



**UPDATED
CURRICULUM!**

Invest in your career!



**CERTIFIED APARTMENT
MANAGER®**

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.

Presented by:



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

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



Class Dates:
February 20-22, 2018
March 6 - 7, 2018

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

Class Location: CAA, 557 W. Randolph St., Ste 201, Chicago, IL
Class Times (each day) **9:00am - 5:30pm**
Cost: \$1195.00 | **Member Rate** \$1370.00 | **Non-Member Rate**
(exam cost included in price)

