

Residential Property Management 25th Anniversary Speaker Series Presents

Dazzle and Delight Your Customers with Cathy Macaione



Discover the secrets to top-notch customer service that will **"WOW"** residents/customers. Multi-family housing expert, Cathy Macaione, will examine how customer service goes beyond slogans and clichés and comes across in everything you say, do, and even think. She'll share the subtle and not-so-subtle techniques that will improve customer service and ultimately make your residents fall in love with your community.

Tuesday, November 8, 2011
Fralin Auditorium
7:00 PM

Apparel, Housing, and Resource Management

240 Wallace Hall
Blacksburg, VA 24061
Phone: 540/231-6163
Fax: 540/231-1697

Web: <http://www.ahrm.vt.edu>