

# Mortgage Business Management Questionnaire



## Mortgage Business Management Questionnaire

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_

1. Produce and submit a formal resume for yourself and any other managers. Objective should be something like “help other loan officers prosper in the career of delivering the American Dream of homeownership to others.”
2. Describe your office(s) and staff—
  - Location and size (include rental information)
  - Number of loan officers—
    - Experience level for each
    - How long have they been in the company
    - What is their average production monthly (units, volume, gross revenue)
  - Number of operational staff--
    - Experience for each
    - Position responsibilities
3. Describe your goals for—(and compare them to present levels)
  - Growth
  - Personal Production
  - Profitability
  - Personal Achievement
4. Compare these to present levels
  - Growth
  - Personal Production
  - Profitability
  - Personal Achievement

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5. Describe the functions performed in your office (including who does what—for example, does the loan officer process their own loans?) Try to be specific as to who does what (for example, what does the processor do vs. the loan officer).
  - Origination
  - Processing
  - Closing
  - Underwriting
  - Shipping
  - Administration (office and vendor management)
  - Human Resources (payroll, etc).
  - Compliance (licensing, QC)
  - Marketing
  - Other:
  
6. If there is a corporate office—what functions do they provide of the above?
  - Origination
  - Processing
  - Closing
  - Underwriting
  - Shipping
  - Administration (office and vendor management)
  - Human Resources (payroll, etc).
  - Compliance (licensing, QC)
  - Marketing
  - Other:
  
7. What benefits are provided to loan officers/staff (describe where appropriate). If they are provided by corporate, note this.
  - Tax withholding (W-2)
  - Health, 401K, etc.
  - Software—CRM/LOS/Other
  - Office/Desk
  - Phone
  - Car
  - Marketing Support
  - Individual Website
  - Providing Leads
  - Training
  - Other:
  
8. What benefits that are not provided would you like to add?

## Mortgage Business Management Questionnaire

9. What loan programs does your office originate? Indicate percentage of total production...

- A-paper conventional (conforming and jumbo)
- Alt-A non conforming
- Sub-prime
- Hard money
- Reverse mortgages
- FHA
- VA
- Rural Housing
- State Bond Issues
- Other:

10. Is your office/company involved in other businesses/joint ventures?

- Real estate
- Builder
- Title
- Appraisal
- Financial Planning
- Tax Preparation
- Other:

11. Describe your biggest three challenges right now (and in the past)...

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12. What are you doing to market now and in the past? (include copies of flyers and other relevant materials). This includes personal production and officer production

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- Where does your business come from (include any niches)...

13. What are you doing to recruit now and in the past? (include copies of flyers and other relevant materials). This includes personal production and officer production

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## Mortgage Business Management Questionnaire

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  - Where do your loan officers come from?
14. What are your minimum standards for hire?
- For loan officers?
  - For operations staff?
  - For Managers?
  - Do you have minimum production standards?
15. Have you fired any one for fraud or any other major infraction?
- Describe..
16. Who are your major vendors and what is your approval process?
- Lenders
  - Appraisers
  - Title
  - Technology (including web)—what is web address?
  - Other:
17. What is your compensation model for loan officers?
- Do you have a written plan? (include copy)
  - What are the variations (such as less for in-house leads)
  - Do you have a recruiting incentive?
  - Do you have a mentorship program?
  - What fees are standard and are they commissionable?
  - Do you pay a salary or draws
18. How large is your database right now and what do you use
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19. How often do you hold sales meetings and are they mandatory and what topic(s) are covered?
20. How often do you hold personal coaching sessions with your loan officers/operational staff and what topics are covered?

## Mortgage Business Management Questionnaire

21. What are three personal production actions you should be taking right now but are not?

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22. What are three recruiting actions you should be taking right now but are not?

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23. What are three management (outside of recruiting) actions you should be taking right now but are not?

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24. What have we not asked about?