



CHRIS KING-DYE



- Leasing/Marketing
- Leadership
- Maintenance - Technical
- Compliance
- Maintenance - Soft Skills
- Keynote/Motivational
- NAA Designation: CALP, CAM, CAMT, CAPS
- Maintenance Certification: EPA-608, GPO

- **CAMT: Certified Apartment Maintenance Technician**
- 25+ years in Property and Facilities Management: Technician to Service Manager, National Training Manager, Regional Maintenance Director
- MBA in Facilities Management
- National Maintenance Trainer for RPM associations and management companies

TECHNICAL SKILLS

Full & Half-day Workshops

- Appliance Troubleshooting & Repair
- Electrical and Lockout/Tagout
- Plumbing
- Boiler/Water Heater
- Swimming Pools and Hot Tubs
- Heating & Air Conditioning

Certification and Compliance Programs

- CAMT: Certified Apartment Maintenance Technician facilitator for NAA affiliates – 5-8 days
- HVAC EPA 608 – 1 day
- REAC Preparation – “The Dirty 30” – half-day

TALENT DEVELOPMENT

Who's Next? Succession Planning for the Maintenance Team

Prepare for change by grooming porters into technicians, techs into leads and leads into supervisors. Create a continuous internal development cycle to attract and retain top workers and provide opportunities that result in satisfaction and stabilization.

Creeped Out by Bids and Scopes of Work? Top Tips to Produce Successful Contracts Write your own Scopes of Work and avoid Scope Creep and apples-to-oranges bidding. Confidently lead the bidding process and ensure accuracy in scope compliance, payment terms and guarantees.

Dude, where's my caulk? Inventory Management and Shop Organization Stop wasting valuable time and money searching for supplies. Embrace best practices to manage inventory and organize the maintenance shop for most effective use of time and talent while reducing workplace accidents. Avoid part-swapping and scavenger hunts!

As the Apartment Turns: Preventing Soap Opera Drama in your Redec Program Prioritize the turn processes and consider consequences of repair vs. replacement. Set turn standards that meet company expectations resulting in successful move-ins and renewals.

Talent Development for Maintenance Technicians

Promote talent from within and provide the resources for a successful supervisor. Learn to manage Budgets, People, Processes, Time and Risk along with standard leadership competencies. Bonus discussion of Succession Planning for the Maintenance Team.

When Sparks Fly: Defuse Conflict and Delight Customers and Go-Workers Competently and confidently interact, learn communication styles and de-escalate conflict effectively. Reduce workplace drama and increase customer satisfaction.

Money Matters for the Maintenance Team

Create budgets and manage expenses. Learn operating and capital budget differences and how actions and decisions impact a community's financial success.

Customer Service- the Power Tool in Your Toolbox

Retain more residents with some easy-to-adopt customer service techniques. Increase your own job satisfaction while you save your organization time and money.

Marketing View for the Maintenance Crew

Learn how you contribute to your apartment community's top two success goals and get into the communication loop for maximum effectiveness and impact.

Preventive Maintenance Program - Your Best Investment

Spend time to save time and equipment while increasing resident satisfaction. Learn how to ramp up to a full PM Program even during high-demand cycles.

Can We Talk? Maintenance as a Second Language

Office teams can interact more effectively by learning how maintenance colleagues think, react and speak. Gain new respect for the service team, transfer information most efficiently and enhance connection and communication.

Fishing for Top Talent in Today's Shallow Job Pool. Catch or Release?

In today's competitive environment, discover new ideas for locating skilled workers. Upgrade interview skills and hiring practices to achieve higher employee retention and satisfaction rates.

All topics available from 60-minute short shot to 3-hour deeper dive

HONORARIUM

- Half Day \$ 3900
- Full Day \$ 4900
- Keynote \$ N/A
- Break-out Sessions \$ CALL
- Travel/Lodging Expenses



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