

## **team** estate agents fully trained up

Westcountry **team** continues to support its member estate agents with its latest training schedule, designed to keep agents and their staff up to date with developments in products, services and technology to constantly enhance and broaden the range and quality of services provided to their clients.



The property market has experienced a huge amount of change in the last couple of years and estate agents have had to up their game in terms of marketing, communications and service to win instructions. Given the recent difficulty in the general marketplace, Westcountry **team** is more committed than ever to providing support for its members on a number of levels, enabling the agents to focus on the job of efficiently and successfully selling homes for clients.

The Association holds regular starter and advanced courses on its unique multi-listing computer system as well as software programmes including Microsoft Word and Excel. The Human Resources courses are always popular, as they keep agents up to date with the latest employment law and teach techniques to recruit and retain the best, most efficient and personable members of staff.

In 2010, the Association welcomed highly-regarded industry trainer Clare Fletcher on a number of occasions and held sessions on Photography to help agents take and improve photographs for the best possible property marketing shots - a popular subject for which the course was again full last month.

Most **team** estate agencies also incorporate a lettings department, so the Association is pleased to run courses on Lettings – Advanced Property Management and Advanced Lettings Law in 2010, more on Lettings Law in February 2011 and last month, a lettings course for new staff. Commercial Sales Agency training was popular in 2010 and this year, Westcountry **team** has gone back to basics with sessions on Selling Skills, Personal Safety, Customer Services and Communication Skills with award-winning trainer, Gayle Partridge.

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This month, Westcountry **team** has held Continuing Professional/ Personal Development training for its Domestic Energy Assessors, to keep them fully up to speed and their qualifications up to date.

Westcountry **team** estate agents have access to sale by auction with The Property Auction Group. This month, training focuses on the auction method of sale with tips on what makes a property suitable for auction, the benefits of selling by auction and how The Property Auction Group system works.

Steve Moir, chairman of Westcountry **team**, said: "We are always looking for new ways to support our members, to help them continue to provide a modern range of quality services to their clients in a friendly and highly efficient manner. In the current economic climate, reputation, recommendation and repeat business are even more important so our members' staff and the range and delivery of services need to be consistently better than the rest."

More photography and lettings training is planned for June and the Association will continue visiting its member offices to ensure all staff are confident with Microsoft Word and Excel as well as the **teamworks** system. A new schedule will be introduced in July, which will contain a number of courses requested by the agents themselves along with other topical subjects.

Westcountry **team** has 63 members from Penzance to Lyme Regis, all working together to provide a multi-agency service for a competitive sole agency fee as well as wider Internet marketing coverage than any other agency.

To find your local **team** estate agent or to browse properties for sale, visit [www.teamprop.co.uk](http://www.teamprop.co.uk).

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Digital photographs are available from [bubblepr@mac.com](mailto:bubblepr@mac.com)

**Notes to editors:**

Westcountry **team** is part of **team** Association, the largest organisation for independent estate agents in the UK, with hundreds of members. Westcountry **team** covers Cornwall, Devon and West Dorset, and consists of 63 members at this time, all of which work together to sell property for clients, and are actively committed to their nominated charity, Macmillan Cancer Support. **team's** 'blue sky' image, with transparent team logo on a blue sky background reflects the association's and each individual agent's commitment to providing a clear, transparent service to their clients and conducting business in a straightforward, honest and professional way.

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