

Skill Check #1

Instructions:

Read the questions below and complete the answers. This skill check covers information in Chapter 1 of the Management of Residential Issues Participant Guide. You may use your book to complete this skill check. Once complete, your instructor will provide you with an answer key and you will grade yourself.

1. What are the three keys to good customer service?
 - **Communication**
 - **Attitude**
 - **Relationships**

2. What is the cost of turnover when a resident leaves a community?
 - **The cost of turnover is generally more than 1-2 months rent per move out.**

3. What are the 5 techniques to building rapport?
 - **Express a genuine interest in the other person.**
 - **Be genuinely friendly**
 - **Create physical rapport**
 - **Be an active listener**
 - **Seek agreement**

4. What are the 10 techniques for dealing with people from different cultures?
 - **Know it's all right to notice the cultural differences between people**
 - **Resist the temptation to stereotype**
 - **Do not lump groups together**
 - **A foreign accent does not indicate the speaker is uneducated or cannot understand you.**
 - **Non-native speaker of English may sound rude and demanding when they do not intend to**
 - **Choose your vocabulary carefully**
 - **Avoid negative phrasing**
 - **Watch for signs that you have not been understood**
 - **Participate in the communication process**
 - **Take time to build relationships slowly**

Continued on next page

Certified Apartment Manager Study Guide

Julia Schneider



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