



What Your Service Teams Want You to Know

Keys to keeping your service requests to a minimum

Presented by

Savvy Property Solutions

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Resident expectations are at an all-time high! More time and investment is being asked of our teams and our plates can start to overflow, especially if we are short staffed. Our service teams need help! Service requests are a part of our daily lives and how we handle them can make or break our business. We can head off a large amount of requests by putting in a little time up front. This can save hours of maintenance labor! Appreciating and supporting our maintenance teams is imperative. Being prepared and being proactive, not reactive, is essential to your customer service reputation! Let's get those excellent reviews coming!

Take Aways/ Objectives:

- Who am I? Not all service staff are a like
- Exploring alternative schedules
- Appreciation and motivation
- Make my life easier- work-load balance
- Social Media/Reviews/Sop Evaluation Comments
- Curb Appeal
- Best practices and communication

Nina Troester, CAM and Michelle Molinaro have been sharing knowledge and motivating multifamily partners over 30 years. They teach from experience, not from the internet or books, making their training programs relevant and easy to apply. You will walk away with action items and motivated to propel your customer service to exceptional levels. They teach together, making for a unique experience that is uplifting, humorous and interactive. Look for more to come from these outstanding ladies in years to come!

