

The call of courtesy - The one call that should be appreciated

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You walk into your office one fine day. This morning, on the surface, seems no different from any other typical morning. The usual cheerful greetings from the office staff and co-workers are returned by you with the same enthusiasm in which they were received. You grab your "World's Greatest Mom" coffee cup that was given to you by your six year old daughter. The coffee is abnormally good. The hum of the copy machine, the bleeping of the phone with someone on hold, and the whirl of sales crazed agents buzzing around in a disorganized parade of excited chaos creates a music that could make even the crankiest of sales managers warm and tingly all over. As usual, you check your mail box. Amid all the blissful activity, a painful groan pierces our little slice of nirvana. You coyly peer over your shoulder to see your co-worker, Joe, with his head in his hands, staring blankly at a mysterious piece of paper. "A lawsuit?", "his divorce papers?", "did last night's date boil his pet bunny?" are the thoughts that race through your mind. The suspense is killing you. A barrage of four letter expletives fire from the mouth of the normally mild mannered office pay that would make an ex-con uncomfortable. You decide to pry.

Joe tells you that the paper causing him lower abdominal distress is from the CRIS Rules and Regulations Task Force. He is being fined because he failed to correctly and completely fill out the computer input form. The letter explains that Joe failed to put the properties P.M. number and the property was placed in the wrong area. Ironically, as he relates his story of woe, you hear the familiar song of the computer modem in the distance. "A hundred bucks," "doesn't that committee have anything better to do?" he exclaims. Joe's facial expression goes glassy when he mutters aimlessly about an agent, Paula, who called him two weeks ago to politely point out Joe's oversight.

"You shouldn't have ignored the courtesy call" you say to Joe. "I know Paula and she doesn't have a mean bone in her body, I'm sure she was only trying to help." "Our system is only as accurate as the information we put in" you say in your most compassionate tone of voice. You think to yourself "it's true...men are stupid."

THE MORAL OF THE STORY: If you receive a courtesy call, accept it as a friendly gesture and investigate it and remedy the problem immediately. If you see a mistake in the CRIS system, take a minute to give the listing agent a courtesy call to verify the accuracy of the information.