

MISSION STATEMENT



RESIDENTIAL DIVISION



COMMERCIAL DIVISION

MISSION STATEMENT

Turning Point Real Estate is an innovative organization where our highest mission is to fulfill the anticipated experience of Associates, Clients, and Staff.

We pledge to provide the finest level of ethical and professional services within an energized environment where ALL can expect commitment, integrity, and visionary leadership.

We strive to embrace today's ambitious life-style by creating an atmosphere which promotes sustainable balance and well-being.

GUIDING PRINCIPLES



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1. The Mission Statement is the principal belief of our company. We share the belief that they should be known, owned and energized by all.
2. As professionals we will treat our clients and all members of our organization with respect and dignity.
3. The Pillars of Service are the foundation of Turning Point Real Estate. These pillars should be used in every transaction to ensure client satisfaction, retention and loyalty.
4. Our Promise is the basis for our Turning Point Real Estate existence. It will be honored by all.
5. It is everyone's responsibility to create pride and joy in the workplace. "You get out of something what you put into it."
6. It is everyone's responsibility to create an environment of teamwork and lateral service so that the needs of our clients and each other are met.
7. Be an ambassador of your company in and outside of your work place. Your actions are a reflection on your fellow team members. Always talk positively.
8. "Smile – we are on stage."
9. Take pride in your personal appearance. Everyone is responsible for conveying a professional image.
10. Provide the finest personal service to our clients.



THE TPRE PROMISE



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THE TPRE PROMISE

At Turning Point Real Estate, our reputation is the most important asset we own.

By applying the principles of trust, honesty, respect, integrity and commitment, we nurture and maximize talent to the benefit of each individual and the company.

We promise to support an environment where diversity is valued, quality of life is enhanced, individual aspirations are fulfilled, and the Turning Point reputation is strengthened.

PILLARS OF SERVICE



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COMMERCIAL DIVISION

PILLARS OF SERVICE

1. Give value that is measurable.
2. Be accountable.
3. Consistently communicate – ask how, when and where.
4. Under promise and over deliver.
5. Listen, understand and convey.
6. Put all agreements in writing.
7. Have a clear marketing plan and follow it.
8. Endeavor to make each transaction smooth.
9. Be your client's advocate.
10. Be friendly and someone your clients can trust.