

Toni Blake: The Economics of Loyalty

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| 8 AM | Breakfast |
| 8:30-9:45 AM | Part One-The Loyalty Economics:
Relationship/Reviews
(Maintenance/Management Teams) |
| 9:45-10:00 AM | Break |
| 10:00-11:30 AM | Part Two-The Loyalty Economics:
Renewals/Referrals
(Management/Leasing Teams) |
| 11:30-12:30 PM | Signed, Sealed, and Devoted: Selling to
Property Management Firms
(Supplier Members) |