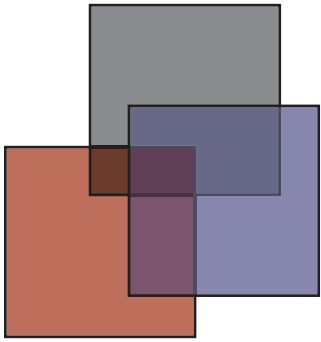


From BOMA International



# Foundations of Real Estate Management™

High-Performance Training for High-Performance Real Estate Teams

## What is *Foundations*?

- A soup-to-nuts, 5-module, 28-hour entry-level course, covering the fundamentals of commercial real estate administration, management, building systems, accounting and reporting, contract management, and more
- Classroom instruction from seasoned pros, reinforced by behind-the-scenes tours of outstanding buildings
- Live, in-person training with small class sizes to facilitate learning, discussion, and team activities
- A complete package—instruction, peer networking, property tours, and a comprehensive course manual that is easy to read and understand and a valuable resource back on the job

## For all experience levels, *Foundations*...

- Reinforces on-the-job training for **junior** and **assistant property managers**
- Provides “feet-on-the-ground” experience and exposure for **administrative assistants** and **students** considering a career in commercial real estate
- Offers a great refresher for **experienced professionals**—fills training gaps and provides important management and operations updates
- Supports **suppliers** and **building engineers** who benefit from understanding the basics of real estate management

## *Foundations*—the right choice for your real estate firm...

- Eases the training burden by supplementing on-the-job and corporate training programs
- Offers the highest caliber training, covering everything from A to Z
- Prepares new and rising talent for more PM responsibilities and assignments
- Teaches employees best practices from experienced, seasoned professionals
- Delivers a curriculum that is regularly updated, ensuring the latest, most accurate information
- Minimizes time out of the office with convenient scheduling over several days or weeks
- Is offered locally through your local BOMA association.

*“We’ve sent both new and more experienced employees to this training program and the results speak for themselves. Our property management teams are now more effective, more efficient and make better decisions.”*

**Patrick M. Freeman, RPA, CCIM, CPM, SMA**  
Sr. Vice President, Regional Manager  
Wells Real Estate Funds  
Atlanta, GA

*Training is one of the things BOMA does best...why not take advantage?*

# The *Foundations* Curriculum—What You'll Learn

## Module 1: Real Estate Administration

- Roles and responsibilities of a property manager
- Adding value to a real estate investment
- Strategies for tenant satisfaction
- Contracting with vendors and suppliers and managing supplier agreements
- Property characteristics and leasing and marketing strategies
- Managing risk and understanding commercial insurance coverages
- Property Tour: the property management office

## Module 2: The Well-Versed Real Estate Manager

- Developing effective emergency and disaster preparedness plans and programs
- Managing tenant improvements
- Budgeting, accounting, and business plan development
- Models for recovering operating expenses
- Due diligence process for buying and selling real estate
- Understanding OSHA safety requirements
- Understanding indoor air quality issues and EPA requirements
- Property Tour: engineering office and non-office occupancies

## Module 3: Building Operations I

- How HVAC and plumbing systems work
- How electricity flows through a building and the various levels of power
- Work order systems and best practices for managing service calls
- Property Tour: HVAC, domestic water, fire alarm, fire sprinkler, main electric room

## Module 4: Building Operations II

- Types and operations of fire alarm and control systems
- Reactive vs. preventive vs. predictive maintenance of building facilities and systems
- Elevator and escalator systems and operations
- Roofing systems—built-up, modified bitumen, single-ply
- Managing solid waste and recycling
- Managing cleaning services and contracts
- Property Tours: elevators/escalators, roof systems, solid waste/recycling, janitorial inspection

## Module 5: Putting it All Together

- Successful approaches to pest management
- Types of parking structures and parking management
- Assuring secure and safe buildings
- Understanding and managing landscaping tasks and snow removal
- Learn about BOMA and meet BOMA leaders
- Learning assessment group exercise
- Property Tour: parking, security, pest control, landscaping

BOMA *Foundations of Real Estate Management*<sup>®</sup>™ has been developed from BOMA/Atlanta's successful education program *Property Management 101*.

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## Well-trained Employees Aren't Born, They're Made

A skilled, confident team is fundamental to your company's efficient and profitable performance. The most productive, effective and committed employees are those who have received comprehensive, focused training. That's precisely where BOMA can help. *Foundations of Real Estate Management* provides the building blocks you need to build your high-performance team. Effective, targeted training from the industry leader...what are you waiting for?

For details, call BOMA at 202-326-6350 or go to [boma.org](http://boma.org).

