

QUE General Manager Training

NAME: _____ PROPERTY: _____

Week A

Monday - QUE 101 with Ambassador
Tuesday - Leasing
Wednesday - Marketing
Thursday - Operational Training /Job shadow (Training site)
Friday - Operational Training /Job shadow (on site)

Alternate schedule

GM on Site (Monday only)

Training Check List

Monday QUE 101 (Ambassador location)

- Ambassador Checklist completed
- Complete Fair Housing Basics on RMU
- Meet and Greet Community Team members

Tuesday Leasing (Carmel)

- Module Test on RMU

Wednesday Marketing (Carmel)

- Module Test on RMU

Thursday Operational Training /Job shadow (Training Site)

I Love Leasing

- Dashboard
- Add a Guest Card
- Add Note
- Availability
- Inactivate a Lead
- Lead Overview
- Leasing Pipeline
- New Leads
- Unclaimed Leads
- Search Leads
- Communication with Leads/Prospects
- Follow up
- View Tutorial>ILL Website>click Support>LUV University
- Complete "live" lead and follow up entry in ILL

Manager Calendar

- o Review Monthly "to do" tasks for current week
- o Review MOR (Monthly Owner's Report)

Friday

Operational Training /Job shadow (on Site)

Email Signature Set up (if 1st week of training)

- o Raleway install (if necessary)
- o Set up DM signature
- o Place Social Media icons on Signature
- o Send test email to T&D (Ann Kesmodel) for review of signature

Lease and Addendums

- o Read Lease and Addendums
- o View Lease Agreement Webinar (RMU)
- o Complete quiz on RMU

BlueMoon

- o View Blue Moon tutorial>Sign in>click Support Tab to view
- o Complete a Lease in Bluemoon

Monday Weekly Reporting

- o View/Pull Rent Manager and ILL Reports
- o Complete Test report using previous week dates

I confirm that I have completed the tasks listed above, I have viewed the tutorials and I understand the training provided this week. If I have questions about the training, materials presented or policy and procedures, I understand it is my responsibility to ask for clarification from my Supervisor or QUE Training & Development.

Signature

Date

Training Specialist

Date



QUE General Manager Training

NAME: _____ PROPERTY: _____

Week B

Alternate schedule

Monday - QUE 101 with Ambassador GM on Site (Monday only)
Tuesday - Risk Management
Wednesday - Accounting
Thursday - Operational Training /Job shadow (Training site)
Friday - Operational Training /Job shadow (on Site)

Training Checklist

- Monday** QUE 101 (Ambassador)
- Ambassador Checklist completed
 - Complete Fair Housing Basics on RMU
 - Meet and Greet Team members
- Tuesday** Risk Management (Carmel)
- Complete test on RMU
 - Review Community Social Media
- Wednesday** Accounting (Carmel)
- Complete test on RMU
- Thursday** Operational Training /Job shadow (Training Site)

Rent Manager

- Log in
- General- tab by tab and functions
- Change a prospect to a Customer
- Find A Customer
- Search bar

Move In Processing

- Move in Wizard
- User defined fields
- Upload Lease documents to History/Notes
- Lease Renewals
- Transfers

- Notice to Vacate, upload to RM
- TWA
- CashPay
- Upload Manager -install on computer

Recurring Charges

- Rent charges, asset protect, pet fee

Transactions

- Payments
- Prorates, deposits
- Review Resident Transactions Ledger

Move-Outs & Security Deposit Refunds

- Move out date
- Lease Fulfilled & Lease Default Procedures
- Posting Transactions
- Uploading Photos of Damage
- Create, Print, Mail, email Security Deposit Letters
- Refund/Allocate Security Deposit

Review QUE Power Training (currently unavailable)

- Rent Collections Policy
- Processing Move Out

Review Denizen on Demand - Rent Manager

- View all tutorials

Friday

Operational Training / Job shadow (on Site)

Email Signature Set up (if 1st week of training)

- Raleway install (if necessary)
- Set up DM signature
- Social Media icons
- Send test email to T&D (Ann Kesmodel) for review of signature

Rent Manager

Check Scanning (RDP)

- Rent Payments

- Miscellaneous Deposits & Posting
- Multi-Unit
- PHA

Reports

- Vacancy/Unit availability
- Delinquency
- Move in/Move out
- Activity Report
- Lease Expiration
- Aged Receivables
- Service issue list
- Service Request, entering & close out
- Weekly Activity
- Budget Comparison

Avid Xchange

- Avid sign in
- Invoice Approval
- Invoice Payment
- Invoice Search
- Complete a "live" approval, payment, search
- View Tutorial on Rent Manager University

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Signature

Date

Training Specialist

Date



QUE General Manager Training

NAME: _____ PROPERTY: _____

Week C

Monday - QUE 101 with Ambassador
 Tuesday - Human Resources
 Wednesday - Open
 Thursday - Operational Training /Job Shadow (Training Site)
 Friday - Operational Training /Job Shadow (on Site)

Alternate Schedule

GM on Site (Monday only)

Training Checklist

Monday QUE 101 (Ambassador)
 ○ Ambassador Checklist completed
 ○ Fair Housing Basics on Rent Manager University
 ○ Meet and Greet Team members

Tuesday Human Resources (Carmel)
 ○ Complete test on Rent Manager University
 ○ Review with HRA* (Material TBD)

Wednesday Open - GM at Home Property

Thursday Operational Training/Job Shadow (Training site)

Nova Time

- Employee Clock in
- Payroll Approval
- PTO approval

AmRent

- View tutorial on Rent Manager University
- Run screening on current application
- Lease File structure (view current file for reference)
- Review application review/approval process

PayReady

- View tutorial on Rent Manager University

ePremium

- View Webinar on Rent Manager University

Friday Operational Training / Job Shadow (on Site)

Email Signature Set up (if 1st week of training)

- Raleway install (if necessary)
- Set up DM signature
- Social Media icons
- Send test email to T&D for review of signature

PayLease

- Resident Billing
- Move out calculator

GPS Binder

- Content review all tabs
- Renewals
- SERP
- DM

Manager Calendar

- Review Monthly "to do" tasks for current week

Petty Cash Expense (PCDC)

- Complete Report, receipts, code expense
- Send to DM for approval (if applicable)

New Vendor Packet

- Review approval process and how/who to submit vendor paperwork

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Signature

Date

Training Specialist

Date



QUE General Manager Training

Week D

Monday - QUE 101 (Ambassador)
Tuesday - Maintenance
Wednesday - Contracted Services
Thursday - Operational Training/Job shadow**
Friday - Operational Training/Job shadow**

Alternate schedule

GM on Site

Week D Training Checklist

**** to be determined when last 2 modules are completed**

Week 5

DM Review (1)

DM Training Checklist TBD

Week 6

DM Review (2)

DM Training Checklist TBD

Course Path

If Beginning on: (Alternate Schedule is Monday only)

Week A - Follow weeks A, B, C, D
Week B - Follow weeks B, C, D, A
Week C - Follow weeks C, D, A, B
Week D - Follow weeks D, A, B, C

Check-Ins (scheduled 1st Tues of the Month after completed training)

Completed via phone call or GoToMeeting

Month 2 - Monthly Check-In Financial Services (performed by Staff Accountant)
Month 3 - Monthly Check-In T&D
Month 4 - Monthly Check-In Human Resources
Month 5 - Monthly Check-in
Month 6 - Monthly Check-In