

DETROIT METROPOLITAN APARTMENT ASSOCIATION

GENERAL MEMBERSHIP BREAKFAST MEETING

DATE/TIME: Wed, September 14, 2005 8:00 a.m. to 9:30 a.m.

(Board meeting follows; all welcome)

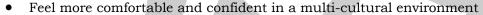
PLACE: Glen Oaks Country Club 30500 W. 13 Mile Rd., Farmington Hills.

Located on 13 Mile east of Orchard Lake

SPEAKER: LEAH BREWER, "LEASING QUEEN"

FULL HOUSE MARKETING

TOPIC: GOING GLOBAL: A JOURNEY IN DIVERSITY



- Learn negotiation, customer service and sales strategies that are effective across cultural borders
- Assess culturally specific needs of diverse clients
- Communicate more effectively with those whose native language is not English
- Acknowledge if your message has been understood in the face of language difficulties
- Avoid offending those immigrant and ethnic people whose values and etiquette might differ from your own
- Avoid applying stereotypes that can distort your perception of individual members of a group
- Read and accurately interpret nonverbal language

COST: \$20 for members and potential members, property professionals, vendors, suppliers. \$25 if RSVP is not received by Sep 12th. . Make checks payable to "DMAA"

RSVP: Call, e-mail or fax the form below by <u>Sep 12th</u> so we may reserve enough seats and food. **No-shows will be billed**. *Please note, we can no longer invoice following the meeting.*



FOR MORE INFORMATION, CALL THE LOCAL DMAA HOTLINE AT <u>248-427-1532</u> DMAA Thanks FOR RENT MAGAZINE our meeting sponsor!!!

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reet Address, City, State, Z)		
none	Fax	E-mail address	<u> </u>
	Please List Ind	ividual Names Attending:	
Fax to 248-474-46	59 or e-mail attendees	names to info@dmaa.net or	call 248-427