



If you weren't at last month's Morning Coffee you missed out big time (but here's a recap of what happened!) Hosted by Waverton Denbigh Village in Newport News and sponsored by Servpro, our very own Patrick McCloud lead the discussion on management and vendors working together with the topic "Help us help you." The conversation revolved around how best on-site staff could build happy productive relationships with their vendors and vice versa. Each side of the debate was asked to list what was good and bad regarding industry relations in our business. Management side listed timeliness of response, quality of work, dependability and source for insider market knowledge as their favorites while vendors listed communication, timeliness of payment, referrals and loyalty as their favorites. The cons listed by management with regards to vendors were ignored calls, missed appointments, dropping in unannounced and failing to include relevant items in the agreed scope of work. Vendors cited as their cons unrealistic expectations for price, blame game, being dismissive and slow payment. One thing everyone could agree on is that it is incredibly important that the decision makers be a part of the process from the start to speed up the process and prevent miscommunication. Vendors have agreed to continue with the free pens so long as management meets their list of demands so be sure to high five your contractor next time you see them!

Be sure to join us Thursday, December 11<sup>th</sup> from 5-7:30pm for the HRAC Holiday Party to be held at the Yard House in Virginia Beach! Tickets are on sale now for \$39 and selling out fast so don't delay logging on to [www.vamaonline.org/events](http://www.vamaonline.org/events) to reserve yours now!