

**UPDATED  
CURRICULUM!**

# Invest in your career!

**CAM** 

**CERTIFIED APARTMENT  
MANAGER®**

Presented by:



If you're a **community manager** or **experienced assistant manager** we recommend this course!



## CERTIFIED APARTMENT MANAGER

Earning your CAM allows you to demonstrate that you have the knowledge and ability to manage an apartment community and achieve owners' investment goals.

### 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 the maintenance of a positive company image
- Consistent and ongoing resident communication
- Positive resident service and issue resolution
- Enforcement of company policy in compliance with laws and regulations
- Property inspections
- Preventive maintenance programs
- Service request process
- Apartment turnover process
- Contractors and vendors
- Recruitment, hiring, orientation, and training of high-caliber employees
- Systematic employee evaluation
- Employment regulations and record keeping
- Analysis of the property's financial operations with corrective actions for underperformance
- Monitoring of property performance to achieve the owner's investment goals
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance honestly and accurately



**Available in person!**

**For more information, visit  
[naahq.org/CAM](http://naahq.org/CAM)**

February 5-9, 2018 from 9am-5pm  
Training will be held at: 221 Trumbull Street, Hartford, CT  
For more information contact Kim McCrossen at [kmccrossen@naahq.org](mailto:kmccrossen@naahq.org)



# Registration Form

## Certified Apartment Manager (CAM) Training

Sign me up for:

The CAM Credential

February 5-9, 2018

**The price is \$815 for member and \$1,015 for non-members.**

All courses will be held 9:00 a.m. to 5:00 p.m.

221 Trumbull Street, Hartford, CT

### 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: \_\_\_\_\_

**Fax or email your completed form to Kim McCrossen at 703/248-8370 or [kmccrossen@naahq.org](mailto:kmccrossen@naahq.org)**

To pay by credit card please call Kim McCrossen at 703-797-0610.

Make checks payable to NAAEI and mail to:  
Kim McCrossen  
NAAEI  
4300 Wilson Blvd.  
Suite 400  
Arlington, VA 22203



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