



Welcome
How to Reward
Your Residents





Questions? Chat with us on twitter!
@therentersvoice #rentersvoice

TOPICS

Why *reward* your residents

How to create loyal residents

5 simple ways to reward residents

GIVING YOUR **CURRENT**
RESIDENTS THE RIGHT ATTENTION
AND FOCUS IS **ESSENTIAL**
IN YOUR BUSINESS.

Thought #1

Why reward your residents?

Your residents are your
ADVOCATES





Imagine if you were able to **identify people** willing to help you for free simply because they are **passionate** about your **community** and your **customer experience**.

Thought #2
How to create loyalty

WANT TO KNOW **THE SECRET?**

Treat your team well so they
treat your residents well.

#1 ↘

RELATIONSHIPS



and then sales



TRUST

in·teg·ri·ty

/in'tegritē/ 

noun

1. the quality of being honest and having strong moral principles; moral uprightness.
"he is known to be a man of integrity"
synonyms: honesty, probity, rectitude, honor, good character, principle(s), ethics, morals, righteousness, morality, virtue, decency, fairness, scrupulousness, sincerity, truthfulness, trustworthiness [More](#)
2. the state of being whole and undivided.
"upholding territorial integrity and national sovereignty"
synonyms: unity, unification, coherence, cohesion, togetherness, solidarity [More](#)

WE NEED TO
INSPIRE BEHAVIOR,
AND THIS MEANS BECOMING
THEIR ALLY.



Thought #3

Simple ways to reward residents

WORK ON **FULFILLING** EVEN THE
UNEXPRESSED WISHES
OF YOUR CUSTOMERS.

RITZ-CARLTON



#1

REWARDING RESIDENTS

Write notes frequently with invitations

#2

REWARDING RESIDENTS

Remember special occasions

#3

REWARDING RESIDENTS

Don't assume they know everything

#4

REWARDING RESIDENTS

Keep it personal

#5

REWARDING RESIDENTS

Rewards = business development

TAKEAWAYS

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Upcoming Webinar



How to Deliver a Great
Customer Experience

*Thursday, December 5
1:00 PM – 1:30 PM CDT*

Register at epmsonline.com

Thank you!

@therentersvoice

Facebook.com/RentersVoice

info@rentersvoice.com

epmsonline.com