

**UPDATED
CURRICULUM!**



Launch your career!

NALP 

**NATIONAL APARTMENT
LEASING PROFESSIONAL®**

Presented by:



If you're a **leasing consultant, concierge, or career changer with hospitality, retail, or customer service experience** we recommend this course!



NATIONAL APARTMENT LEASING PROFESSIONAL

Earning NALP, your first industry credential, signals to your employer your commitment to a career in residential property management.

You'll learn about:

- Using technology to generate traffic
- Monitoring and managing your community's reputation
- Inspecting the leasing center, tour route, model units, and vacant apartments
- Shopping the competition while building relationships with competitors
- Compiling a comprehensive community resource tool
- Effective marketing plans
- Relationship sales process and evaluating personal sales performance
- Evaluating a prospect's commitment level and overcoming objections
- Reviewing the next steps in the sales process with prospects
- Applying fair housing law and communicating rental criteria
- Qualifying prospective residents according to rental policy
- Preparing and reviewing leases with new residents
- Move-in process
- Responding to resident issues and maintenance requests with appropriate follow-up
- Building relationships with residents and creating a sense of community
- Reporting incidents, maintaining documentation, and taking corrective action
- Maximizing revenue and operational efficiency
- Securing and processing lease renewals
- Conducting a market survey



**Available in person
and online!**

**For more information, visit
naahq.org/NALP**

NALP will be offered March 27-29, 2017 from 9am-5pm at the El Paso Apartment Association located at 5730 E. Paisano Drive, El Paso, TX 79925
For more information or to register please contact Kim McCrossen at kmccrossen@naahq.org or 703-797-0610.



Registration Form

National Apartment Leasing Professional (NALP) Training

Sign me up for:

The NALP Designation
March 27-29, 2017

The price is \$399 for the entire NALP designation.

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

Name: _____

Company: _____

Address: _____

Phone: _____

E-mail: _____

**Fax or email your completed registration form to
Kim McCrossen at 703/248-8370 or
kmccrossen@naahq.org**

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



NATIONAL APARTMENT
LEASING PROFESSIONAL®

**To pay over the phone by credit card, please contact
Kim McCrossen at 703-797-0610**

