

FIRST COMMERCIAL OPPORTUNITY WORKFLOW

Quick Reference Handout for Residential Agents

Goal: Slow down, involve your broker, get the right guidance, protect the client, and learn the process the right way.

1. Lead Comes In	2. Identify Opportunity	3. Notify Broker	4. Check Competency	5. Handle, Partner, or Refer?
6. Intake + Verify Use	7. Gather Docs + Experts	8. Use Right Forms	9. Manage Due Diligence	10. Close + Debrief

The 13-Step Safety Workflow

Step	Action	Quick Reference Notes
1	Identify the opportunity	Sale, purchase, or lease? Buyer, seller, landlord, or tenant? Office, retail, industrial, multifamily, land, or special use? Investor or owner-user?
2	Notify your broker immediately	Before promises, advice, showings, LOIs, offers, or forms. State what you know, what you do not know, and where guidance is needed.
3	Check your competency	Do you understand this property type, forms, valuation, risks, due diligence, and required experts? If not, get help.
4	Choose the safest path	Handle with oversight, partner, co-broker, or refer. First three commercial transactions should be guided, supervised, mentored, partnered, or referred.
5	Complete commercial intake	Clarify use, location, size, budget, financing, timeline, business needs, documents available, and who else is advising the client.
6	Verify the intended use	Check zoning, deed restrictions, parking, signage, utilities, access, CO requirements, city/county rules, and property suitability.
7	Identify required experts	Commercial lender, attorney, CPA, surveyor, inspector, environmental consultant, insurance, engineer, architect, contractor, title, zoning contact.
8	Gather the right documents	Leases, rent roll, financials, survey, tax records, insurance, title info, environmental reports, utility info, maintenance history, service contracts.
9	Review the numbers carefully	Verify gross income, expenses, NOI, cap rate, lease rates, NNN, CAM, vacancy, taxes, insurance, debt service, and cash flow.
10	Use the right forms	Confirm with your broker. May involve listing agreement, buyer rep, tenant rep, LOI, commercial contract, commercial lease, commission agreement, or confidentiality agreement.
11	Manage due diligence	Track deadlines, inspections, survey, title, zoning verification, environmental review, lease review, financial review, financing, insurance, permits, and contractor bids.
12	Stay guided until completion	Keep broker, mentor, or commercial partner involved before offer/LOI, after execution, during due diligence, before contingency removal, and before closing or lease signing.
13	Debrief and build your file	After closing or lease signing, document lessons learned, key issues, forms used, experts involved, and questions to ask earlier next time.

Commercial Intake Cheat Sheet

Buyer	Seller	Tenant	Landlord
<input type="checkbox"/> Property type	<input type="checkbox"/> Property type	<input type="checkbox"/> Business type	<input type="checkbox"/> Available space
<input type="checkbox"/> Intended use	<input type="checkbox"/> Occupied or vacant	<input type="checkbox"/> Space needed	<input type="checkbox"/> Allowed uses
<input type="checkbox"/> Owner-user or investor	<input type="checkbox"/> Leases/rent roll	<input type="checkbox"/> Total budget	<input type="checkbox"/> Lease type/rate
<input type="checkbox"/> Location/size/budget	<input type="checkbox"/> Financials available	<input type="checkbox"/> Build-out needs	<input type="checkbox"/> CAM/NNN expenses
<input type="checkbox"/> Commercial lender?	<input type="checkbox"/> Survey/zoning known?	<input type="checkbox"/> Parking/signage needs	<input type="checkbox"/> TI negotiable?
<input type="checkbox"/> Timeline	<input type="checkbox"/> Known issues	<input type="checkbox"/> Current lease status	<input type="checkbox"/> Preferred term

<p>Red Flags: Slow Down and Get Help</p> <ul style="list-style-type: none"> • Special-use property: church, daycare, gas station, car wash, hotel, event center • Land development, rezoning, entitlements, or unclear utilities/access • Tenant-occupied property with leases, rent roll, deposits, or estoppels • Environmental concern: auto repair, dry cleaner, industrial, underground tanks • Complex lease terms: NNN, CAM, TI allowance, exclusivity, personal guarantee • Numbers are pro forma only, incomplete, or not verified 	<p>Safe Agent Language</p> <ul style="list-style-type: none"> • “This appears to have potential, but we need to verify the intended use.” • “This is outside my normal residential work, so I am involving the right commercial guidance.” • “That is a legal question. I recommend your attorney review it before you rely on it.” • “We need to verify actual numbers, not rely only on pro forma projections.” • “Let’s confirm total occupancy cost, not just base rent.”
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FIRST THREE COMMERCIAL TRANSACTIONS: GUIDED, SUPERVISED, MENTORED, PARTNERED, OR REFERRED.