



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

CAM: Certified Apartment Manager
CALP: Certified Apartment Leasing Professional
CAS: Certified Apartment Supplier
NAAEI AIT / AFT Graduate, Faculty
Full House Marketing, Founder/The Leasing Queen
ApartmentMentors, Director of Mentoring and Coaching
Skillbuilder Online, Co-Founder



Leah Brewer

LEAH BREWER

CHARLOTTE PISCIOTTA

CHRIS KING-DYE

HOT TOPICS

Leasing and Marketing

- **Action Leasing:** Lease Better, Faster, Higher, Further
- **Turning Leads into Leases:** Maximizing Phone and Email
- **Getting to Know You...Getting to Know All About You**
- **Miserly Marketing:** How to Get Superior Results on an Inferior Budget
- **Uber-Closing:** Mastering the Art of the Invitation
- **Say YES to the Address**
- **Stories that Sell**
- **Top 10 Ways to Increase Occupancy FAST!**
- **Enhance the Customer Experience**
- **Creative and Effective Follow-Up:** Change it up!

Compliance

- **My Name is NOT "Hey Baby":** Harassment Prevention in the Workplace
- **Diversely Similar:** Enthusiastic Inclusion
- **Fair Housing for Maintenance**
- **Fair Housing for Office Staff**
- **Assistance Animals:** What's the Scoop?
- **Top 10 Fair Housing Blunders to Avoid**

Leadership

- **Don't Call Me the "B" Word:** The Loss of the Boss and Love of the Leader
- **Is the Customer Always Right?** The Win3 Approach to Customer Service
- **The Art of Hiring a Superior Staff**
- **Conquering Conflict and Dealing with Difficult People**

Maintenance

- **Marketing View for the Maintenance Crew**
- **From Service Team to Customer Service Team**

Keynotes & Hands-On Activities

- **Working Smart, Retaining Heart, and the Courage to Do the Right Thing**
- **Superhero Secrets to Success**
- **Building Your Personal Brand, Brick-by-Brick:** a LEGO® experience (LEGO® Serious Play® Facilitator)
- **Aspire to Inspire:** How to be Indispensable



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HONORARIUM

Half Day \$ 4250

Full Day \$ 5500

Keynote \$ 2500

Break-out Sessions \$ CALL

Travel/Lodging Expenses