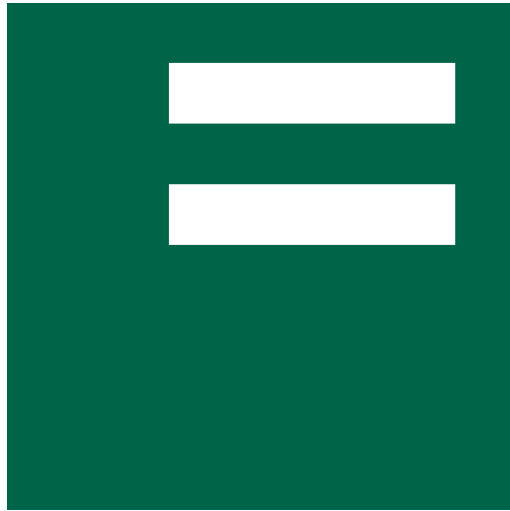




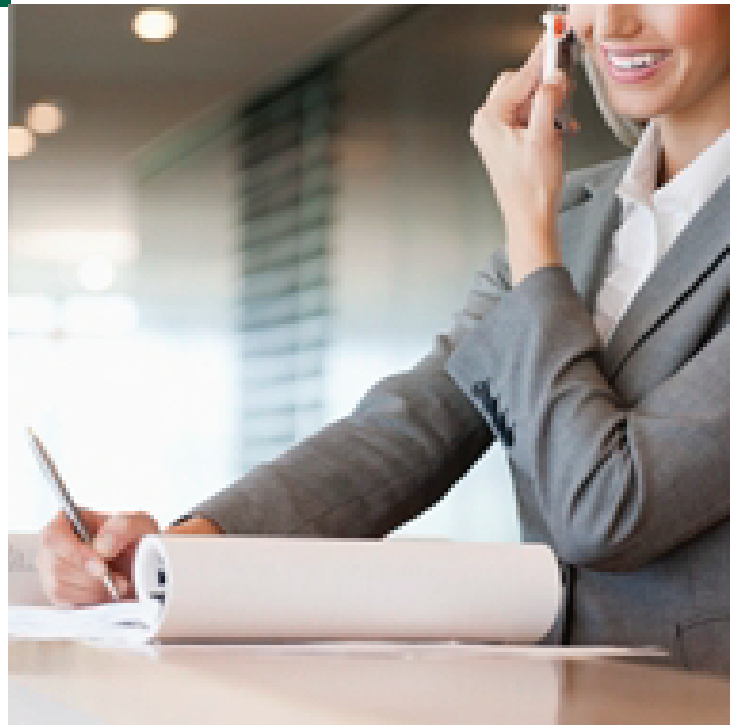
YEAR **2016**  
IN REVIEW

EXCEPTIONAL  
**SUPPORT**

100%



EXCEPTIONAL  
**SUCCESS**



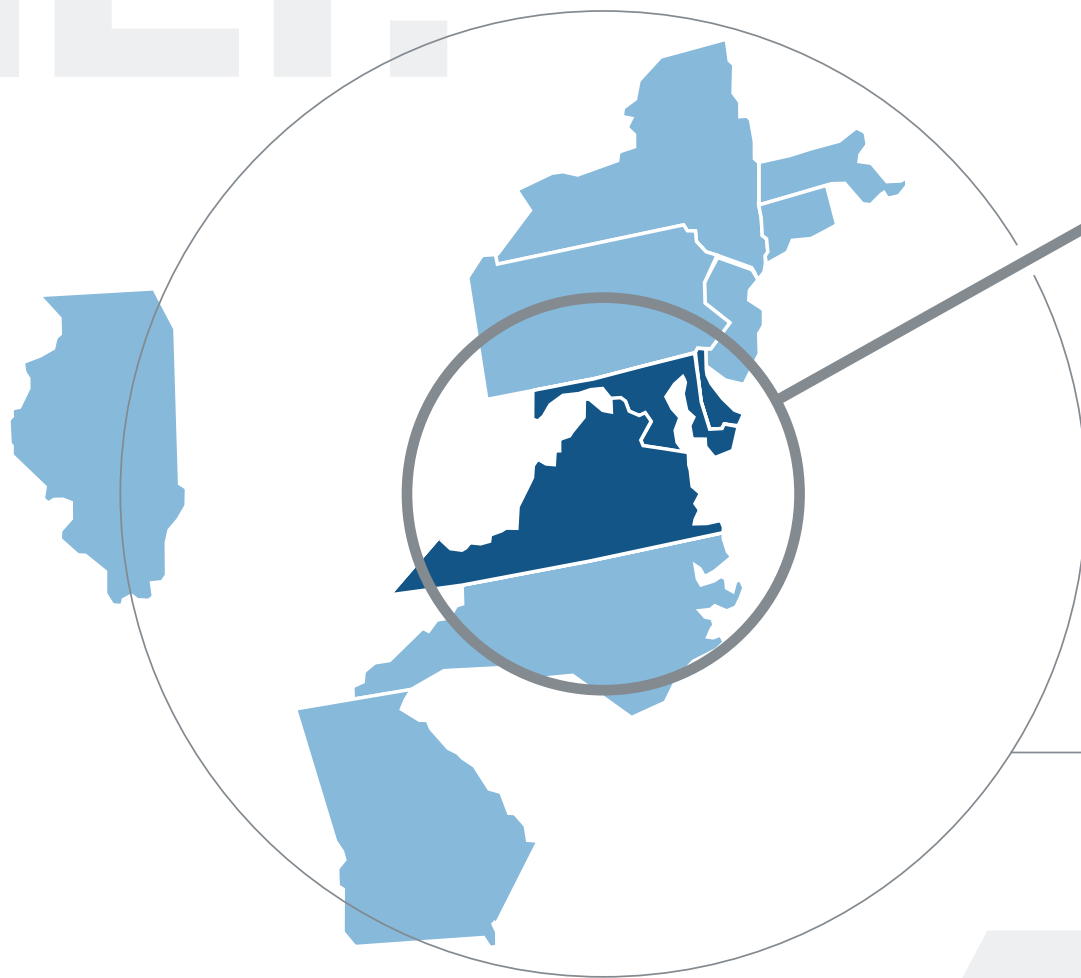
461 TOTAL PROGRAMS

69%

**ILT:**

(INSTRUCTOR LED TRAINING)

ULT:



PROGRAMS  
**WITHIN**  
THE DMV AREA:

**296**

PROGRAMS  
**OUTSIDE**  
THE DMV AREA:

**117**

**461**

WEBINARS:

48

2,262 ONLINE  
SESSIONS

=

3,606 HOURS OF  
TRAINING

# 2

**NEW**  
PROGRAMS

BUILDING A  
SUCCESSFUL  
LEADERSHIP  
CULTURE

POWERFUL  
PRESENTATIONS



BOZZUTO  
BASICS

FAST TRACK

PROGRAM  
UPDATES:

4

MARKETING AND  
COMMUNICATION  
BASICS

ORIENTATION  
WEBINAR

# IMPLEMENTATIONS

COMPETENCY  
FRAMEWORK

PERFORMANCE  
MANAGEMENT  
SYSTEM

BUILDINGLINK  
IMPLEMENTATIONS

YIELDSTAR

INFOTYCOON

**33**

**22** TRAINED BY BOZZUTO  
**10** TRAINED BY YIELDSTAR

**48** PROPERTIES ADDING  
OPPS INSPECTIONS  
**35** PROPERTIES ADDED  
TO DATABASE





HELP  
DESK

SHORT

TAKES

426

NEW HIRES ONBOARDED



194

MAINTENANCE

232

OFFICE



# ONBOARDING



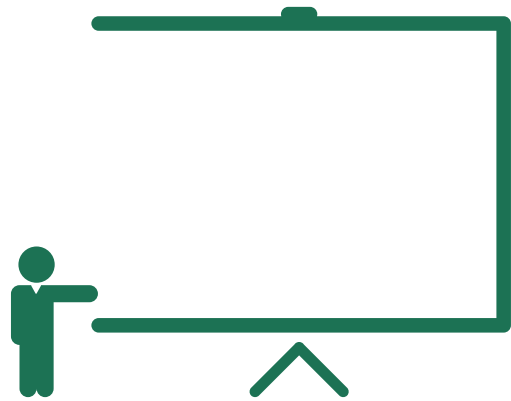
256

ONBOARDING ADVISORS



87

NEW THIS YEAR



# LARGE SCALE MEETINGS

2

PROPERTY  
MANAGER  
MEETINGS

SERVICE  
MANAGER  
RETREAT

SAG 2.0  
&  
SAG 3.0

# INTERNSHIP PROGRAM

HOSTED  
**35**  
BMC SALES  
& MARKETING  
INTERNS



LAUNCHED  
2ND BCC  
INTERN  
PROGRAM  
FOR  
**6**  
INTERNS



# MAINTENANCE

LAUNCHED  
BASIC  
APPLIANCE II

ASSISTED  
ONSITE  
**10**  
DAYS

A person in a light blue shirt is gesturing with their right hand, palm facing up, in a classroom setting. In the background, several students are seated and looking towards the person. The image has a soft, slightly blurred background and a light blue tint.

# INSTRUCTIONAL DESIGN

SUPPORTING  
**BMC**

YARDI 7S  
TRAINING  
CURRICULUM

Defined curriculum and development track for  
**5** field and project management roles

Hosted **65** training classes and power lunches



**30 staff**  
earned **OSHA 30 hours**  
certification

**10 laborers**  
earned **OSHA 10** certification  
—designed in Spanish

**74 staff**  
earned/renewed  
**First Aid/CPR/AED**  
certification

Developed  
**8 new courses**  
on BCC operation topics

Delivered classes total  
**1,568 in-person**  
training houses; totaling  
**637 staff attending**



# SUPPORTING **CORPORATE**



- Updated the **Short Takes Page** on the Intranet
- Engaged **92 organizational leaders** through the delivery of **6** *Building a Successful Leadership Culture* programs
- Supported the **roll out of the Performance Management System** to Corporate staff

A blue-tinted photograph of a bouquet of roses in a glass vase on a table. In the background, a person in a suit is blurred. The text 'RESIDENT SERVICES' is overlaid in white.

# RESIDENT SERVICES

**16** CONCIERGE WORKS

**140** PARTICIPANTS

**11FT/6PT** SESSIONS

**CORE**  
**PROGRAMS**



**7** CONCIERGE WORKS,  
IN-MARKET TRAINING

**50** PARTICIPANTS

BOSTON | PHILADELPHIA | CHARLOTTE | CHICAGO

**9** CONCIERGE CLUBS  
(ALL MARKETS)

**180** PARTICIPANTS

**FAIR HOUSING  
TRAINING**

FOR ALL THIRD PARTY  
FULL-TIME ASSOCIATES  
IN CHICAGO

**40** PARTICIPANTS IN  
ONBOARDING ASSIGNMENTS

BUILD THE  
**CLIENT  
RELATIONSHIP**



# NEW INITIATIVES

---

- Launched the new name badge process
- Update Guest Suite guide on BMC intranet
- Customized Bozzuto Enterprise Car Rental program
- Launched Avendra across 29 JP Morgan owned properties
- Concierge Audit on BozzutoLink
- Led the Baroo pet care pilot
- Led the Transformation Fitness pilot
- Created the Executive Concierge Score Card
- Introduced Move Management through Town & Country Movers (Hepburn & Apollo)
- Led 5 Star (ops audit) pilot (Parker and Chatsworth Park)
- Piloted and launched Empowerment
- Piloted and launched Concierge/SMA Cross Training initiative
- Assisting with the BMC Customer Loyalty program
- Introduced NFC Management as the new concierge services provider in Philadelphia
- Introduced BMC gifting and hospitality to BHI

# DEFINED SERVICE STRATEGY

## OPENINGS & TAKEOVERS



HEPBURN

OCTAGON

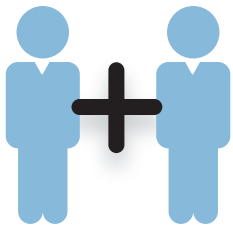
APOLLO  
AND  
IMMERSION  
EXPERIENCE

VITA

- WOW FRIDGE & HOSPITALITY REGIONAL GUIDELINES
- CORPORATE BIRTHDAY CARD PROGRAM
- CORPORATE COFFEE VENDOR PROGRAM
- OPENING CHECKLIST (ADVISORY SERVICES)
- CONCIERGE AUDIT ON BOZZUTOLINK



**ONGOING**



HOM (YOGA  
AND MASSAGE  
SERVICES)

TOWN AND  
COUNTRY  
MOVERS  
(Exclusive Bozzuto  
Move Management  
Program)

VALUE  
CRATES

SPOTLUCK

BANANA  
LOVE  
MUFFINS

HELLO  
ALFRED

# PARTNERSHIPS

MAVEN

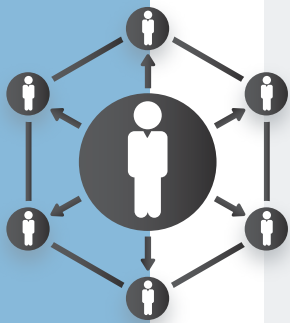
TRANSFORMATION  
FITNESS

BAROO

NFC  
MANAGEMENT

NIMNIM

# NETWORKING



2016  
GLOBAL  
HOSPITALITY  
EXPO





**TAKEOVERS**

# 19

## DUE DILIGENCE AND TAKEOVERS:

**9**

**30-DAY**

FOLLOW UP WALKS

**10**

**90-DAY**

FOLLOW UP WALKS

# ADDITIONAL TRAINING/ PROJECTS

ASSISTED WITH TRANSITION  
OF JPM PORTFOLIO FROM  
BOZZUTO YARDI TO  
**JPM YARDI**

ASSISTED WITH  
TRAINING OF  
**9**  
PROPERTY  
MANAGERS



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**Founded on Values.  
Built on Integrity.**