



*Don't miss this opportunity to
experience one of the Apartment All-Stars*
LISA TROSIEN

Lisa Trosien's expertise goes beyond the multifamily housing industry - she is a wealth of marketing knowledge! And she is sharing her knowledge with the Greater Dayton Apartment Association on

THURSDAY, FEBRUARY 9th -- TIMES TWO!

Plan on attending the afternoon educational opportunity from 1:30 to 5:00 p.m. - **HIGH OCCUPANCY= HIGH SERVICE, CUSTOMER SERVICE FOR TODAY'S MARKETS.**

Customer service has always been an essential element for successful companies, but in today's troubled economy, it's even more important. Lisa will discuss ways to set YOUR service above everyone's expectations. And most importantly, how to KEEP it there.

The cost to attend Lisa's afternoon marketing presentation is \$45.

If you attend BOTH the afternoon event AND the GDAA General Meeting that evening featuring Lisa, the afternoon event cost is reduced to \$40.

STICK AROUND FOR MORE LISA...

Lisa will be staying on and offering her keynote presentation at the GDAA General Meeting:
TRENDS IN THE INDUSTRY.

The multifamily housing industry is changing on almost a daily basis and you need to keep up with all those changes. You will be **AMAZED** at how we are changing as an industry!

Apartment critics **RAVE** over Lisa Trosien. Don't miss this opportunity to experience one of the brightest Apartment All-Stars. Sign up now for an experience you will be able to share with industry peers and more importantly YOUR RESIDENTS!!

Both the seminar and the General Dinner Meeting will be held at the Presidential Banquet Center 4548 Presidential Way Kettering 45429

SCHEDULE

1:30—5:00 p.m. - "High Occupancy= High Service Customer Service in Today's Market" Seminar

COST \$45 or receive discount of \$5 if you stay for the General Dinner Meeting !

5:30—6:00 p.m. -Social Time

6:00—6:45 p.m. —Dinner Buffet

6:45—7:00 p.m.—Business Meeting

7:00—8:00 p.m.— "Trends in the Industry" presented by Apartment All Star Lisa Trosien

Reservation deadline for both the seminar and dinner meeting: February 7, 2012

EARLY BIRD DINNER REGISTRATION:

\$30 if prepaid or at the door \$32 if billed

AFTER DEADLINE:

\$35 if prepaid or at the door \$37 if billed

Cancellations not honored after deadline.

No shows will be billed.

VISA, AmEx, MC, Discover gladly accepted.

RESERVE YOUR SPOT to get WOWED NOW !!!

Call (937) 293-1170 or e-mail: info@gdaa.org