

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

Thursday, April 28, 2011

8:30 a.m. Registration/Breakfast

9:00 a.m. to Noon Seminar

Cost: FREE to Skillbuilder Subscribers!



PMAMM Members: \$99 per person
Non-Members: \$129 per person
www.SkillbuilderSeries.net

University Quality Inn

3121 E. Grand River, Lansing, MI 48912
I-27 to exit 78 (Grand River/Saginaw) in Lansing.
Hotel is across from Frandor Shopping Mall and next to Holiday Lanes Bowling alley.

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



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



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.



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

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Optional presentation on Wednesday, April 27 in Detroit: Visit www.SkillBuilderSeries.net for more information