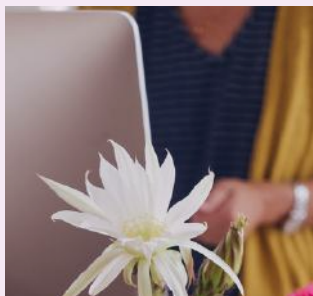


SERVICE-DRIVEN PROPERTY MANAGEMENT

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.



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.

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[BUNDLE OF TWO] 2: Service-Driv

Access Plan

[Individual Plan (2 seat)]

Access Duration

[Monthly Access]

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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 – we're here to help.



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