



THE LANDLORDSOURCE
EMPLOYEE MANUAL / SYSTEM

OUTLINE, EXCERPTS, AND FORMS DESCRIPTIONS

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Manual Format:

The *Employee Manual/System* is in Microsoft Word® 95-2003. You can easily import this into other versions of Microsoft Word® or compatible word processing programs

Product Instructions:

All LandlordSource products come with PDF Product Instructions to assist you with the various versions of Microsoft Word® and the many tools used. It is important to read the Product Instructions designed to save hours of time and frustration before you start the manual.

Manual Excerpts:

Pages 5-6 of this document feature excerpts from the Employee Manual.

Employee Forms:

The product comes with 30 forms to create an Employee System for your office. You can find descriptions of the forms on page 7.

EMPLOYEE MANUAL OUTLINE

Employee Welcome

Employee Manual Glossary

- RES terms
- Employee terms
- Legislative terms
- Industry terms

EMPLOYEE MANUAL GUIDELINES

- Non-static document
- Manual objectives
- Employee responsibilities
- Confidentiality/Non-disclosure
- Required Reading
- Acknowledgment

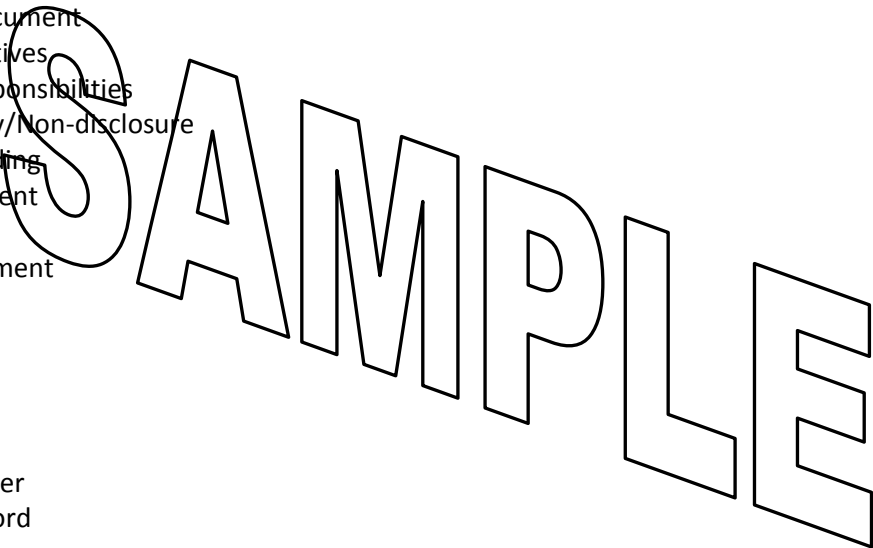
COMPANY INFORMATION

- Mission Statement
- Goals
- Objectives
- Principal

JOB DESCRIPTIONS

Job description policy

- Principal/Owner
- Broker of Record
- Broker/Manager
- Broker Associate
- Sales Associate



Office Manager
Bookkeeper
Assistant Bookkeeper
Administrative Assistant
Receptionist

EMPLOYMENT POLICIES

General policy
Equal Opportunity Employer
Code of Ethics
Privacy Act
Harassment
Immigration
Drug-free policy

Industry Policies

Fair Housing
Department of Real Estate
RES Real Estate/Property Management Policies

EMPLOYMENT

Employee definition
At-will employment
Employee contract
Probationary period
Employee Status
 Regular full-time
 Regular part-time
 Temporary full-time
 Temporary part-time
 Exempt
 Non-exempt

GENERAL OFFICE INFORMATION

Address
Telephone numbers
Hours
Email/Internet
Holidays
Recognized holidays
Holiday policies
Work Schedule
Standard workweek

PERSONNEL/EMPLOYEE GENERAL REQUIREMENTS

GENERAL OFFICE POLICIES

Telephone policies
 Personnel/Employee use
 Public use
 Cellular telephones
 Employee personal cellular telephones
Voice mail
Office communication policies
 Policy on office communication
 Methods of communication
 Verbal/oral communication

SAMPLE

SAMPLE

Written messages
Bulletin board
Office/staff meetings
Personnel/Employee information
Email/Internet
Office email/Internet policy
Email employee usage
Personal employee email/Internet
Website

Non-smoking policy
Drug-free policy
Harassment, including sexual harassment
Office common areas
Break/lunch room
RES conference room
RES filing area
Breaks/Social Time
Authorized breaks/social time
Additional personal breaks
Visitors in the workplace
Parking
Transportation
Workspace
Personal effects

PERSONNEL/EMPLOYEE STANDARDS OF CONDUCT

Public image/dress code
Ethics
Confidentiality/non-disclosures
Conflict of Interest
Outside employment
Attendance standards
Solicitation
Rules of behavior
Conflict/Problem resolution
Complaint procedures

Safety

RES safety policy
Office Safety
Violence and weapon policy
Office safety rules
Workplace accidents/injuries
Emergency/disaster procedures

Employee Hiring Policies and Procedures

Hiring policies
Hiring Process
Employee Orientation/Probation
Required Identification
Required forms
Required reading
Employee files
Confidentiality of records

SAMPLE
SAMPLE

Office keys/alarm code

EMPLOYEE PERFORMANCE

Reviews
Orientation/probation
Employee participation
Review schedule

EMPLOYEE COMPENSATION

Hours
Salary and wages
Pay periods
Time keeping
Salary/wage policy
Other compensation
Expense reimbursement, including travel
Employee Benefits
Sick days
Personal days
Vacation days
Buying and selling of employee property
Retirement plans

INSURANCE

Health insurance
Dental insurance
Optical insurance
Life insurance
Cobra
Worker's compensation insurance
Automobile insurance
Business liability insurance
Errors and omissions insurance

LEAVE OF ABSENCE

Disability
Maternity Leave
Military leave
Bereavement
Voting
Jury duty
Telephone jury duty
Education

EMPLOYEE TERMINATION

Goodwill policy
Termination from employee
Notice from employee
Employee termination procedure
Final compensation

TERMINATION FROM EMPLOYER

Employer termination to employees
Procedures
Final compensation

Appendix A - Employee Forms

Appendix B - Government Forms

SAMPLE
SAMPLE

EMPLOYEE MANUAL EXCERPTS

The company identification throughout the manual is (Company Name) or (Company Initial). It is simple to replace these repeated words in just a few moments by using the “Find & Replace” feature in Microsoft Word®. There are 25+ pages of tips on how to convert and tailor the manual to your company, by revising, replacing text, or deleting it.

Text marked in red is to identify areas where the manual specifically needs to be adapted to your company and state.

The following samples reflect some of the wording in the LandlordSource *Employee Manual for Real Estate and/or Property Management*.

The following excerpt is from the “Employee Manual Guidelines” section

Manual Confidentiality/Non-Disclosure

The material within the JSL Employee Manual is confidential. Employees are not to disclose this material to owners, tenants, vendors, or to the public. Employees are not to disclose any trade secrets of JSL Real Estate Services, Inc. This includes, but is not limited to, the following examples:

- Real estate commissions, referrals, and/or fees
- JSL financial information
- Personnel compensation
- Employees records
- Personnel conversations
- Client records or conversations
- Real estate sales or listings
- Marketing and/or strategic plans
- Company projects

Employees are required to sign the Employee Non-disclosure/Confidentiality Agreement

Employees Responsibilities to Manual

All Employees are to read the JSL Real Estate Services, Inc. Policy & Procedures Manual as part of their orientation to the company policy and procedures.

- All Employees are required to read the JSL Policy and Procedures Manual within number days from date of employment or hire.
- All Employees hired prior to the implementation of this document are to read the entire JSL Policy & Procedures Manual within # business days from the date of receiving the manual.
- After reading the Real Estate Policy and Procedures Manual, all Employees are required to sign the Employees Acknowledgment Agreement, which states that they have read, understand, and will comply with the Real Estate Policy and Procedures Manual.
- This manual is only for the use of Employees.

- Employees cannot remove the Policy and Procedures Manual, or any other manual, from the JSL office without the express permission of Management
- It is the Employee’s responsibility to read, understand, remember, and refer to the enclosed material when necessary.
- If there is any confusion regarding the material, it is the responsibility of the Employee to discuss this with Management as soon as possible.
- Employees are not limited to only the material within this Policy and Procedures Manual. Employees are to adhere to any directive from Management, in either written or verbal form.
- The printed material within this policy is not for public distribution. Therefore, Employees are not to share this printed information with prospective and/or current clientele, vendors, or the public.
- JSL expects all Employees to follow the guidelines of this policy when in contact with prospective and/or current clientele, vendors, or the public

This excerpt is from the “Employee Policies” section

Employee Definition

An Employee is a person hired by JSL Real Estate Services, Inc. for a wage/salary or fixed payment in exchange for services, and who does not provide the services as part of an independent business.

- Employee status can include exempt, non-exempt, regular full-time, regular part-time, temporary full-time and temporary part-time employees – see employee definitions on following page.

At-Will Employment

- Employees voluntarily enter into employment with JSL Real Estate Services, Inc.
- Therefore, employees are free to resign at any time, for any reason, with or without notice.
- Likewise, the company is free to conclude the employment relationship at any time. This is “at-will employment.”

Employee Contract

All employees are required to sign the JSL Employee Contract

- This manual is NOT an employment contract, but the acknowledgement and understanding of this manual are a requirement of the JSL Employee Contract and employment with JSL.

This is a small excerpt from the “Company Information” Section

Company Specialization

JSL specializes in the **list type** of real property sales, listings, and property management in the **list areas**.

Legal Identity

(Company Name) is a **State Name Corporation**

Change this to your company type if it is not a corporation, such as a sole proprietorship, partnership, LLC, etc.

Commercial Location

(Company Name) is located in **an office building or type of facility** at list address.

EMPLOYEE FORM DESCRIPTIONS

Below are descriptions of the twenty-nine (29) forms with the *Employee Manual/System*.

E1 - Employment Application	This is a standard employee employment application
E2 - Admin Assistant/Receptionist Questionnaire	This is a questionnaire for hiring an administrative assistant or a receptionist to see how they write and answer questions
E3 - Bookkeeping/Bookkeeping Assistant Questionnaire	This is a questionnaire for hiring a bookkeeper or assistant bookkeeper to see how they write and answer questions
E4 - Office Manager Questionnaire	This is a questionnaire for hiring an Office Manager position to see how they write and answer questions
E5 - Prop Manager/Assistant Property Manager Questionnaire	This is a questionnaire for hiring a Property Manager or Assistant Prop. Manager to see how they write and answer handle questions
E6 - Offer of Employment	This is a letter offering employment to the individual chosen for the position; Fill-in form
E7 - Denial of Application Letter	This is a letter thanking them for applying for the position but that they have not been selected; Fill-in form
E8 - Employee Agreement	This is a two page employment agreement; Fill-in
E9 - Non-Disclosure/Confidentiality Form	This is an agreement by the employee not to disclose private company information
E10 - Employee File Record	This is information on the employee specifically for the employee file to track the progress of the employee
E11 - Employee Information	This form is information the employee completes when beginning employment
E12 - Employee Manual Acknowledgment	The employee signs this form after reading and agreeing to the company Employee Manual
E13 - PM Policy & Procedures Acknowledgement	The employee signs this form after reading and agreeing to the Property Management Policy and Procedures Manual
E14 - RE Policy & Procedures Acknowledgement	The employee signs this form after reading and agreeing to the Real Estate Policy and Procedures Manual
E15 - Key/Alarm Code	The employee signs a detailed agreement when receiving office keys and/or the alarm code/key
E16 - Authorization to Disclose Information	This form is needed when the employee wants the employer to give out their employment information
E17 - Change of Information	The employee is required to complete then when their information changes, such as home address, telephone, etc.
E18 - Reporting/Notification Form	The employee fills this out when reporting any questions on any problems to be addressed by the company
E19 - Supply Request	This is a special supply request by the employee
E20 - Vacation/Personal Time Request	The employee is required to fill out this form when requesting vacation or personal time
E21 - Expense Reimbursement	The employee is required to fill out this form to request any personal expense by employee
E22 - Email/Internet Agreement	The employee is required to agree to the company email and Internet policies during employment
E23 - Leave of Absence Request	This forms covers the different reasons for a leave of absence, such as jury duty, maternity, etc.
E24 - Employee Performance Review	This form is used by employer when conducting a performance review
E25 - Termination Notice	This is a written termination from the employer to employee
E26 - Employee Exit Interview	This covers all details the day the employee leaves.
E27 - Termination Agreement	The employee and employee sign this agreement to terminate employment
E28 - Annual Company Audit	This is an employer document for year end
E29 - Manual Test	Test your employees on your policy manuals to see what knowledge they have