

El Paso Apartment Association presents  
**Mark Cukro, National Trainer and Speaker**

Bethel Temple School Auditorium - 6301 Alabama (*right next door to the El Maida Shrine*)

**March 24, 2010 9 a.m. to noon - MAINTENANCE FOR MANAGERS 3 CECs**

This fun and engaging session is designed for Managers or anyone that wants to learn how to create a more effective and efficient service department. You will learn new approaches to communicating effectively with the service team and understanding the value about many of the products, mechanical systems, and services as well as some great new fresh ideas.

We will dispel many of the myths and you'll learn how to hire better associates and get behind the rehearsed answers in an interview. This class gets rave reviews and it will forever change the way you view maintenance and deliver service to residents and each other. You have never been to a presentation like this. It is highly recommended.

**March 24, 2010 1 p.m. to 4 p.m.- THE LAWS OF MAGNETIC CUSTOMER SERVICE 3 CECs**

This presentation is fun, informative, and will have participants creating new ways to make a better service experience for their residents. In this session you will learn how to make an immediately noticeable difference in the way service is delivered to your residents. We will discuss the difference between "lack of complaints and excellent service" and then you will return to your property with an action plan. You will also learn how to avoid the pitfalls that have allowed great companies that were once icons in service suddenly become the epitome of poor customer service. If you want to make great positive changes, create a great service culture or just improve a little, this is the course for you.

**Who should attend?**

Regional Managers; Maintenance Service Managers; Property Managers; Leasing Agents; Supervisors; Anyone that wants to learn more about a service department

**About the Instructor**

Mark is a leading resource in the field of service team development and brings to you all of the knowledge, skills and resources necessary to promote personal and professional development. Through his exceptional leadership and industry-proven effectiveness Mark has become a highly sought after resource to train service departments and assist companies in creating a customized training program to achieve their goals.

**\$75 FOR THE DAY OR \$50 FOR INDIVIDUAL SESSION**  
**RESERVATION DEADLINE FOR SEMINAR - MARCH 19, 2010**

Limited space at the seminar so make your reservations early

followed by

**MARCH MADNESS**  
**SPRING TRADE SHOW**

El Maida Shrine 6331 Alabama March 24th - 4-7 p.m.

**The Trade Show is FREE but reservations are required!**

Come out to see what new products and services our associate members have to offer!!

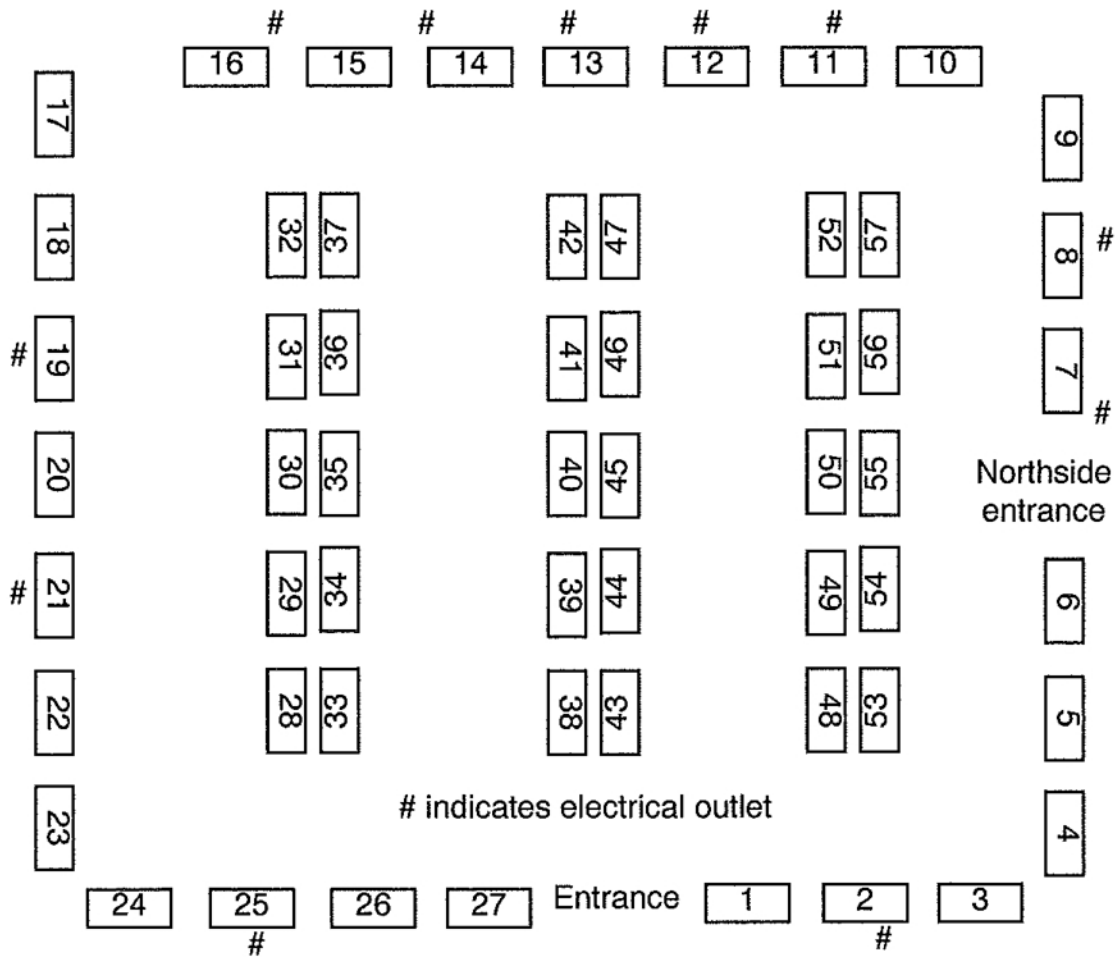
This is your chance to greet our veteran members and meet our newer ones!!

**DOOR PRIZES • DRINKS • FUN • DOOR PRIZES**

**RESERVATION DEADLINE FOR TRADE SHOW - MARCH 22, 2010**

We're updating participating vendors on our website weekly - [epaa.org](http://epaa.org)

**After the show, please remove your displays / wares so the Shrine staff may set the room for the next day's events. EPAA and the Shrine will not be responsible for any items left after closing of the show.**



COMPANY NAME	TABLE #	PHONE NUMBER	COMPANY NAME	TABLE #	PHONE NUMBER
ARM LAUNDRY	1			37	
SUN CARPETS	2		GRAINGER	38	
CORT	3			39	
CORT	4		JOHNSTONE SUPPLY	40	
AIRE MASTER	5			41	
DOSHER REFRIGERATION	6			42	
PAPERCUTS	7		LONESTAR CORROSION	43	
APARTMENT GUIDE	8			44	
TX SW FLOORS	9		HD SUPPLY	45	
TX SW FLOORS	10			46	
PC AUTOMATED CONTROLS	11			47	
APEX	12		LONGHORN ROOFING	48	
EZ MONEY	13			49	
SUNDEK	14			50	
	15			51	
APARTMENT FINDER	16			52	
	17		KROPPE PEST CONTROL	53	
	18			54	
	19		MOEN	55	
	20			56	
	21			57	
	22				
M RENTALS	23				
M RENTALS	24				
	25				
SHERWIN-WILLIAMS	26				
EL PASO DISPOSAL	27				
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