

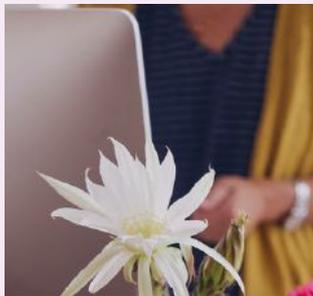
# SERVICE-DRIVEN PROPERTY MANAGEMENT

## Bundle of Two

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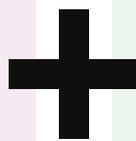
### **Deliver Service and Manage with Confidence**

Empower your frontline teams to create exceptional tenant experiences while running properties that perform at their best.



### **Customer Experience**

Deliver standout service across the entire property and workplace journey.



### **Landlords & Property Management**

Build profitable, compliant portfolios and strengthen tenant relationships.



# OVERVIEW

**Name:** Service-Driven Property Management

**Format:** Bundle of Two

## DELIVER SERVICE AND MANAGE WITH CONFIDENCE

Empower your frontline teams to create exceptional tenant experiences while running properties that perform at their best.

### IDEAL FOR:

- Property managers – driving smooth operations
- Front-of-house teams – creating standout experiences
- Facilities supervisors – keeping properties efficient
- Leasing staff – aligning tenant needs and performance
- Customer service staff – building loyalty on site

### SKILLS YOU WILL MASTER:

- Master techniques to deliver consistent, high-quality service on site
- Build confidence to proactively manage tenant and visitor issues
- Gain expertise in overseeing property operations and ensuring compliance
- Learn to use tools that balance customer needs with asset performance
- Develop capabilities to effectively support leasing, maintenance, and facilities teams

### WHAT'S INSIDE THE TOOLKIT:

- Customer service response guides and service standards
- Complaint resolution and tenant engagement checklists
- Property inspection and maintenance planning templates
- Compliance and risk management reference tools
- Real-world case studies of effective frontline property management

### WHEN TO CHOOSE THIS COLLECTION:

- You are responsible for delivering exceptional tenant and visitor experiences while ensuring smooth property operations
- You lead or support frontline teams focused on customer service and property maintenance
- You need practical skills to handle tenant issues promptly and maintain high service standards
- You want to improve coordination between leasing, maintenance, and facilities teams to optimise property performance
- You aim to build loyalty and satisfaction on-site through consistent, high-quality service delivery

# COURSE LIST

## CUSTOMER EXPERIENCE

*Deliver service excellence to end-users and external customers across property and workplace environments.*

### SHORT COURSES

*(20-40 min micro-modules • From AUD \$9.99 ea • Self-paced)*



Not sure whether Customer or Workplace Experience is right for your team?

Use **Customer Experience** to support external clients.

Use **Workplace Experience** to enhance internal collaboration.

### Communication & Interpersonal Skills

- Dealing with Stakeholders Equitably – Building Rapport
- Effective Communications for Influencing Others – Understanding Points of View
- New Starter Inductions – Communication and Clarity
- Preferred Methods of Communications – Modes and Channels
- Selecting Appropriate Forms of Communication
- Understanding How to Clarify – Tools and Techniques to Use

### Customer Service Excellence

- How to Create an Amazing Customer Experience
- Meeting Customer Needs – Identifying Customer Needs and Expectations
- Resolving Problems – Determining Priorities for Customer Service Delivery
- Understanding the Customer Experience – Building Service Excellence
- Upselling Capabilities of Your Business

### Stakeholder Interaction & Communication

- Giving and Receiving Assistance
- Understanding Customer Interaction – Building a Customer Journey Map



# COURSE LIST

## LANDLORDS & PROPERTY MANAGEMENT

Build profitable, compliant property portfolios and stronger tenant relationships.

### SHORT COURSES

(20-40 min micro-modules • From AUD \$9.99 ea • Self-paced)

#### Agency & Advisory Roles

- A Well-Planned Property Inspection
- Information Required from the Landlord – Drafting the Agency Agreement
- Tailoring Documents to Meet Tenant Requirements – Examples of Practical Applications
- The Agency Agreement
- The Role of the Landlord and Their Advisors – Attributes and Engagement
- The Role of the Tenant and Their Advisors – Attributes and Engagement

#### Asset & Building Management

- Capital Improvements and Property Upgrades
- Property Management – Planned Maintenance Plans
- Property Management – The Importance of a Condition Report
- The Building Concierge – What Do They Do?
- Understanding the Importance of Building Grades in Commercial Real Estate

#### Compliance, Risk & Sustainability

- Crisis Response and Emergency Planning
- Disaster Resilience and Sustainability
- Environmental Risk & Continuity Planning for Property Professionals
- ESG Compliance & Strategy in Real Estate
- Risk Management and Insurance
- The Legal Side of Property Management

#### Due Diligence & Lease Preparation

- Due Diligence and the Property Review
- Due Diligence Essentials for Real Estate Investment
- Quantity Surveyors – Adding Value to Your Real Estate Strategy
- Reviewing the HOA – and the Due Diligence Required of the Team



#### Due Diligence & Lease Preparation (cont.)

- The Role of REI Forms and Solicitor Prepared Documents
- Types of Draft Lease Documents and Terms You Should Negotiate

#### Financial Management & Securities

- Bank Guarantees
- Fees and Who Pays for Them in Different Situation
- Strategic Leasing: Financial Modelling & Negotiation
- Tenant Securities, Bonds and Insurance Providers

#### Incentives, Contributions & Lease Structuring

- Incentives and Contributions – Exploring the Various Types
- Lease Structures and Types
- Market Differentiation and Leasing Strategy

#### Leasing Fundamentals

- Introduction to Lease Terms and Lease Language
- Lease Essentials – Financial Analysis of Offers
- Mastering Probing Questioning Techniques
- Property Procurement – Leasing Agreements – What Are They?

#### Makegood & End-of-Lease Management

- Introduction to Make-Good

# COURSE LIST

# LANDLORDS & PROPERTY MANAGEMENT

*Build profitable, compliant property portfolios and stronger tenant relationships.*

## SHORT COURSES

*(20-40 min micro-modules • From AUD \$9.99 ea • Self-paced)*

### **Negotiation & Tenant Relationship Management**

- Negotiation Strategies for Rent Reviews
- Property Negotiations – Preferred and Secondary Options
- Tenant Retention and Relationship Management

### **Rent Review & Valuation**

- Introduction to Rent Reviews
- Legal and Regulatory Considerations in Rent Reviews
- Outgoings as Factors in the Rent Review
- Rent Review Methods and Mechanisms





# HOW TO SIGN UP

## One Price. Immediate Results.

Choose the access plan that fits your learning goals—whether you're upskilling on your own, leading a team, or driving organisation-wide capability.

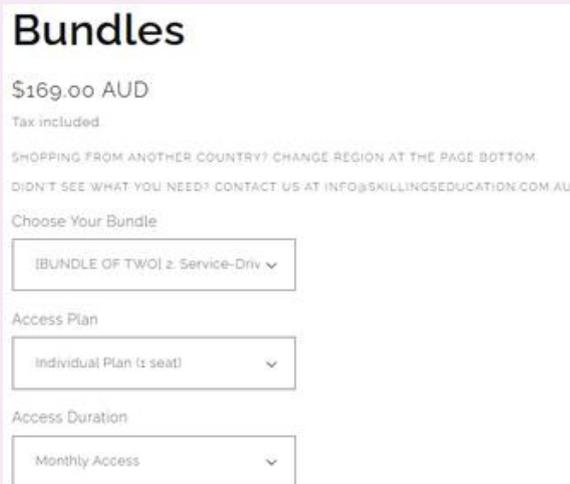
### STEP 1. VISIT THE BUNDLE PURCHASE PAGE



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### STEP 2. CHOOSE YOUR ACCESS PLAN & DURATION



We offer flexible options to suit individuals, teams, and organisations:

#### Access Plan:

1. Individual Plan – 1 seat with full access, ideal for professionals looking to upskill on their own.
2. Team Access – 5 seats, perfect for small teams or departments.
3. Corporate Access – 10+ seats, designed for larger teams needing organisation-wide capability building.

#### Access Duration:

1. Monthly Access – For fast, targeted upskilling with low commitment.
2. Quarterly Access – For deeper learning and steady development.
3. Annual Access – For long-term capability building and best value.

*Note: If you can't find the plan you need, please call us at 1300 231 176 or email [info@skillingseducation.com.au](mailto:info@skillingseducation.com.au) – we're here to help.*



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