

## **BOMA GREATER LOS ANGELES**

### **CUSTOMER SERVICE: ESSENTIALS FROM THE EXPERTS**

#### **TODAY'S TOPICS:**

- 1. Setting a tone of great customer service early in the tenant relationship, such as during leasing negotiations.**
  - a. Ideal to bring PM in at lease proposal stage**
  - b. PM should review lease prior to execution**
  - c. PM should be involved in construction meetings to begin interfacing with the tenant.**
  - d. Set tenant contact schedule for yourself so that you are seeing each tenant face-to-face at least once per month.**
  - e. Get to know your tenants' hot buttons via tenant councils and surveys.**
  
- 2. Working with tenant companies that may be in financial trouble.**
  - a. Signs of a struggling tenant**
  - b. Handling the request for rent relief**
  - c. Negotiating**
  - d. Default notices and bankruptcy issues**
  
- 3. The importance of each management team member contributing to a great environment for tenants.**
  - a. Every vendor and management team member contributes and should have same customer service philosophy.**
  - b. Involve your vendor team members, such as parking, security and janitorial in your weekly staff meetings.**
  - c. Reward team members for excellent customer service stories and recognize them at staff meetings.**

- 4. Looking for value-added ways to green your building that will be noticed by tenants.**
  - 1. Landcape with drought tolerant plants and drip irrigation**
  - 2. Change lighting to 2<sup>nd</sup> generation T-8 lamps**
  - 3. Waterless urinals**
  - 4. Motion sensors on lighting, esp. in restrooms**
  - 5. Distribute conservation tips to tenants**
  - 6. Obtain Energy Star or LEED certifications for building**
  - 7. Earth Day observation in a meaningful way**
  - 8. Change Saturday HVAC schedule to be on-demand.**
  
- 5. Making communication with tenants more flexible and responsive.**
  - a. Provide variety of communication options for tenants, i.e. phone, e-mail, in-person – be accessible and responsive.**
  - b. Provide an option to tenants for placing online work orders via systems such as Angus Anywhere, Workspeed and Building Engines**
  - c. Follow up with tenants to ensure work orders have been completed.**
  - d. Provide leave-behind cards for engineers.**
  - e. Conduct regular building inspections, including tenant suites, which provide opportunity for personal interface.**