



A Detroit Metropolitan Apartment Association
Educational Workshop



Maintenance and Managers: Customer Service and A little Bit of Marketing Too!

Speaker: Nan Cavarretta, National Speaker

Date/Time: October 19th, 2006

2:00 p.m.—5:00 p.m. (Directly Following Fair Housing)

Location: Laurel Manor Special Events Center

(39000 Schoolcraft Rd., Livonia, MI 48150)

Cost: \$65 Members / \$95 Non-Members

- ★ The Importance of the Maintenance and Management Team
- ★ Retain Residents Through:
 - ★ Working as a Team
 - ★ Marketing
 - ★ Maintaining Higher Levels of Customer Service
 - ★ Sexual Harassment Training



Lunch is included in this program when you attend both Fair Housing and Maintenance and Managers!! Don't miss this dynamic course by one of the nations best industry speakers!!

Please RSVP by October 13th, 2006—No Shows Will Be Billed

Company Name _____

Street Address, City, State, Zip _____

Phone _____

Fax _____

E-mail address _____

Please List Individual Names Attending:

Register my team for:

- ☐ Maintenance and Managers: Customer Service and Marketing _____
- ☐ Fair Housing....Know the law It's the Right Thing to Do! _____

Fax to 248-594-9804, e-mail attendees names to info@dmaa.net, Call 248-594-9803, or Register Online www.dmaa.net

Enclosed payment: Check # _____ Amount \$ _____ ☐ Member or ☐ Non-member
Make check payable to "DMAA" and mail to: **DMAA**, 30700 Telegraph Rd., Suite 2665, Bingham Farms, MI 48025
Reference: Maintenance and Managers: Customer Service and A little bit of Marketing Too!