



DESTINATION SERVICES byMBA

I would like to introduce you to **Destination Services byMBA**. Essentially, we consider ourselves part of your team, providing quality service to your clients' or your recruits and new or transferring employees. We can help simplify the decision-making process and facilitate their relocation so that it is efficient with minimum stress.

We endeavor to educate the recruit, new or transferring employee, by providing information during a personalized pre-decision **area overview / recruitment tour** to enlighten them to the benefits of working and living in Southern California, as well as the many options available for their housing needs. Our overviews are designed to furnish information on the wide variety of amenities available, areas for recreation, entertainment & shopping, school districts, climate, hospitals, traffic patterns, housing options and much more. Each person receives a packet supporting and adding to the information shared during the tour. This overview is especially beneficial in conjunction with home-finding or rental assistance.

Our **Rental Assistance** is designed to guarantee the Renter with similar attention normally paid the Homeowner by providing accompanied visits to prescreened rental properties that meet the Renter's budget, move-in time frame as well as preferences.

Settling - in Services ease the challenges of adapting to a different culture and the mores of a new environment, especially for the international new hire, who not only may be unfamiliar with the area, but with the processes for obtaining a social security card, driver's license, bank account, child care or schooling, finding permanent housing, setting up utilities and the like.

We offer **home finding assistance**, which pairs the new hire with qualified real estate agents and offers continuity. We monitor their interaction and progress on a regular basis to ensure a successful outcome. Many available options for resale homes, new homes and mortgage assistance are provided.

Intern Initiation introduces the temporary employee to the area, providing easy transition into temporary housing, area tours, maps and information. This allows the intern to focus on learning immediately.

We can combine or alter services for your specific needs. We are knowledgeable and flexible and will work with you to determine the best options at the best price for you and your clients once needs have been determined.

We provide value, service and peace of mind and welcome the opportunity to work with you!

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ARRIVAL SERVICES

These “**Meet & Greet**” services help to provide an added level of comfort for the domestic or international employee, both temporary and permanent, ensuring a welcoming experience. Our goal is to make the arrival experience hassle free. Introductions to the neighborhood and community enhance the relocation process.

Airport Greeting and Apartment Familiarization

- Meet & greet client at airport and drive to designated apartment
- Walk client through apartment explaining appliances, parking, mail, trash, answering questions and identifying needs
- Provide maps & information on local services, grocers, restaurants, cleaners, banks, hospitals, schools, recreation, etc., to meet individual and/or ethnic needs

Apartment Greeting and Neighborhood Orientation

- Meet & greet at apartment, walk through, explaining appliances, parking, mail, trash, answering questions and identifying needs
- Provide maps & information on local services, grocers, restaurants, cleaners, banks, hospitals, places of worship, recreation, etc., to meet individual & ethnic needs
- Accompany client on local neighborhood orientation to identify local services and purchase groceries or items necessary to the first night's stay

You may add an area orientation to either service above. On a subsequent day, the client is introduced to the community beyond their neighborhood, the beaches, shopping centers, areas of cultural interest, housing, and much more.



AREA ORIENTATIONS

Area overviews provide the recruit, transferee and new employee with the community information and resources needed to make a satisfactory relocation decision or adjustment to their new surroundings. Individually tailored, these informative tours are designed to showcase our community, covering practical resources such as general real estate values of various neighborhoods, options in housing, education, community resources, traffic patterns, weather conditions and more, while focusing on the client's areas of special interest. Our impartial area overviews offer an opportunity for a positive and realistic impression of Southern California communities and lifestyle.

Area Orientation/Recruitment Overview

A tour designed to give the new hire or recruit a general overview of various communities, providing information to assist in acclimating to the new area and/or help in making an informed decision about relocating to the area.

- Showcase communities appropriate to their lifestyle and budget.
- Overview of real estate, tax structures, and the escrow process
- Review neighborhood schools and school districts
- Highlight recreation or points of interest
- Compare and contrast general lifestyles of various communities
- Welcome Packet

Deluxe Area Orientation/Recruitment Overview

A longer tour designed for the employee/candidate or Expat who has complex questions, special needs, or is ready to buy a house. In addition to the topics listed above, we:

- Research availability in their price range, showing communities with suitable homes on the market
- Research other areas of interest, such as schools and daycare centers.
- Make appointments and accompany the employee to campuses, talk with teachers, visit school district offices, etc.
- Pair client with a qualified real estate agent continuously monitoring interaction to ensure the client is receiving quality service



RENTERS, OWNERS & INTERNS

Rental Assistance and Home Finding

Our Rental Assistance tours are designed to guarantee the renter with similar attention normally paid to the homebuyer by providing accompanied visits to pre-selected properties that meet their budget, move-in time frame and lifestyle preferences. We focus on bringing the client as close as possible to signing a lease. It is most effective when preceded by an area overview to identify the client's community preferences.

- Research rentals meeting their specific needs (pets, handicapped access, washer/dryer hookups), budget and time frame
- Show communities appropriate to their lifestyle
- Visit apartment complexes
- Arrange appointments to view inside of private rentals, as needed
- Welcome Packet of information on Orange County

The new hire ready to purchase a home receives an unbiased area overview, then is paired with a quality realtor for the home search & is monitored throughout the process.



INTERNATIONAL SERVICES

International services are individually tailored to address cultural diversity and the range of special needs that families from different countries and cultures may have. They include area and cultural orientations, cultural awareness training, as well as “Settling-In” services designed assist the expatriate with the processes necessary for integration into the new community.

Area and Cultural Orientation Overview

An area orientation to introduce the recruit or employee with to community, with special emphasis on the shops or establishments catering to ethnic, religious or special needs. Translators are optional for the employee with family members who would prefer hearing all information and instructions in their native language to help confirm their understanding.

Cultural Awareness Training

These personalized programs coach the employee and family in ways to adapt to the mores and culture of the new location, providing specific information necessary to transition into the new environment.

Settle-In Services

These services include temporary housing assistance, arrival services, cultural awareness training, and accompanied assistance with procedures such as applying for a Social Security number, driver’s license, auto registration, banking, school search and enrollment. Necessary information for day-to-day living is shared. Rental or homefinding assistance is provided at the appropriate time.

International Relocation Services

- Area & Cultural Orientation Tour (with translators, optional)
- Cultural Awareness Training
- Settle-in Services (Arrival, orientation& tour, special services)
- Special Services may include:
 - Temporary housing
 - Cultural Awareness Training
 - DMV process; auto registration or purchase
 - Social security card process
 - School registration
 - Banking set-up
 - Departure services



OUR COMMITMENT

Destination Services byMBA is committed to providing the highest quality area orientation services, increasing the recruit's desire to relocate and facilitating the new hire's relocation.

We provide the information necessary for prospective candidates to make intelligent, informed decisions regarding their move to Southern California. We provide the knowledge of community Resources for new and transferring employees and interns to acclimate quickly.

Our goal is to provide peace of mind while making the decision to relocate, confidence in the decision, and assurance of truly feeling "at home" in Southern California. Our commitment to recruits and employees goes beyond sharing information. We know it is important to remain available. Included in our evaluation is an offer of continued support, if needed. We gladly provide additional information to facilitate the decision-making process or day-to-day living to assure a smooth and comfortable transition.



MENU OF SERVICES

Arrival Services

- Airport Greeting and Apartment Familiarization
- Apartment Greeting and Neighborhood Orientation
- Apartment Greeting and Area Orientation

Area Orientations & Services

- Area Orientation/Recruitment or Pre-Decision Tour
- VIP/Expat Overviews
- Rental Assistance (apartments)
- Full Service Rental Assistance (private listings)
w/Area overview (recommended for each)
- Community Identification & Home-finding assistance
- Local appraisals

International Relocation Services

- Area & Cultural Orientation Tour (with translators, optional)
- Cultural Awareness Training
- Settle-in Services (Arrival, orientation & tour, special services)
- Special Services may include:
 - Temporary housing
 - Cultural Awareness Training
 - DMV process; auto registration or purchase
 - Social security card process
 - School registration
 - Banking set-up
 - Departure services