

Time Management for Multi-Family

Presented by Mark Cukro
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List how much time you spend by category

- 1.Admin – paperwork

- 2.Phone calls

- 3.Email

- 4.Personnel – communicating and interpersonal

- 5.Getting supplies and tools

- 6.Preparation for tasks

- 7.Actual work on tasks

- 8.Clean up – putting tools and supplies away

- 10.Time doing service requests

- 9.Grounds – trash, pools, amenities

Other:



Notes:

Adjust _____ - Time is not the _____.

Time is a _____.

Managing _____.

-

Value of 5 Minutes

Notes:



Notes:

What time of day am I **most productive**? _____

What time of day am I **least productive**? _____

What time of day am I the **least focused**? _____

Tips for improvement

-

Notes:



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Notes:

Tips for improvement

Multi task vs. Singular Focus

Shop Organization



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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