

**Building Futures. Building Excellence.** 





## Marketing and Leasing: Retail Properties and Office Buildings

## **Program Objectives**

retaining tenants

- Identify shopping center characteristics
- Learn the roles of management and a leasing staff
   Understand the different types of retailers and aspects
- of merchandising

  Determine appropriate strategies and materials for marketing the property and develop practices for
- Identify major lease provisions and clauses and their impact on the property's financial health
- Understand the techniques for promoting shopping centers to retail customers
- Identify office building characteristics and economic
- factors that contribute to an effective market analysis
- Conduct a market analysis to effectively position the office building within the market
- Determine appropriate marketing strategies for office buildings
- · Establish effective leasing plans, tenant mix and placement strategies, space planning techniques and prospect
- qualification criteria

   Understand major lease provisions and clauses, and their impact on the property's financial health

## Explore tenant retention strategies and techniques for investigating and resolving tenant complaints

## Tenant Retention – Office Buildings



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