

2019 Midwest Multifamily Conference

Maintenance Operations and Service Culture Presented by Mark Cukro

1-704-363-6236 - www.serviceteamtraining.com

Notes

Notes:

Run it like a _____. Why is it important?

Three things to consider before making a change

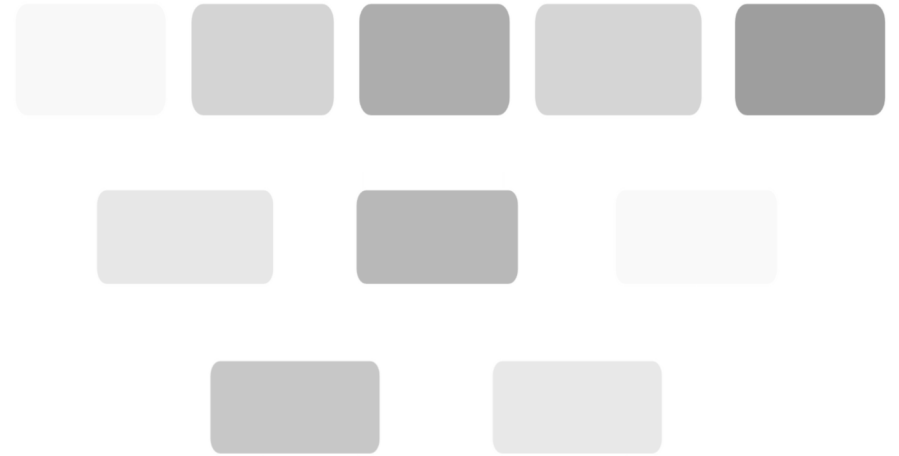
1. _____
2. _____
3. _____

Statistics

1. _____% of all HVAC systems that were replaced were misdiagnosed

2. _____% of all technicians just replace parts until a system works

Notes:



Order of importance?

_____ out of Top 20 are service related

_____ out of Top 20 are office related

1. How is it _____

2. How should it _____

3. What are the _____

4. How do we _____

5. What _____

6. Tools that make _____

7. Industry _____

Notes:

Delivery vs. E_____

Define our _____

Notes:

Teambuilding Notes:

Notes:

"If the rate of change on the outside exceeds the rate of change on the inside, the end is near." – Jack Welch

Next 3 Meeting/ Discussion Topics

1. _____
2. _____
3. _____

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