



CASE STUDY

REAL ESTATE / PROPERTY MANAGEMENT
TENANT SUPPORT & LEASING OPERATIONS



A fast-growing real estate services company supporting a major property management brand was scaling support for a key institutional client. The priority: expanding their tenant care team quickly to match rising service volume—without losing quality or operational control.

THE CHALLENGE

As customer volume surged, the client needed to grow their dedicated team—fast. But rapid hiring often leads to mismatched talent, inconsistent performance, and high early-stage attrition. Their internal teams couldn't keep up with recruiting demands, and their existing vendor struggled to fill seats with the right-fit agents.

World Connection's Solution

World Connection deployed a high-speed recruiting and onboarding strategy tailored to real estate support. WC aligned agent profiles to client expectations, integrated real-time workforce planning tools, and set clear performance baselines before Day 1. Leadership reinforced cultural alignment and maintained hiring pace without compromising agent quality.

In real estate and property management, scale means nothing without quality. WC helps teams grow fast—with the right people, right training, and right operational oversight.

“World Connection handled scale with speed and precision—and their team outperformed our other location.”

Outcomes

Team headcount scaled rapidly to meet new volume requirements

WC outperformed other vendor locations in key areas (response time, CSAT)

Agent expectations clarified before start, improving early tenure retention

Operational strain on internal managers reduced significantly

Growing your tenant support teams? Let's talk about how WC can build them quickly—and get it right the first time.