

CONGRATULATIONS, YOU'VE BEEN NOMINATED FOR A TRIBUTE AWARD!

Your company has a limit on the number of candidates they can nominate each year, and they chose you to represent them. They already know you are special, so this is your time to shine. AMA staff has put together a helpful video to walk you through the interview process at azmultihousing.org/virtualjudging (or scan the QR Code).



Below is an outline of how to prepare and what to expect over the next few weeks:

- **Save the date.** Your interview date and time was provided via email. Please note we are not able to make changes to the schedule. We hope you don't have any conflicts, but you may need to reschedule other meetings or appointments.
- **Prepare for your interview.** This is your time to SHINE! Your chances of success will greatly diminish if you "just wing it". Practice answering the sample questions below. Reach out to other nominees in your company, past nominees and finalists, your managers or mentors and talk to them about how to best prepare. We know you love your residents, your team and your company, but we want to know what sets you apart from the other candidates in your category. This is your time to brag about yourself (or team if a team award). We know that self-promotion can sometimes be difficult, but the judges want to hear specifically what makes you special and stand out.
- **Get Zoom ready.** Even if you are a Zoom pro, we encourage you to practice! Test your internet, look into the camera, and smile! Ask a colleague or friend to provide feedback.
- **Dress to impress.** If you have a work uniform, we encourage you to wear that, otherwise business attire is appropriate.
- **Arrive Early.** Plan to join the Zoom meeting at least 15 minutes prior to your scheduled time. If you are late, it may shorten your total interview time or you may feel distracted or overly tense during your interview.
- **Leave your phone behind.** Avoid having your phone next to you during the interview. You don't want it ringing or buzzing, creating a distraction during your interview.
- **You will be welcomed by a friendly AMA staff member.** When you enter the Zoom waiting room, you will be shown a list of the interview questions and will have a few minutes to consider your answers.
- **Plan accordingly.** Interviews will be approximately 10 to 15 minutes in length. AMA staff and the interviewers will do their best to keep on schedule. However, please give yourself some extra time in the event the interviews are running a little behind.
- **Our AMAzing judges are industry professionals that volunteer their time.** Each judge has been handpicked based upon their many years of industry experience. They will make sure to make you feel welcomed, comfortable, and celebrated during your personal interview time. A staff member of the AMA will also be with you to make sure your experience is special.
- **Don't forget your Tribute Awards pin.** We are sad not to be seeing you in person, but that doesn't mean you won't get a pin! Join us at one of the Nominee Networking events to pick up your pin. We hope you wear it with pride for many years to come!



Interviewing? Below are some sample questions from previous years:

(Note some of these questions may not pertain to your category, they are just examples to help you prepare)

- What do you do to keep informed about the apartment industry and upcoming trends?
- How do you convert an internet lead to a visit and then lease?
- What is the most common objection you face in leasing an apartment and how do you overcome it?
- How do you monitor the performance of your competition?
- Name three things that make your community unique.
- In your capacity, what are your primary responsibilities?
- If your occupancy drops and you need leases, name three activities you can implement right away to improve the situation.
- What do you do to maintain and improve resident relations at your community?
- As manager of your community, leading your team is vital in your role. What do you do to lead, inspire and develop your team members?
- How do you handle a negative comment from a customer posted on social media?
- What changes have you recently implemented to decrease expenses and/or increase revenue?
- What resident retention programs do you utilize in order to maintain occupancy?
- What are your best tips when dealing with challenging resident interactions?
- In the many roles you serve, what do you consider your strengths to be?
- What skills do you think are important to have in order to be a good Maintenance Technician?
- Please describe an unusual maintenance problem you have encountered recently and what you did to solve the problem.
- What are your strongest skills and how do you use them to help your community?
- Do you have any favorite tips that you can share with us for saving time at your job?
- How do you use customer service in your daily job?
- Name three things you do to manage your time.
- What steps do you take to ensure that the expenses relating to the maintenance department stay within budgeted guidelines for your property?
- Tell us about the last major job challenge you were faced with; how did you handle that challenge; and what did you learn from it?
- As we all know, customer service is vital to successful operations. How do you mentor for your maintenance team regarding the delivery of the highest level of customer service for your residents?
- Describe your working relationship with your property manager.
- Why is the leasing professional critical to the success of a community?
- Tell us about a situation that impacted your entire community and how you overcame it.

Finalists will be announced on Friday, April 25th, live on Facebook and posted on the AMA website. If you are selected as a finalist, the AMA will send you an email with finalist interview details. All finalists will be interviewed (again!) the week of May 20th. At that time, another round of panel judging will take place.

