

HRG Announces Foundation of Hammond University

Hammond Residential Group announces the foundation of Hammond University, a private label, multifamily based education for our employees. “With these courses,” says Val Hammond, Principal Founder and CEO, “we’re encouraging our employees a chance to grow and be their very best. Plus, it’s great for our owners, too.”

HAMMOND UNIVERSITY COURSE SCHEDULE

BY JOB DESCRIPTION

PUNCH/GROUNDS/HOUSEKEEPING

First day of employment (required)

- Orientation to Our University Training System – Sales and Service Section Only
- The Basics of Fair Housing (required annually)
- Prevention of Sexual Harassment (annually)

30th day (required)

- The Art of Great Curb Appeal
- Exploring Diversity (required annually)
- Don’t Let Mold Get Old
- Customer Service and the Maintenance Team

Elective as Assigned by Supervisor

- Inspiring the Leader in You - Leadership 101
- Improving Time Management Skills
- Dealing with Difficult People
- Customer Service and the Office Team

MAINTENANCE TECH

First day of employment (required)

- Orientation to Our University Training System – Sales and Service Section Only
- The Basics of Fair Housing (required annually)
- Prevention of Sexual Harassment (required annually)

30th day (required)

- Don't Let Mold Get Old
- Exploring Diversity (required annually)
- Risk Management Level One – Protecting People
- Risk Management Level Two – Protecting Your Property and Reputation

60th day (required)

- Basic Electrical
- The Art of Great Curb Appeal
- Customer Service and the Maintenance Team
- Beyond the Basics Disability Issues for Multifamily Professionals

Elective as Assigned by Supervisor

- Inspiring the Leader in You - Leadership 101
- Improving Time Management Skills
- Customer Service and the Office Team
- The Art of Delegation
- Dealing with Difficult People

MAINTENANCE SUPERVISOR

First day of employment (required)

- Orientation to Our University Training System – Sales and Service Section Only
- The Basics of Fair Housing (required annually)
- Preventing Sexual Harassment for Supervisors (required annually)

30th day (required)

- Don't Let Mold Get Old
- Risk Management Level I – Protecting People
- Risk Management Level II – Protecting Your Property and Reputation
- The Art of Great Curb Appeal

60th day (required)

- Managing Your Maintenance Team
- Beyond the Basics Disability Issues for Multifamily Professionals (required annually)
- Exploring Diversity (required annually)
- Customer Service and the Maintenance Team

Elective as Assigned by Supervisor

- The Art of Delegation

- Improving Time Management Skills
- Dealing with Difficult People, Supervisors Version
- Customer Service and the Office Team
- Inspiring the Leader in You - Leadership 101
- Working Together Through Generations
- Preventative Hiring
- Improving Time Management Skills
- Customer Service and the Office Team
- Coaching for Development

LEASING CONSULTANT

First day of employment (required)

- Orientation to Our University Training System – Sales and Service Section Only
- The Basics of Fair Housing (required annually)
- Prevention of Sexual Harassment (required annually)

COMMUNITIES WITH CALLTRACK (required)

- Orientation to CallTrack by CallSource
- Orientation to Telephone Performance Analysis (TPA)

30th day (required)

- Connecting with Your Callers
- Setting the Appointment
- The Art of the Tour
- Selling with Benefits
- The Art of Curb Appeal

60th day (required)

- The Art of Resident Retention
- Customer Service and the Office Team
- Make Every Call Count
- Overcoming Leasing Pitfalls
- Exploring Diversity (required annually)
- Beyond the Basics – Disability Issues for Multi Housing Professionals (required annually)

90th day (required)

- Risk Management Level One – Protecting People
- Risk Management Level Two – Protecting Your Property and Reputation

- Internet Sales and Strategy
- Internet Sales Tools - I
- Internet Sales Tools - II

Elective as Assigned by Supervisor

- Inspiring the Leader in You - Leadership 101
- The Art of Delegation
- Improving Time Management Skills
- Dealing with Difficult People
- Don't Let Mold Get Old

MANAGER/ASSISTANT MANAGER

First day of employment (required)

- Orientation to Our University Training System – Sales and Service Section Only
- The Basics of Fair Housing (required annually)
- Preventing Sexual Harassment for Supervisors (required annually)

COMMUNITIES WITH CALLTRACK (required)

- Orientation to CallTrack by CallSource
- Orientation to Telephone Performance Analysis (TPA)

30th day (required)

- Risk Management Level One – Protecting People
- Risk Management Level Two – Protecting Your Property and Reputation
- Beyond the Basics Disability Issues for Multifamily Professionals (required annually)
- Connecting with Your Callers

60th day (required)

- Setting the Appointment
- The Art of the Tour
- Selling the Benefits
- Exploring Diversity (required annually)
- The Art of Great Curb Appeal

90th day (required)

- The Art of Resident Retention
- Make Every Call Count
- Overcoming Leasing Pitfalls

- The Art of Delegation
- Customer Service and the Maintenance Team

120th day (required)

- Internet Sales and Strategy
- Internet Sales Tools - I
- Internet Sales Tools - II

Elective as Assigned by Supervisor

- Inspiring the Leader in You - Leadership 101
- Working Together Through Generations
- Preventative Hiring
- Improving Time Management Skills
- Customer Service and the Office Team
- Marketing with Little or No Money
- Coaching for Development
- Orientation to the Results Platform
- Don't Let Mold Get Old
- Dealing with Difficult People, Supervisors Version

REGIONAL MANAGER

First day of employment (required)

- Orientation to Our University Training System – Sales and Service Section Only
- The Basics of Fair Housing (required annually)
- Preventing Sexual Harassment for Supervisors (required annually)

COMMUNITIES WITH CALLTRACK (required)

- Orientation to CallTrack by CallSource
- Orientation to Telephone Performance Analysis (TPA)

30th day (required)

- Risk Management Level One – Protecting People
- Risk Management Level Two – Protecting Your Property and Reputation
- Beyond the Basics Disability Issues for Multifamily Professionals (required annually)
- Connecting with Your Callers
- Don't Let Mold Get Old

60th day (required)

- Setting the Appointment
- The Art of the Tour
- Selling the Benefits
- Exploring Diversity (required annually)
- The Art of Great Curb Appeal

90th day (required)

- The Art of Resident Retention
- Make Every Call Count
- Overcoming Leasing Pitfalls
- The Art of Delegation
- Customer Service and the Office Team

120th day (required)

- Internet Sales and Strategy
- Internet Sales Tools - I
- Internet Sales Tools - II

Elective as Assigned by Supervisor

- Inspiring the Leader in You - Leadership 101
- Working Together Through Generations
- Preventative Hiring
- Dealing with Difficult People, Supervisors Version
- Marketing with Little or No Money
- Coaching for Development
- Orientation to the Results Platform

CORPORATE

First day of employment (required)

- Orientation to Our University Training System – Sales and Service Section Only
- The Basics of Fair Housing (required annually)
- Preventing Sexual Harassment for Supervisors (required annually)

30th day (required)

- Risk Management Level One – Protecting People
- Risk Management Level Two – Protecting Your Property and Reputation
- Beyond the Basics Disability Issues for Multifamily Professionals (required annually)
- Exploring Diversity (required annually)

Elective as Assigned by Supervisor

- Inspiring the Leader in You - Leadership 101
- Working Together Through Generations
- Preventative Hiring
- The Art of Delegation
- Improving Time Management Skills
- Customer Service and the Office Team
- Dealing with Difficult People, Supervisors Version
- Coaching for Development