



# Boost your knowledge, skills, and confidence!

## Certified Apartment Manager

**CAM** 

CERTIFIED APARTMENT  
MANAGER®

**WE RECOMMEND THIS COURSE for community managers and experienced assistant managers.**

Earning your CAM credential allows you to demonstrate that you have the knowledge and ability to manage an apartment community and achieve the owner's investment goals. The CAM credential positions you well for career opportunities and advancement.

### YOU'LL LEARN ABOUT:

- Occupancy rates
- Comprehensive marketing plans
- Sales team management and product readiness
- Equitable treatment of current and potential residents
- Resident retention and maintaining a positive company image
- Communicating with residents
- Customer service and issue resolution
- Enforcing company policy and complying with laws and regulations
- Property inspections
- Preventive maintenance programs
- Service request process
- Apartment turnover
- Working with contractors and vendors
- Recruiting high-caliber employees
- Employee orientation and training
- Employee evaluation
- Employment regulations and record keeping
- Analyzing the property's financial operations and taking corrective actions for underperformance
- Monitoring property performance to achieve the owner's investment goals
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance accurately

For more information, visit [www.naahq.org/CAM](http://www.naahq.org/CAM).  
To locate an affiliate offering this course near you, visit  
[www.naahq.org/education-careers/find-a-course](http://www.naahq.org/education-careers/find-a-course).

# Registration Form

## Certified Apartment Manager (CAM) Training

Sign me up for:

The CAM Credential  
August 15 - 19, 2022

**The price for the CAM credential is \$900**

All courses will be held 9:00 a.m. to 5:00 p.m.  
5730 E. Paisano Drive, El Paso, TX 79925

### NAAEI Refund Policy

Absolutely no refunds will be issued. If for any reason you cannot attend the course, you or your company may send someone in your place. If you choose to drop the class and cannot replace your seat, you may receive a credit towards another National Training course.

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

**Email your completed form to  
Elizabeth Zolotukhina at  
ezolotukhina@naahq.org**

Make checks payable to NAAEI and mail to:  
Elizabeth Zolotukhina  
NAAEI  
4300 Wilson Blvd.  
Suite 800  
Arlington, VA 22203



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**Education Institute**