

# MAINTENANCE FOR MANAGERS

Wednesday  
May 23rd, 2018

AS LOW AS  
**•59<sup>00</sup>**  
PER PERSON



## One Day Maintenance for Managers Course

This class has been taught at Expos and Conferences on a National, State, and local level for many years. Topics include how to go from Good to Great, how to deal with service requests and maintenance emergencies, as well as resident retention. ***This course is a MUST for Management teams: Manager, Assistant Manager & Service Manager.***

### Training Topics:

- Maintenance Staff
- Customer Service
- Team Work
- Encouraging Your Staff
- Guiding Your Staff
- Handling Service Requests
- Setting Maintenance Standards
- Safety and Maintenance
- And Much More...

**NEW - BAAA's Micro learning center:**

<https://www.baaahq.org/micro-learning-center>

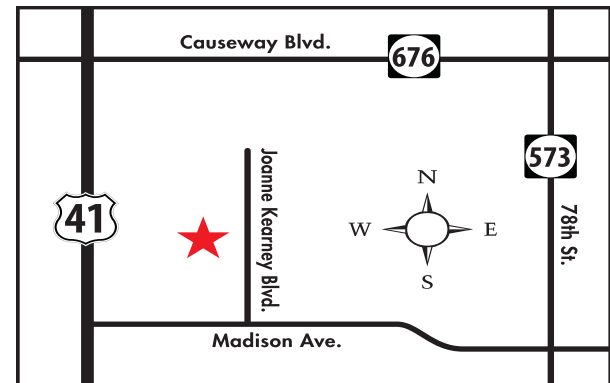
### Course Information:

**Location:** 5115 Joanne Kearney Blvd,  
Tampa, FL 33619-8602

**When:** Wednesday, May 23rd

**Time:** 8:30am - 4:00pm

**Cost:** \$59 Per Person (Members)  
\$99 Per Person (Non-Members)  
(Lunch Included)



**REGISTRATION DEADLINE:** Friday, May 18 (Late registrations will be accepted depending on space available.)

**Note:** Cancellations must be received by email to [debra@baaahq.org](mailto:debra@baaahq.org) a minimum of 3 business days prior to the event. Late cancellations and NO shows will be charged the full invoiced amount.



To Register, go to:

[www.baaahq.org/events/maintenance-for-managers-and-assistants](http://www.baaahq.org/events/maintenance-for-managers-and-assistants)