

# Time Management for Multi-Family

Presented by Mark Cukro  
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## Effective Service Operations

Presented by Mark Cukro

### Notes:

Adjust \_\_\_\_\_ - Time is not the \_\_\_\_\_.

Time is a \_\_\_\_\_.

Managing \_\_\_\_\_.

#### Value of 5 Minutes

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### Notes:

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# Notes:

**Tips for improvement**

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### Multi task vs. Singular Focus

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### Shop Organization

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## Technical Courses

CFC/HVAC Certification (EPA 608)  
 R-410a Certification and/or seminar  
 CPO Certification (National) 2 day  
 HVAC Fundamentals and Troubleshooting  
 HVAC Intermediate Troubleshooting  
 Electrical Fundamentals and Troubleshooting (basic)  
 Electrical Intermediate Troubleshooting and Repairs  
 Plumbing Repairs  
 Appliance Repairs  
 Advanced Troubleshooting – some experience is required  
 Service Technician Development



Safety For Maintenance – Fun and informative – **New**

Life Cycle Of A Building – What to expect and how to prepare for maintenance services on assets by their age – **Brand New**

Trends In Maintenance – What to expect in the future forand how technology will change in the next 5 years – **Brand New**

## Other Courses for Leasing and Service Teams

Effective Service Operations – **New**

Leadership for Service Managers and Supervisors

Leadership for Life

**Live, Grow, and Thrive – New** - How to keep making positive changes and overcoming challenges

Maintenance for Managers

Maintenance for Leasing Agents

Communication Performance

Train the Trainer Workshop

Magnetic Customer Service and Work Order Management

Silence in **NOT** Golden – How to get top notch service – a fresh perspective in engaging customers— **Brand New**

Time Management for Multifamily – **New**

DIY - Start Saving Money Tomorrow – best practices, products, and services – **New**

**Take Action** - Personal Safety and Assault Prevention

What every Manager should know about maintenance – **New**

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