

Effective Service Operations



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A service team that consistently possesses an excellent attitude and yields results is a hot commodity in today's multifamily industry!

To develop the best maintenance staff, it is important to ensure everyone shares the same vision and works cooperatively. While everyone on the service team must have the necessary skills to repair and renovate, they should also understand how their skills affect the bottom line and translates into the success of the property. It is not just enough to respond to service calls; they must take it a step further and make the connection that what they do impacts the entire company.

Team Culture is Key.

The more your service team understands how management companies are run, the better they will be able to contribute to its success. By keeping the culture of your company positive, everyone will be more productive and more likely to accomplish their tasks with a greater level of enthusiasm. When your team members are not operating efficiently, it is costing everyone time, money, and causes unnecessary turnover. This results in overall apathy; however, with a few helpful tips, you can create that dream service team!

How Can I Be Part of the Solution?

It is important to take the time to develop a relationship between the on-site managers, leasing professionals, and the maintenance technicians. Also, explain to your service team what is expected of them; define all gray areas of responsibility; and make sure you sincerely demonstrate that you are ready to work with everyone to create a sense of pride and togetherness.

By fostering a positive work atmosphere, your service team is more likely to be operating efficiently, effectively, and productively. Genuinely express your readiness to work with everyone on the team, and be

sure to equip them with the tools and resources necessary to get their job done correctly.

This will result in a more effective and efficient team. A well-operated team knows how to make accurate repairs (in a timely manner), how to only replace the parts that need fixing, and how to communicate their workplace needs. Creating and maintaining a positive environment is conducive to everyone's success. The more you invest in the development of your service team, the easier it becomes to stay ahead of the competition.

Join me at NJAA's Conference and Expo to dive deeper into how you can ensure effective service operations.

Mark Cukro is a leading source in the field of service team development and brings to you all of the knowledge, skills, and resources necessary to promote personal and professional development. His exceptional leadership skills and upbeat approach will engage and inspire attendees.