for new business I never felt comfortable or confident asking "THE QUESTION", I was scared that I would say the wrong thing and then ruin my chances of getting the business. One lesson we all spike about how we all ask for new business. I have stuck on a script to my computer that prompts me to ask clients for new business when speaking to them. By using the script I feel much more confident in asking for new business and now with practice it is not as daunting to me.

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Goal setting is something that I put in place in my personal life and never really gave myself the time to work out goals on a professional level I was always caught up in doing my day to day work procedures. How could I have missed something so important they are so rewarding to have. I always set quite big goals over a long period of time, but realise smaller goals over a shorter a period are just as rewarding, if not more so as I am now completing more goals on a regular basis giving me a great deal of satisfaction.

I would like to thank you for all your support and enthusiasm during our sessions. You have such a positive outlook I can now look at the glass to being half full and not half empty as I would previously thought it to be.

Yours faithfully,

Kristy Barr
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