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# 2019 Annual Convention Call for Presentations

October 15-18, 2019

Proposed workshops/breakout sessions are now being considered for the 2019 NARPM® Annual Convention. The NARPM® Convention boasts an attendance of approximately 900 professionals and qualified residential property managers. The attendees include company owners, brokers, managers, executive officers, support staff, and suppliers – including those working with technology, web sites, personal assistants and others. Consider becoming a part of the rich NARPM® tradition of sharing professional and business knowledge by submitting a proposal to speak.

As you consider submitting a presentation proposal keep in mind that NARPM® Convention attendees want practical knowledge – give attendees ways to become more effective professionals, information that can be applied or tools that can be put to use, and job aids which are always popular. Theory is useful only when session participants are shown how to use it. Learning is not a passive activity. Give yourself a break–let others help do the talking. Attendees usually learn best when they are doing, not only when they are listening. Involve participants by asking questions, using exercises, and other activities.

All NARPM® members are invited to submit proposals for Convention Presentations using this form. **The professional submitting this proposal for the program is responsible for contacting all co-presenters and for all details including proposal submission, communication with co-presenters and presentation format.** The Association will provide a screen and projector and microphones for all sessions based on the specific session needs. **You must provide your own laptop** for any PowerPoint presentations. The Association will determine if and what type of microphones will be used in each session. Requests for additional audio/visual equipment will be considered on a case-by-case basis.

**Please note: NARPM® policy states that affiliates may not attend or speak at NARPM® events unless they are paid exhibitors at that event**.

**\* Proposals must be received by NARPM® no later than March 22, 2019.**

**\* Notification of acceptance will be made no later than April 19, 2019.**

Submission Guidelines and Information

Types of Breakout Sessions

**Workshop** A presentation in which a particular issue is explored in depth (can vary in length from 50 minutes to 1 hour depending on convention schedule)

**Panel Discussion** A 60 to 75 minute session (depending on convention schedule) in which a particular issue is explored by a panel with audience participation

**Note**: We reserve the right to change your presentation format and/or length, if necessary, in order to balance the convention program. If this becomes necessary we will contact you.

The Convention Program Sub-Committee will review all proposals. Proposals **must be typed**, with all information filled out completely. This form has data entry sections to complete the information. The submitter must sign all submissions [an electronic signature is acceptable]. Incorrect, hand written or incomplete submissions will be returned and not considered until properly submitted. NARPM® policy states that affiliates may not attend or speak at NARPM® events unless they are paid exhibitors at that event.

Email your completed proposal to conventioninfo@narpm.org.

**Title of Presentation**: This title will be used in the Registration Brochure and On-site program. Limit the title to 150 characters, including spaces and punctuation. The title should be descriptive and eye-catching. PLEASE ENTER THE TITLE IN THE FORM FILL BELOW AND CHECK THE APPROPRIATE BOXES.

The Ultimate Boost for Your Business- Spectacular Customer Service**- Ideas and Techniques for You and Your Staff to Put You at the Top and Amaze Your Clients and Customers**

**Format**: Workshop

**Category**:  **X** Small Company X Large Company X Personal Development X Skills

(Check all

that apply

**X** Professional Advice  **X** Marketi**ng**

**Presenter(s) Information**

**Presenter Listing:** List submitter’s name first. For each presenter (maximum of 4), list name, **NARPM® membership status**, address, zip code, phone and fax numbers, and **email address**.

Fred Richter, NARPM Member for 30 years and current Honorary Member, 319 Kingfisher Pt, McCormick, SC 29835, 864-602-1219 fred@fredrichter.com

Describe public speaking experience of all presenters and expertise with proposed topic:

Fred has been a nationally known professional speaker, motivational speaker, **business trainer and owner of several successful businesses for many years. He authored and taught most of the original NARPM designation courses and has spoken at NARPM National conventions for years. He is a Distinguished Real Estate Instructor Emeritus, an MPM and RMP. He has founded, owned and operated several highly successful real estate and property management companies and has applied outstanding customer service techniques to build and maintain excellent success and skills which he will share with attendees.**

List of NARPM® board and committee positions held by each presenter to avoid schedule conflicts with meetings:

Former NARPM national board member for 5 years, former National Treasurer, former Education Committee Chair and former Certification Committee Chair

Session Description

**Description/Summary of session:** Limit to 250 words. Be as specific as possible about the learning that will take place at your presentation. This version will be edited and used in the Registration Brochure and On-site program to describe the session. Please include the primary learning objective for the session. A member of the program sub-committee will contact you to discuss the session in more depth if it is being considered.

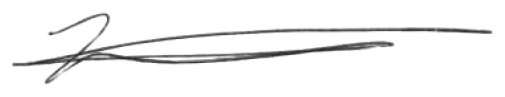
Offering and providing customer service that is so exceptional that your clients and customers will never forget you, will tell everyone they know about you and your company and constantly refer business to you is one of the most important success tools ever. Discussions will reveal how to amaze everyone you and your staff deal with, making your company stand out above all others in this present day business climate, how to deal with difficult situations and turn unhappy people into admirers, and how to present your services in such a way that prospects can’t wait to work with you. You will leave this workshop with a long list of staff training and super customer service ideas that will help you achieve a surprising level of success and a reputation that your competition will envy. Workshop will include brainstorming and encouraging attendees to share new ideas.

###### Presenter Contract

**On my (and my co-presenters) behalf, should this proposal be selected, I (we) agree that:**

1. Individual submitting this proposal and signing this form agrees to receive all convention correspondence and accepts responsibility for conveying convention-related information to co-presenters.
2. NARPM® reserves the right to videotape and/or audiotape this entire presentation (no partial taping) and distribute the tape for sale for educational purposes. By submitting this proposal to speak you are agreeing to be video/audio taped.
3. **There is no honorarium or reimbursement to workshop presenter(s**).
4. **Please note: NARPM® policy states that affiliates may not attend or speak at NARPM® events unless they are paid exhibitors at that event**.
5. Provide bios, and audio/visual requests using the instructions in the Speaker Guidelines (which will be sent if your proposal is selected.)
6. NARPM® **requires** that all handouts/presentations be provided electronically to staff by the deadline specified to be included on the Convention Micro-site so that they can be downloaded/printed by attendees prior to the convention.
7. **If you are attending any Convention sessions/events other than your own session, the presenter(s) is responsible for registering and paying Convention registration fees.**
8. Presenter must receive prior approval from NARPM® for any survey or data collection at the Annual Convention or for any advertising/promotion/marketing of any products or services.
9. **It is understood that “selling” a product or service from the stage is prohibited and will result in not being accepted to speak in the future.**
10. **Individuals submitting or included within this proposal have agreed to be present in San Diego, California during the core dates of the NARPM® Convention and conduct this proposed presentation according to the conditions listed above during the specific time slot assigned by the program sub-committee**.

Agreed: Fred Richter



: Feb 22, 2019

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