



Texas State NARPM Education Class

MASTERING Owner-Client Relations

📅 Wednesday February 6th, 2019
🕒 9:00 a.m. – 4:00 p.m.

This course will familiarize property managers with ways to grow and streamline their management businesses.

1. Recognize the importance of understanding clients' goals and objectives
2. Identify owner, tenant, and vendor services that can be included in the property management business
3. Develop tactics for managing client expectations
4. Discuss the importance of tracking for profitability
5. Evaluate the metrics currently used in your business and make a plan for improvement



Taught by **Bart Sturzl**,

2016 National
NARPM President

📍 Austin Marriott South 4415 S IH 35 Frontage Rd, Austin, TX 78744,
the hotel room block is OPEN and the link is on NARPM.org

Registration – **ONLINE** only, no onsite registration. Registration available at 🌐 NARPM.org

LIMITED SEATS, THIS EDUCATIONAL SESSION WILL SELL OUT!