



Visit Grace  
December 11-12, 2024

Itinerary

**Wednesday, December 11**

9:00 – 9:30am – arrive and check in

- 9:30 introductions and preview
- 10:00 organizational chart & organizational roadmap
- 10:30 meet Founder / VP Property Management / VP of Operations
- 10:50 break
- 11:00 First Principles of PM
- 11:30 system manual overview
- 12:00 break & lunch served
- 12:15 1x1 meetings
- 12:45 Performance / Evaluation (PE sheet) review
- 1:10 Vacancy / Delinquency meeting / Q&A time
- 1:50 break
- 2:00 meet Property Managers
- 2:30 meet Director of Leasing (DL)
- 2:50 meet Director of Accounting (DA)
- 3:10 meet Resident Services Coordinator (RSC)

3:30 break  
3:40 CEO Dashboard  
4:00 Q&A  
5:00 Day 1 ends  
6:30 Dinner at Hideaway Steakhouse / 2345 W. 112<sup>th</sup> Ave, Westminster.

### **Thursday, December 12**

9:00 – 9:30am – arrive and check in

9:30 Vendors we use  
9:45 Website essentials  
10:10 Google reviews  
10:30 Education based marketing  
11:00 break  
11:10 Q & A  
11:30 New owner-client leads: process & presentation  
12:00 break and lunch served  
12:15 Income streams & increasing fees on current owners  
12:45 Getting control of your company financials & the need for margin  
1:00 Company culture & behavioral values  
1:30 Q&A  
2:00 Day 2 ends