



The Detroit Metropolitan Apartment Association Presents...

2009 Leasing Academy Series



# First & Lasting Impressions

## *Topics Covered in this Session are:*

- ♦ Before the Prospect Visits...What About Your Promotional Material?
- ♦ Curb Appeal Is A Must!
- ♦ Give Your Team the Right Attitude.
- ♦ Dress the Part & Be Memorable.
- ♦ Greet, Present & Demonstrate for A Lasting Impression.
- ♦ Understand Your Prospect.
- ♦ Build Real Rapport.

**Instructor:** Kelly Vandebossche,  
*Lombardo Companies, LLC*

**Date:** Tuesday, March 10, 2009

**Time:** 9:00 am to 1:00 pm

**Location:** DMAA Training Office  
30700 Telegraph Road, Suite 2665  
Bingham Farms, MI 4025

**Cost:** \$49 Members/ \$79 Non-Members

**Kelly Vandebossche,**  
*Lombardo Companies, LLC*

Kelly is currently the Marketing and Training Manager with Lombardo Companies LLC. Kelley has over 20 years of residential property management experience, starting in leasing and working her way up to Regional Manager. In 2005 Kelly worked as an Account Executive with For Rent Media Solutions where she successfully sold and maintained print and internet advertising to apartment communities throughout 5 counties.

Kelly made a decision in 2007 to go back to what she loves the most... working on site in property management. She started with Lombardo Companies in August of 2008 where she helps oversee 6 properties, developing company Procedures & policy manuals, on site training, and marketing for her sites.

Please RSVP by Friday, March 6, 2009

E-mail to [info@dmaa.net](mailto:info@dmaa.net) or fax to 248-594-9804 or register online at [www.dmaa.net](http://www.dmaa.net)

No Shows will be billed

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Make checks payable to "DMAA" 30700 Telegraph Road, Suite 2665, Bingham Farms, MI 48025  
Reference "First & Lasting Impressions"