



## Education Information

Education

### FRIDAY, APRIL 13, 2012

- Morning (10:15-11:45):**      **Tactics for Improving Tenant Satisfaction & Loyalty**  
 - Setting the Right Standards  
 - Appropriate Tenant Communication Methods and Practices  
 - Training for Customer Service  
**Presenter:** Phil Mobley, V.P., Kingsley Associates
- Lunch Keynote (12-1:15):**      **Government Affairs Update - Southern Region**  
**Presenter:** Karen Penafiel, CAE, Vice President, Advocacy, BOMA International
- Afternoon (1:45-4:45):**      **Disaster Preparedness Roundtable: How to Plan, Respond and Recover**

**Moderator:** Richard King CPLS, President, BOMA Southern Region

| Topic   | Speaker  |
|---|--|
| <i>2012 Update to BOMA's Emergency Preparedness Guide</i> | Joe B. Donovan, BOMA Inter. Preparedness Committee Chair             |
| <i>EMP &amp; ESF 18: A BOMA Partnership</i>               | Bryan Koon, Director of the Florida Division of Emergency Management |
| <i>Examples for of Successfully Implemented EMP</i>       | Stephen A. Michael, CBCP, CEAP, President ACP – Northeast Florida    |
| <i>Red Cross Ready Rating Program</i>                     | Local Red Cross Speaker - TBC  |
| <i>The Importance of "Sheltering in Place"</i>            | DHS/FEMA Speaker - TBC   |

### SATURDAY, APRIL 14, 2012

- Morning (10:00-11:30):**      **Education Session**  
 Stephanie Russell, BOMI