



# Leasing Agent Award Criteria

*When shoppers are sent to nominees and/or properties, the below will be the scoring criteria used. The shop will be 50% of the total score, and the questionnaire will also be 50%.*

## Topaz Awards

### Initial Interaction

Did the leasing consultant stand and greet you as soon as you entered the office?	1	2	3	4	5
Did the leasing consultant have a clean, neat appearance?	1	2	3	4	5
Did the leasing consultant introduce himself/herself?	1	2	3	4	5
Were you asked to complete a guest card or was one completed for you?	1	2	3	4	5
Did the leasing consultant ask for your telephone number?	1	2	3	4	5
Did the leasing consultant ask what size of an apartment you were looking for?	1	2	3	4	5
Did the leasing consultant ask how many people would be living in the apartment?	1	2	3	4	5
Were you asked if you had any special needs?	1	2	3	4	5
Did the leasing consultant ask if you had pets?	1	2	3	4	5

Were you asked how you heard about the community? 1 2 3 4 5

Did the leasing consultant ask you when you needed the apartment? 1 2 3 4 5

Did the leasing consultant ask you for identification? 1 2 3 4 5

## Tour

Did the leasing consultant lead the way to the apartment and control the conversation? 1 2 3 4 5

Did the leasing consultant show the amenities on the tour? 1 2 3 4 5

Did the leasing consultant tell you how much they like the apartment? 1 2 3 4 5

Did the leasing consultant open closets and cupboards for you? 1 2 3 4 5

Did the leasing consultant mention how you could place your furniture in the apartment? 1 2 3 4 5

Did the leasing consultant tell you the advantages of the apartment itself? 1 2 3 4 5

Was the leasing consultant able to answer all of your questions? 1 2 3 4 5

Did the leasing consultant tell you the advantages of the 1 2 3 4 5

community and location of the apartments?

Did the leasing consultant speak highly of the maintenance staff or residents? 1 2 3 4 5

Did the leasing consultant spend an adequate amount of time with you on the tour? 1 2 3 4 5

### Closing

Did you return to the leasing office after the tour? 1 2 3 4 5

Did the leasing consultant give you a brochure or floorplan of the apartment? 1 2 3 4 5

Did the leasing consultant explain the deposit/application policy? 1 2 3 4 5

Did the leasing consultant ask you to leave a deposit? 1 2 3 4 5

Did the leasing consultant urge you to rent an apartment? 1 2 3 4 5

Did the leasing consultant ask you if you would like an application? 1 2 3 4 5

Did the leasing consultant overview the benefits of the apartment community? 1 2 3 4 5

Did the leasing consultant ask for a return appointment? 1 2 3 4 5