

Maintenance Rules

Terry Jackson is back with all her energy, humor, and knowledge. This time she is here to participate in our day of recognizing the Maintenance Team. We start the day with Terry's special seminar Masters of Maintenance then on to Maintenance Mania.

Did you know that 37% of resident moves in our industry are directly linked to poor service within our maintenance departments? Eliminate dissatisfaction and reduce property turnover. Turn moments of misery into moments of magic! In this fun, fast paced refresher we'll cover;

- Increase internal responsiveness and external satisfaction
- Resident Retention = Good Customer Service-Define it!
- "I have to sell the property too? But I'm not a Leasing Agent!"
- Time Management-how to work smarter not harder for "Power Productivity"!



Presented By
The Home Depot Supply

REQUEST REGISTRATION FORM

I WANT TO COMPETE FOR NATIONALS IN LAS VEGAS _____ Contact: _____ Phone: _____

I WANT TO CHEER ON A MY FELLOW WPAA COMPETITORS _____ Company Name: _____

I WANT TO ATTEND MASTERS OF MAINTENANCE _____ Specify Email or Fax (Required): _____

Competitors will receive: Registration Form with authorization, Model Race Car Criteria, and Car Wheels For a list of this years Games visit: www.naahq.org/maintenancemania

Paying by check # _____ Invoice Me Credit card please contact me

Name of attendees: _____

For more information on Terry Jackson visit her web site: www.terrybjackson.com

Wednesday
April 6, 2011
9:am ~ Noon

Seminar
Registration and Breakfast
8:30am
CORT FURNITURE
(1201 Brighton Road)

To Learn More About
MAINTENANCE MANIA go to:
www.naahq.org/maintenancemania

Masters of Maintenance Seminar:
\$85.00 member \$99.00 non-member
(Included Breakfast and lunch)

Maintenance Mania Competitors: \$20.00

Maintenance Mania Spectators: \$10.00

Maintenance Mania
and Lunch Follows
CORT Furniture
Rental
(1201 Brighton Road
Pittsburgh, PA)

