

1. "Please stop arguing with me. I have told you several times. For all DocuSign documents, I need to be the First to sign. It will only go to others after I review and sign."

Reply: Apologies for this Marianne. I know you keep reminding me that for all DocuSign documents you will be the first one who will be going to review and sign before we send them to others. No worries, I've already added this in my notes, and I'll take the appropriate steps to avoid it in the future. Thank you so much for your understanding.

2. "Please see above, I asked you to send me first the communication to clients. This is becoming an issue as I need you to pay attention to details."

Reply: Marianne, I'm sorry about this. To prevent this from happening in the future, I'll make sure to pay more attention to the details.

3. "Good morning Jenny! What is the app I need to download for the commission check deposit? Please resend. Can you locate directions on Compass.com for me please I'm not sure how to do the deposit."

Reply: Good morning, Marianne. The app that you need to download to check the commission check deposit is Forbes. Marianne, I'll send you the steps/instructions on how to do it via email.

4. "Hi Michael, I see the completed cells, this is super helpful, thanks! If you can also work to enter info in the empty cells for life and prepping, that would be great!"

Reply: My pleasure, Marianne. Sure, I can work to enter the info in the empty cells for life and prepping and will let you know once done.

5. "It's a beautiful day in Iceland"

Reply: Oh great! Marianne, you appear to be having a fantastic time there. A bright Monday is what we are experiencing in the Philippines right now. Be careful and have fun with your family throughout the remaining days of your trip.

6. "I had to re-do this. see attached. I just used the blank template from the navigation center. I sent you the one we did previously to compare the language, layout, etc. but it was still not consistent from a format, commission percentage, etc. not sure what else I can do to explain. See attached."

Reply: I'll now go ahead and check the other templates that we use before and seek assistance from my Team Leads here and will keep you posted, Marianne. Thank you!

7. "I don't like the video. A guy reading a paper wearing a raincoat?"

Reply: It's okay, Marianne. If you don't like the video for our social media post. No worries, I have here some ideas and videos as well. I'll send it to you shortly. Thank you!

8. "Hi Ken, Also I am noticing a lot of errors in your tagging. I am not sure why you have listed some of these people as agents. Please stop updating the list for now until we can figure out where this tagging system is going wrong. Clients that I have not noted, I am not sure who these people are. So we need to look online to verify whether they are agents."

Reply: I see, Marienne. Just so you know, some agents are having the same trouble tagging the contacts that you are. No worries, I can verify that those lists belong to Agents online. Please advise. Thank you!

9. "Hey Michael. I emailed over 4 sets of apps that were sent over 2 weeks ago but never done. Can you please do those immediately today? Those are very important now when so much time has passed."

Reply: Sure thing, Marienne. I'll work on it and will let you know once done.

10. "I don't really need the email address or the phone number if they don't want information about the house."

Reply: Marienne, it's alright. Since I already know their email addresses or the house's phone number, I can make a spreadsheet on my GDrive and put the data there. In case we need it in the future.

11. "Seems like you are pretty slammed lately. Are you doing ok keeping up with things?"

Reply: Yes, Marienne. I'm still on track. I'm working on the urgent task that we need to work on and taking notes on those ongoing and pending tasks to keep everything organized. No worries, I'll keep you posted on every task that I've finished.

12. "I just received this text from Isaac. This is why I'm so careful with how we do things. There is no room for mistakes. It makes us look very unorganized. Please if you are confused about the instructions. Call me first."

Reply: My apologies, Marienne. I'll keep this in mind and in my notes. And if I have any questions regarding the instructions, I'll make sure to call you first before I do anything.

13. "Are you getting my point or does this makes sense? I feel that we're having some lapses in communication"

Reply: No worries, Marienne. I recognize your point on this. Let me figure things out now, and if I have any questions or concerns, I'll send you a message. Thank you!

14. "We're going back and forth with this. and I really don't have time for this. Can you come up with a way to make things easier?"

Reply: Sure thing, Marienne. I have here an idea on how to make things easier. May I know your best time to call you so we can discuss it over the phone? Please let me know your availability. Thanks!

15. "I would like you to have some initiative. I don't have to tell you what to do all the time. I feel that is the purpose why I hired an assistant."

Reply: Got this, Marienne. I'm currently working on projects that will enable you to expand your brand and business. Once finished, I'll email it to you for review. Thanks so much!