

**LEBLANC** & **ASSOCIATES**



Sales Performance Is Our Business.

**Video  
Procedures Guide**

*Proprietary*

**Updated  
June 2017**

**7040 Avenida Encinas. Suite 104 Carlsbad Ca 92011  
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## INTRODUCTION

Welcome to our team of video shoppers! You have been selected to join the video technician team of LeBlanc & Associates due to your quality of work, reliability and other important skills that make you an asset to our team.

LeBlanc & Associates has specialized in sales agent performance evaluations for more than 25 years. We work in conjunction with sales management to implement a targeted and effective training program for their agents. LeBlanc & Associates always strives to place the agent in the best light to assess their selling skills. Entrapment or Gotcha is not part of what we do.

In addition to being 'mystery shoppers', field personnel are literally our eyes and ears for the video evaluations. Without highly effective field work, we have nothing to offer our clients. Through the video process, we offer our clients a visual snapshot of their agents as seen through the buyer's eyes. **The quality of your field work is critical to the process.**

In order to ensure the best possible encounter between you and the salesperson (SR), you will need to read over the following guidelines before going out on an assignment. Our goal is to provide the client and agent with a video evaluation that accurately reflects the salesperson's sales skills. *We want to capture the agent in a proactive selling environment.* To achieve this, we need you to play the role of a **credible buyer** who is ready, willing and motivated to purchase the agent's homes. You must be adaptable in both you're A/V work and role-playing. In other words, **think on your feet**.

## MATERIALS REQUIRED

LeBlanc & Associates does not provide hidden camera equipment. As an Independent Contractor, you must have your own hidden video equipment and special video camera shirt/blouse.

## TRIAL SHOP

LB&A requires that you conduct at least one trial shop prior to going out on your first assignment for our company. This will allow us to judge how effective you are at both using the hidden camera and how you conduct yourself. We will assess your work on points such as camera angles, distances (depending on agent heights), keeping subject in frame (minimum 70% capture rate), assuming a position and holding it (minimize body movement, shifting weight, eliminate **gesturing** and or **pointing**) when focused on sales agent.

We will offer only constructive suggestions where necessary to help you do a better job in the field.

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**RECOMMENDED VIDEO EQUIPMENT  
PV 500 Series or Equivalent**

**Camera:**

420+ Lines of resolution(LOR)

Full Color- NOT Day/night color

Verify that audio is INCLUDED- many cameras are video only

**PVR:**

480X640 minimum

25+ Frames per second (FPS)

ability to store on SD Cards or at have at least **8G** internal storage space (that will allow for 8 hours video at 480X640)

**Batteries:**

minimum 2 1/2 hours recording time per battery

removable batteries so you can carry back up (each rechargeable battery usually needs about 4 hours charge time- not feasible on a car charger between shops)

**SD Cards:**

\* HD SD cards, the ones with a "10" in the circle\*

Quality brands (SanDisk, etc.) 4G

**8G** storage for multiple shops

Always carry back up SD cards

**ALTERNATE OPTIONS**

Most MSCs suggest starting with a **PV500 L3 and an upgraded BU18-CCD cam** (use the cam included in the LITE setup as a back-up cam). If higher resolution is desired (recommended), a PV500EVO and a BU18-CCD cam. If you are offered the CMD - BU13, **please note that the BU13 camera does not always work with all video shopping company's editing software**. Batteries on the PV500s last 3 hours, which is probably all you will need unless you plan to route shop. If you route, you might want an additional 3 hour battery or extended 7 hour battery. **We do NOT accept glasses, pen or hat cams for apartment or new home shops.**

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## Resources for Video Shopping Certifications

### IMSC

<https://www.imscinfo.com/>

Training & Courses

<https://www.imscinfo.com/education-resources>

email [info@imscinfo.com](mailto:info@imscinfo.com)

### Video Shopping Pros

VSP offers full day Certification classes throughout the country and at their video shopper education conferences. To learn more about their schedule for a conference go to:

<http://videoshoppingpros.com/>

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### EQUIPMENT

Dan Thomas

**Greyhawk Video Solutions**

<http://greyhawkvideosolutions.vpweb.com>

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### SHIRTS/BLOUSES

**Kathy Hart** is beyond a doubt the best in the industry in altering your shirts to accept the Button Cam. Many Video Shoppers have noticed an immediate improvement in camera angles after having Kathy prepare a video shirt for them. You must send her the shirt.

[SureShotShirt@gmail.com](mailto:SureShotShirt@gmail.com)

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## BEFORE THE ASSIGNMENT

**I Story Lines:** Before leaving for the designated assignment, determine a credible cover story with *LeBlanc & Associates*. In most cases you will stay as close your real life situation when putting together a cover story. Your cover story needs to contain the following components:

- 1) Your real name, or alias, your partner (if applicable), address, email and telephone number. **You will not get paid if you provide invalid contact information.** If you need multiple names, numbers, etc. then set up free Google, Yahoo emails; use Google Voice, etc.
- 2) Marital status, number of children (if any), ages, etc. This can change. Clear with LBA first per your assignment order.
- 3) Your occupation and annual income. To calculate your required income for the assignment, rule of thumb allows 30% of the price of the home. For example: a \$300,000 home will require around \$95,000 annual income.
- 4) How you heard about the community (internet or drive by).
- 5) No home to sell. You have sold a home, currently are renting, etc.
- 6) Amount of down payment for the most part will be **5%-10% for 1<sup>st</sup> time buyer profiles.** For higher priced homes and move-up buyer profiles, **20%** or more can be used. (Use **percentages** as opposed to dollar amounts.)

**Do not volunteer** any of the above info; it is the agent's job to ask you this information.

Be able to talk about your storyline with confidence. You will get spotted if your storylines are not staying consistent throughout the entire shop and lack substance and depth. Be prepared to answer questions about your job, finances, family, motives for moving, what you like/don't like in a house/community, etc. If you are a single profile, do not say 'we', etc.

**II Confirmation:** Call the community the same day you are scheduled to do the shop to ensure the salesperson will be there. A good reason for calling is that you need to verify their hours. If they do not identify themselves, then you can end the conversation by asking the person's name. If it is not the target agent, call us. If agent is not available on scheduled the day, call *LeBlanc & Associates* for further instructions. **ALWAYS CONFIRM YOUR ASSIGNED SALESPERSON WILL BE THERE.**

**Note:** [DO NOT engage the target SR in an extended telephone conversation the day of your assignment. Do not set appointments unless you received prior clearance from LeBlanc & Associates. Do not ask for directions the day of your assignment. If you need directions, call several days ahead.

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***Before leaving for the community, check to make sure your video equipment is working properly. Batteries must be at maximum charge.***



### ON SITE

**Never conduct your A/V check in sight of the sales center.** You do not want anyone including construction personnel seeing you conducting your A/V check. Be aware of your surroundings as you approach the target community. Begin looking for a discreet place to park and gear up. Once you find a suitable spot, (within 5 minutes **maximum** drive time) gear up and conduct your A/V equipment check. Allow yourself 2-3 minutes to comfortably perform the A/V check to include secure connections, battery performance, etc.



### Mandatory Announcement

- Day, date, time, SR's name and the community name.
- A brief summary of your cover story, include your name (first & last) as well as partners, especially when using a name other than your own.
- After a satisfactory review of your A/V test and announcement is complete, resume recording from the **end** of your announcement.

**NOTE:** **Do not record video with time code and date info superimposed.** Depending on which model you have of the PV 500 one of below options should instruct you how to turn date stamps off:

- The first PV model series cannot take the date/time stamp off.
- The second model, you have to start recording, put it on pause and then change the setting in that pause mode.
- The third model can be set through the settings button on the remote while on the icon screen or by scrolling to the settings icon.

### Change:

**Frame Counter Stamp to Off**

**Time Stamp to Off**

**Device ID Stamp to Off**

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In order to shut off the on-screen stamps you have to get into the "video" mode and go to "pre-view". Once there, if you hit the "set up" button on the remote, it should take you to the menu that has the options to shut off the stamps. **There are 3** that need to be shut off, and the 3rd one is on the 2nd page of the menu, so you MUST scroll down to the 2<sup>nd</sup> page to turn off the 3rd one, which is the "Device ID Stamp."

We have found that these stamps continue to turn back on in between shops, so they need to be turned off, or verified that they are turned off, for EACH shop.

### CAMERA SHIRTS/BLOUSES



**IMPORTANT:** When using a button cam, make sure it is not obvious. **All your buttons need to match your button cam**...so black buttons of similar style/size. Your shirt/blouse needs to be loose fitting (larger than your normal size) with a dark background and pattern for camouflage. **A cotton or cotton blend fabric works best.** Shirts/blouses with checks, plaids, flowers, etc. camouflage well. Agents are used to being video shopped. No signs of your camera or other equipment should be visible. Practice in front of a mirror before you go out on assignment. **Men**-never use a polo shirt or other similar style. Your camera will be spotted!

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**SHOES:** You will be going to a construction site to walk lot sites. **No sandals or other style open toe shoes.** Ladies, do not wear high heels, high platform shoes, etc. No thin rubber sole shoes (nails are on construction sites).



**II Demeanor:** Your demeanor needs to be relaxed and casual as real homebuyers do to not create suspicion. Do not control by immediately asking all the 'right' questions. If you stammer, talk too rapidly, **volunteer** too much information (your name, number of bedrooms, bathrooms, square footage), and or use nervous gestures, etc., you will tip the agent off that they are being shopped. Appear interested. Ask and answer questions **without volunteering** a lot of personal info. It is the sales agent's job to build rapport and obtain information from you so they can better qualify you as a match for their homes. **The video shop is always about the sales agent, not you.**

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**III Initial Contact:** **Do not start the encounter by volunteering personal information.**

Upon entering the sales office, **(camera leads)** allow the SR to establish rapport with you. The SR should introduce themselves, welcome you to the community and ask you for your name (do not volunteer your name). Do not become 'buddies' with the agent by telling stories about who you are, why you are there, etc. unless the agent asks you first!

**IV Availability:** **Quickly** determine what is **immediately available** or will be **available soon**, i.e.: standing inventory, homes that fell out of escrow or next phase. If the display board appears to have numerous sold or reserved buttons, or you are unsure, ask the agent directly e.g. "Wow. Any homes left?" This will let you know which plan to choose. ***If necessary adapt your story line to fit the available plan.*** Once you have selected an available plan (after model tour), **DO NOT** change plans.

 *Tip: Sales agents know they are being "shopped" when an individual makes it obvious they are seeking out a specific sales person. Do not linger too long if it is clear you are not able to connect with your agent. (1 or 2 minutes max).*

**V If the salesperson is busy with a serious prospect or buyer:** Busy yourself in the sales office by checking out the displays, viewing floor plans or other information on the office walls. Look over the brochure for a **couple** of minutes max. The SR should come out to greet you or acknowledge your presence.

At this point you need to determine: (1) Is the SR going to be busy for an extended period of time? Writing a contract could take 2+ hours. If this is the case, zero in on an **available plan**, spend about 5-10 minutes in the model and then return to sales office. If the SR is still busy, abort the assignment and advise our office **ASAP**. (2) **Availability:** which plan(s) will be for sale and when?

 *Tip: Sometimes another agent or host/hostess will be in the sales office without our knowledge. Attempt to connect with your target agent without being too obvious. You can ask for the agent (e.g., you spoke him/her on the phone a few days ago). If your target SR is busy with a legitimate buyer or if it is impossible to connect with your SR for any valid reason, then just briefly go through the models on your own and abort the assignment. Call our office and we will advise you how to proceed. If a partner agent is offering to help, just thank them and state you need to take off. If you become too persistent or adamant about seeing your target agent, they will suspect you are a mystery shopper.*

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### THE MODEL TOUR

The SR should offer to demonstrate a model. **NEVER refuse a model tour with an agent.** Keep your video equipment running.

**I In the models:** While viewing the models, you must scrutinize the homes as if you were actually going to buy one. Keep plan **availability** and your story line in mind so you know which plan to discuss. Remember, when you return to the sales office, you will engage in a serious conversation about the homes. You will need to raise questions as well as give buying signals.

#### Examples of questions to ask or consider

- Yard size. Typical for all the homes?
- Kitchen appliances. Included? Gas or electric? Is there an appliance upgrade package?
- Fireplaces. Location. Optional or standard?
- Construction. Ample cabinets? Low E windows? Insulation factors used? Energy insulation?
- Warranties & Customer service. Ask questions as to what is covered.
- Garage. Choice of 2 or 3 car? Garage door opener standard or optional?
- Floor plans. Will it work for your family?
- Eating areas. Formal or casual?
- Sun exposure. (East-West/North-South)
- View, if any. Lot premium for a view?
- Landscaping. What is included in the price of the home? Sprinkler system? Front yard only? Fences included?
- Gas line plumbed for BBQ / grill? (stub out usually at the rear of the home)
- Flooring. Ask about the standard flooring package. What you see in the models is **NOT** what you get in the standard package.
- Sufficient electrical outlets? Wired to accommodate home office? Internet?
- Crown molding included? Choice of interior paint color?
- **Condos:** Sound insulation between units? Security? Parking included? Guest Parking?

 *Tip: You need to spend an appropriate amount of time in the models (**minimum 10 minutes over all**) as if you were really going to buy a home! You will **not** be credible if you just **'blow through'** the models. When a SR demonstrates a model, open cabinet doors, drawers, pantries, etc. No overkill but most people like to get a 'feel for a kitchen' and will go beyond just looking. Slowly turn so your camera pans back to the agent.*

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### RETURNING TO THE SALES OFFICE

I **After** you have finished touring the models and re-entering sales office, pick up your target ASAP. If agent is in an inner office, **pan your camera** in that direction so you capture them.

II **Don't** volunteer that you like Plan 2. When the SR asks a question such as "What do you think" or "How'd it go?" etc., respond with something like **'These are really nice homes.'** and **pause**. The SR should determine, i.e. *ask*, 'which plan do you like?' After **pause (slow mental count 1-2-3)** and the SR does not specifically ask you which plan you prefer, then you can state something like: 'I have a couple of questions about the Plan 2'. **Do not qush and blurt how you 'love' the homes. Do not use terms such as plan 2 is perfect.** Instead say something like plan 2 looks **interesting**, or plan 2 **might/could** work, or plan 2 is a decent plan, etc. **(PAUSE)**. Let the agent take it from there. If they don't, then SLOWLY ask some overall questions about the plan, community, etc. PACE your questions.

The sales encounter can take many directions, but you need to discuss several issues as if you really are going to buy a home. Do not do the agents job for them, but it is OK to ask these types of general questions.

1. **Available homes:** Your discussion about available homes usually happens around a display board or touch screen monitor. You should say the lot number aloud to accurately reflect which home site(s) you are discussing. [*"You said home site 36; is a plan 2 and available now?"*] **Remember not to point** to home sites, as your camera will **swing** and or **dive**. Position yourself so the camera faces the agent.
2. **Options/Upgrades:** Clarify what is included and what you have to pay extra for (flooring, cabinets, appliance packages, recessed lighting, crown molding, etc.). Ask a general question if necessary about their design center, e.g. location. Do NOT engage in lengthy conversations about options/upgrades.
3. **Financing:** Again, you can make this a generic question such as: 'Are we required to use your lender?' 'Do you have some information about closing costs and monthly payments?'
4. **Community information:** Most buyers need to know information such as schools, shopping, tax rate, association fees, etc. Allow the agent sufficient time to proactively offer this information. If the agent does not bring this up, then it is perfectly OK to ask!
5. **Production home/lot site demonstration:** The agent **cannot** close you on just seeing a model home. If possible, **you must go to see an actual production home or home site.** If the agent offers to take you, NEVER refuse. If the agent does not offer, then you must see one on your own and **return** to the sales office.

Once you **return**, give good strong buying signals, raise a reasonable concern and then allow the agent the opportunity to close you! \*DO NOT waste everyone's time looking at more than 2-3 home sites.

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**NOTE:** If company policy does not allow you to go out to the construction site until after 4:00 PM or only on weekends, then get the agent to discuss the production homes/home sites as much as possible. You would want to know size of the lot. All useable? Slopes? What is behind the lot? How close to the house next door? Setback? Busy street? Shared fencing?



## SELLING MODEL HOMES

When all that is left to sell are model homes, it is important you act excited about the prospect of purchasing a highly upgraded home. Most of the sales encounter is the same as if you were interested in buying a production home. You still want to know about the community, fees, taxes, schools, etc. After all you are still 'buying' a home.

The SR should be selling the value of the much higher sales price of a model home. Obviously the topic of options and upgrades is not discussed as the homes are sold 'as is'. If the SR does not offer to discuss, make sure the following points are covered:

- What comes included in the model home? (Furniture, pictures, window coverings, etc).
- "As is": Have SR define. Does the builder clean up the home? What about damaged items?
- Warranties and Customer Service: What is covered by warranties?
- Landscaping: Will all the landscaping be the same?
- Move in dates: What time frame to move in?
- Lease back: If the SR states that the builder would lease back the home for a period of time (it happens), then ask some general questions such as will the lease payment cover mortgage, insurance, taxes, etc? What about liability insurance? Damage to home after close of escrow by public?

Again, don't ask these questions in a rapid-fire delivery. Allow the agent to explain in their own way. ***If you ask a question, allow the agent to fully answer & then pause (mental count 1-2-3).*** Then it is OK to ask another question. Usually the above information is covered within a short exchange of questions and answers.

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### Sales Presentation

Our online field report represents what the SR should be doing during the encounter. Be sure to review the report before you go out on assignment. **Allow the salesperson** to control and guide the presentation as much as possible. *Don't be afraid of **pauses** in the conversation.* It is up to the salesperson to guide and direct, ask you questions or discuss their product & community. Give him/her an opportunity to do their job. If the encounter seems to be going nowhere, it is OK to ask questions about the home, community, etc.

**Tip:** *You must always present yourself as a serious, ready, able and motivated buyer. That means you do **NOT** have to sell a home. **You are not just starting to look**...you have been looking for a while. You can afford these homes (This is **role-playing** not real life!). Your timing is flexible. Would prefer sooner rather than later but can wait until you find the right home.*

- **If you have to visit the home sites on your own,** you must return to the sales office to allow the salesperson an opportunity to ask for the sale.
- **Very Important:** Let the SR know you are capable of making a purchase decision (if asked). Give a few strong buying signals as to how nice the homes are. Do NOT make statements like, "I am here to gather information." What else can I bring home to my husband/wife, etc? You are ready to make a purchase decision when you find the right home.
- Check **comments** on your assignment information for the competition, at the end you can say, "I'm going to check out (**Competition**) community. Remember, the client is paying to determine the SR's selling ability, and does not want to listen to chatty conversation about kids, vacations, hobbies, etc. The video encounter is about the agent, not you.



**Time On Site:** Be prepared to spend a minimum of 40 minutes to a **maximum** of approximately one (1) hour with the SR. Allow the SR sufficient time to do his/her job. However, if the SR is talkative or, does not have a planned sales presentation, do **NOT** allow the encounter to go much over an hour (exceptions are Active Adult communities).

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**VI Take Home Materials:** Before you leave the sales office, make sure you have the SR's **business card**. Email the card along with price sheets. Never take large documents such as CC&Rs.

### CONFIRMATION

Once you have completed the assignments(s), you MUST confirm completion- Call or email. In the case of multiple problem free shops in one day, confirm all after the last one is complete. If you have a problem, then call our office immediately.

### SUMMARY REQUIREMENTS

- Never rush a shop or cut it short.
- Do NOT control. Let the sales person lead the shop.
- ALWAYS be a decision maker.
- Be FULLY prepared with your story line.
- Never volunteer most of your information.
- Never bring small children on assignment with you.
- Not sure about a question asked? Answer a question with a question.
- Don't paint yourself in a corner. Determine what is available.
- Be flexible but do not switch from smallest to largest plans.
- No group tours or group conversations. The shop will not be accepted.
- ALWAYS provide follow-up contact information that is valid.
- Mobile phones on silent mode.

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### CAMERA NOTES

1. **Capture Rate:** Our requirement is a minimum 70% capture rate of the agent. Top of heads only is not acceptable. Target off to the side with only hands showing is not acceptable. Nose up only is not acceptable. Chest only is not acceptable. If you have been facing the agent and you feel it is becoming too obvious, then slowly turn to move around the room. Then turn back to the agent. Once in the room / area, slowly pan back to the agent.
2. **Back lighting:** Whenever possible position yourself with your back to windows, sliding glass doors or any other source of day light coming directly at the camera lens. Direct exposure will knock out the camera and cause back lighting. This condition can occur on both sunny and overcast days.
3. **Stairs:** When following a **female** agent up the stairs, **cover camera** with brochure, etc., to eliminate rear posterior shots. Once at top of stairs, uncover the camera.
4. **Mirrors:** If you see you will be in front of a mirror, cover the camera to block your reflection until you can turn away from the mirror. Keep this situation as brief as possible.
5. **Working with a Partner:** Have a credibly cover story in place and make sure you are both on the same page so you are not giving conflicting information. Partners stay with you during the encounter...they do not wander off solo with the SR. **Partners stay OUT OF FRAME.** (See separate notes)
6. **In the car:** If you are in the car as a passenger with the agent, make sure your seat belt clears your button cam. Just take your thumb and gently move the seat belt to the side of the button cam.
7. **When standing still...stay still. No bouncing, swaying, twirling, pointing, or frantic gesturing!**
8. **Brochures, etc.:** Keep any handouts (brochures, price sheets, site maps, etc.) away from camera.
9. **At Desk:** Seat yourself so you have an unobstructed view of target. If with a partner, they sit nearest to the computer terminal. Keep your **hands**, water bottles, brochures, price sheets etc. away from the front of camera. Sit up straight. Do **NOT** lean back, forward or fold your arms across your chest.
10. **Display Board:** **Never reach across or point to lots as the camera will swing and or dive.**
11. **Food/Beverages:** In short – do not eat food, drink beverages or chew gum during the course of the assignment. No one, including our clients, wants to hear you chewing, swallowing, gulping, etc. Be professional.
12. **Adjusting for SR heights:** If you encounter a tall agent, then make sure you adjust. You will need to stand back a bit further so you capture the SR from the chest up. We always want the SR's face in frame...not just their chest. For female agents, do not stand too close to avoid 'chest shots'. If you encounter a very short agent, then adjust accordingly.

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## PARTNERS

1. Partner *always* fills out the Registration form.
2. Partners must be aware that you have about a **60-degree field of view**. Partner needs to stay comfortably to your right or left. Partner must avoid crossing in front of camera and avoid getting in between you and the agent. In short: **keep your recording field free from obstruction**.
3. **Positioning:** Partners need to stay relatively close to you. Don't let partner wander off on their own while they're carrying on a conversation with the SR (audio loss). Or SR and partner are together and you are somewhere else. **Do not get separated.**
  - (a) The SR **leads** in front of the camera. The partner stays to the opposite side or just behind. If agent is to your left...partner is on your right side. If agent is to your right...partner is on your left. You & the camera square to agent.
  - (b) **Golf cart or SR cars:** If you are driving with the SR in a golf cart or car, your partner ALWAYS sits in front. You sit in the rear and position yourself to capture the agent. If the golf cart has a rear seat facing backwards, then angle yourself to capture the SR. In the rear of the car, sit on passenger side –not directly behind the SR.

**It is your responsibility to view each video IN ITS ENTIRETY.** The purpose is twofold; (1) to self-critique your work, (2) if you find problems with your video, contact *LeBlanc & Associates* immediately to discuss the situation. Any video turned in with **preventable** problems, will cancel your assignment and no pay will be authorized for the fieldwork.

## VIDEO FILE UPLOADS

*All source videos are to be submitted within 24 hours from the date of field completion. Any unauthorized delay of submitting videos will result in a reduction of your fee.*

Note: It is best to send each target video using split files. For example, if you are with your target agent for about 1 hour, it is easier to upload and send in 2-3 files (no more than 30 minutes/file). LABEL each file with builder name, agent name, date and sequence of file. e.g.: JJones022517KHOV1 or JJones022517KHOV-A. Make sure your files are sent in native format. DO NOT change the extension. Raw video files will have one of the following extensions: .avi .asf .mp4 .mov

- **Do not** reformat or transcode your files.
- **Do send** the files from your memory card as is.
- Most videos can take several hours to upload.

### *Proprietary*

#### LeBlanc & Associates

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**Upload Instructions On [www.mleblanc.com](http://www.mleblanc.com)**

- **Mystery Shopper tab.**
- **Assignment Forms.**
- **Upload Instructions.**

**SD CARD/DVD RETURNS**

If you are not able to upload your video files, ship your source video, (SD card or DVD) to LeBlanc & Associates using FedEx/UPS, etc. 2<sup>nd</sup> day delivery option. Do not use regular postal mail. Copy all of the contents of your SD card and make a **data DVD**. Use disc burning software like Nero, Roxio, CDBurnerXP, etc. **NOTE THE TRACKING NUMBER AND E-MAIL TO [mary@mleblanc.com](mailto:mary@mleblanc.com)**

Thank you for joining the team of *LeBlanc & Associates!* We look forward to working with you. Please always feel free to give us your comments and suggestions so that we can continue to offer our clients quality service and product.

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