



## Recognition Program: Agent Success Obsessed (for Agents)

### Program Overview

eXp Realty is excited to launch the Agent Success Obsessed program which will allow us to highlight the best interactions and demonstrations of staff going above and beyond when help you!

The goal is to bring exceptional experiences with our staff to the forefront. When you have an exceptional experience, share with us that we got it right!

Each month, you will be invited to submit staff members through a nomination process. A staff member will then be selected as our winner, for being an example to us all of being agent success obsessed.

We are so excited that as of today, this new recognition program is live. Look for information to come out in the next few days on how you can start nominating your agent success obsessed staff member on Workplace.

Help us recognize those staff members who are agent success obsessed!

### What is the Agent Success Obsessed Recognition Program?

At eXp Realty we strive to be the most agent-centric company in the industry, and it all starts with our hard-working and dedicated staff members.

To help recognize and elevate staff who go above and beyond in helping our biggest customers, our agents, we have created the Agent Success Obsessed program. This program will allow agents to share real-life examples of how our staff continues to strive for excellence through a monthly nomination. Each month, we will select one staff member for demonstrating and embodying agent success obsessed.

### How is Agent Success Obsessed measured and what criteria is used?

The following criteria will be used to review monthly nominations.

**Above and beyond** - going above and beyond when helping you with an issue, identifying or escalating systemic trends for process improvements and enhanced agent experience

**Customer service** - navigate through a difficult experience with grace and a smile

**Positive attitude** - delightful and can-do perspective, willingness to jump in and help, a good team player

**Ownership** - leading and taking ownership of a situation, never saying "that's not my job," willingness to see an issue through to resolution

## Why is Agent Success Obsessed important?

Each month, our Agent Success Obsessed winner will be announced in the staff meeting and will help promote the importance of going above and beyond when working with agents and how we can all add our mantra more in daily interactions. The winner will be spotlighted across multiple platforms and interactions AND will receive a custom recognition kit in the mail to their home address as a THANK YOU.

## Frequently Asked Questions (FAQ)

### Where did this program come from?

We value our employees and want to acknowledge the hard-working staff who navigate through daily interactions with an agent success obsessed attitude.

### How do agents nominate staff?

A nomination window will open every month for two weeks. We will promote heavily through our communication channels when the nomination period is opening and closing.

Agents will use the [Agent Success Obsessed Nomination Form](#) powered by Google Forms to submit nominations.

### What happens if my nominee wins?

If your nominee is selected, we will reach out for follow up and assistance in creating a short testimonial video.



## How can I learn more?

Visit the explore guide for Agent Success Obsessed page for more information on the Agent Success Obsessed recognition program.