

The Apartment Skillbuilder Series 2011 Presents:

Maximizing Service Team Operations (It's More Than Just Tools!)

Wednesday, April 27, 2011

8:30 a.m. Registration and Breakfast

9:00 a.m. to Noon Seminar

www.SkillbuilderSeries.net



Cost: \$99 per person
FREE to Skillbuilder Subscribers!

Location: Training Center at MJ White & Son

22655 Heslip Dr, Novi, MI 48375

Located on the North side of Nine Mile east of Novi Road.

Continental Breakfast at 8:30 a.m.!

Target Audience: Maintenance/Service Team members of all experience levels

Is Your Service Team at Their Full Potential?

Objectives of this Class:

- Improve quality of service operations
- Manage a team more effectively
- Learn effective habits
- Understand root cause vs. symptom
- Solutions for common mistakes
- Create an action plan



Meet the Speaker:

Mark Cukro CAPS, CAMT, is the president of Plus One Consulting, Inc. and founder of ServiceTeamTraining.com. Mark is a national speaker and a leading resource in the field of service team development. His certifications include CAPS, CAMT I, CAMT II, CPO instructor with the National Swimming Pool Foundation, EPA proctor for the 608, 609, R-410a certifications, and a proctor for all HVAC Excellence courses. Mark is also a NAAEI instructor and was subject matter expert for the new CAMT program and NAAEI faculty.



In this session you will learn new ways to improve the overall quality of your service department, how to manage a service team more effectively, and how to deliver better service to your residents. You have never been to a seminar like this! It is fun, engaging, very informative, and taught by someone who started on site.

The new techniques you will learn are proven ways to motivate team members and we'll even discuss how to get the maintenance shops organized and why it is so important to the success of an apartment community. If you want to improve your service department, learn new ways to become more successful, or just want new ideas on how to deliver better service, this fun and engaging session is for you!



www.ServiceTeamTraining.com

Invest in yourself; invest in your team! Workshop is FREE to subscribers, \$99 per person to non-subscribers. To register, send attendee name, community/management company, and contact info: phone/fax/email

EMAIL your registration to Sarah@SkillbuilderSeries.net, or

CALL Sarah Rogers 248-474-3009 or **FAX** your registration information to 248-474-4659

Save money and subscribe to the 2011 Apartment Skillbuilder Series!

Full information available at www.SkillbuilderSeries.net ...plus On-line Registration!

Partner for success in 2011 with our Series Sponsors:



BLUELINK™
Inspect what you expect



LexisNexis®



Encore presentation on Thursday, April 28 in Lansing: Visit www.SkillBuilderSeries.net for more information