



Emerald Awards 2019 Nominee Questions

Community Manager

1. Give examples of how you contribute to the success of the property and your company.
2. Describe efforts you take to keep your site team motivated and performing at a high level.
3. Describe a time when you had to make a difficult decision or a challenging work situation and what was the outcome?
4. What do you do to set the example for your team to achieve desired results?
5. Give specific examples of resources you use to improve your industry knowledge and professional development, and how they have impacted your career.

Assistant Manager

1. Give examples of how you contribute to the success of the property and your company.
2. What was the most challenging thing you had to learn in property management and how did you master it?
3. If you could implement one change at your apartment community, what would it be and why?
4. What do you do to set an example for your team to achieve desired results?
5. Give specific examples of resources you use to improve your industry knowledge and professional development, and how they have impacted your career.

Leasing Agent

1. Give examples of how you contribute to the success of the property and your company.
2. What do you think is the most important amenity to promote at your community and why?

3. How do your efforts impact overall resident retention and provide for a great customer experience for residents?
4. Describe how you overcome objections when demonstrating your apartment homes.
5. Explain your desired career path and describe what you have done so far to achieve it.

Rookie Office, Rookie Maintenance

1. Give examples of how you contribute to the success of the property and your company.
2. How do your efforts impact overall resident retention and provide for a great customer experience for residents?
3. What was the most challenging thing you had to learn in property management and how did you master it?
4. If you could implement one change at your apartment community, what would it be and why?
5. What is your favorite part of your job and why?

Maintenance Supervisor

1. Give examples of how you contribute to the success of the property and your company.
2. Describe efforts you take to keep your site team motivated and performing at a high level.
3. Describe a time when you had to make a difficult decision or a challenging work situation and what was the outcome?
4. What do you do to set an example for your team to achieve desired results?
5. Give specific examples of resources you use to improve your industry knowledge and professional development, and how they have impacted your career.

Maintenance Technician

1. Give examples of how you contribute to the success of the property and your company.
2. What technical skill could you improve in the most, and how are you working to improve that skill?
3. How do your efforts impact overall resident retention and provide for a great customer experience for residents?
4. How do you achieve a balance between efficiency and quality?
5. What efforts and resources do you plan to use to advance your career?

Portfolio Manager

1. Give examples of how you contribute to the success of your company and your site teams.
2. Describe efforts you take to keep your site teams motivated and performing at a high level.
3. Give a specific example of how you have demonstrated your ability to handle multiple priorities and deliver results.
4. How do you balance achieving corporate initiatives and developing on-site motivation and performance?
5. What efforts and resources do you use to improve your industry knowledge and professional development?

Regional Maintenance Director

1. Give examples of how you contribute to the success of your company and your site teams.
2. Describe efforts you take to keep your site teams motivated and performing at a high level.
3. Give a specific example of how you have demonstrated your ability to handle multiple priorities and deliver results.
4. How do you balance achieving corporate initiatives and developing on-site motivation and performance?
5. What efforts and resources do you use to improve your industry knowledge and professional development?

Credential Holder

1. Give examples of how you contribute to the success of the property and your company.
2. What was the most challenging thing you had to learn in property management and how did you master it?
3. What is your favorite part of your job and why?
4. How has what you learned in the credential process impacted the way you do your job?
5. What efforts and resources do you use to improve your industry knowledge and professional development?

Community of the Year

1. What unique ideas have you put into place to retain your residents and provide a great customer experience?
2. Describe innovative ways that you have attracted new residents to your community.
3. Describe efforts you take to keep your site team motivated and performing at a high level.

4. How do you maximize financial performance at your property?
5. What strategies do you employ to set your community apart from the competition?

Renovated Community

1. Describe why you chose to renovate your community.
2. Describe in detail the unique renovation features of your community and their purpose.
3. How have residents responded to the renovation and how has it impacted the community?
4. How has your renovation improved financial performance at your property?
5. Submit before and after photos or drawings electronically that demonstrate the breadth and type(s) of renovation.

New Development

1. What unique ideas have you put into place to provide a great customer experience for residents?
2. Describe innovative ways that you have attracted new residents to your community.
3. Describe efforts you take to keep your site team motivated and performing at a high level.
4. How do you maximize financial performance at your property?
5. What strategies do you employ to set your community apart from the competition?

Curb Appeal: Mid-Rise or High-Rise

1. What efforts does your team implement regarding the interior of your community to make it stand out from your competitors?
2. Describe a defining characteristic regarding the building design at your property.
3. Outline any major common area amenity initiatives that your property has undertaken in the last 12 months.
4. How do you work together with your supplier partners to keep them focused on your property appearance?
5. Please submit three exterior or interior photos representing the curb appeal of your property electronically with your response.

Curb Appeal: Garden Style

1. What efforts does your team implement regarding the exterior of your community to make it stand out from your competitors?
2. Describe a defining characteristic regarding the landscaping at your property.

3. Outline any major curb appeal initiatives that your property has undertaken in the last 12 months.
4. How do you work together with your supplier partners to keep them focused on your property appearance?
5. Please submit three exterior photos representing the curb appeal of your property electronically with your response.

Community Service: Individual/Team

1. What are some successful ways you have given back to the communities in which you do business?
2. Why is it important to you to give back through community service?
3. Please describe how you balance your focus on social responsibility issues with the pursuit of achieving business goals?
4. How do you encourage others in the industry to follow your lead and get involved?
5. What future plans do you have for yourself or your company to promote an awareness of, and an involvement in issues that are important to the greater good of our communities?

Industry Partner

1. How do you assist multifamily owners and managers in maximizing the value of their properties?
2. How have you promoted the apartment industry in the past 12 months?
3. What are some ways your company works to build strong relationships?
4. Demonstrate ways your company strives to create positive customer experiences.
5. How has your company given back to the industry?

