

## RVAA Recap and Upcoming Events



We were so glad to have Patrick Morin give a seminar to our association on Customer Service. His great energy and group activities kept our attention. He noted that when a company is lacking in good customer service it is usually in three areas: skills, knowledge, and attitude. Skills and knowledge can be taught but attitude is a choice. Choose to be positive and friendly each day and your residents and prospects will feel it too! Patrick also gave our vendors advice about how to deliver good customer service to the office and maintenance teams that they call upon. Wonderful seminar with a lot of good take-aways.



Remember, the 2015 RVAA Reverse Trade Show is happening October 15<sup>th</sup> and there is still time to register. The trade show starts at 10:45 but at 8:30 we will have breakfast followed by speaker Cabell Youell, Executive Director with St. Francis Service Dogs. She will shed some light on service animals versus support animals. You don't want to miss this. Register online through the VAMA website.



Don't miss the 2015 RVAA Star Awards at the Patrick Henry on November 13<sup>th</sup>. We love planning this event and celebrating and recognizing the wonderful talent that we have in our industry.



Tickets are on sale now through the VAMA website. They are selling quickly so be sure to purchase your tickets for award nominees and for your team to attend the event. Good luck to all of the nominees! We are so proud of each of you!