

2010 MSSOA Annual Meeting
Manager's Training Program Questionnaire

Fellow MSSOA Members. We need your help. At our 2010 Annual Membership Meeting and Show at Lake of the Ozarks, to be held on August 4,5,6, 2010, we will be holding an all day "In House" Self-Storage Manager's Training Program. This is the first time we have done this type of Program for Managers/Owners.

As part of this important program, we would like to let our attendees know what MSSOA members have learned based upon their experience in the storage business over the years. As it relates to, not on, the "Big Five" most Important functions (see below) of a Self Storage Manager, but the many others you have encountered.

Please look over the Questions below. Answer the Questions by filling in the blanks to the left of the Questions and return the Questionnaire to the MSSOA office listed at the bottom.

Thanks, so much, for your help in this important project. We hope you will attend the show to see and hear the results of the Poll. Our September/October Newsletter will also make a report.

Listed below are what some SS Owners believe are the "BIG FIVE" or most important functions and responsibilities of a Manager/Owner of a Self Storage Facility. Do you agree?

1. _____ Yes _____ No Do you agree that, dealing with "Your Most Valuable Asset: Your Customer" is the most important function of a Storage Owner/Manager?

2. _____ Yes _____ No Do you agree that "Answering the Customer's Telephone Calls correctly," is the second most important function of a Storage Owner/Manager?

3. _____ Yes _____ No Do you agree that "Successfully Dealing with 'Slow and Non-Paying Customers'" is the third most important function of a Storage Owner/Manager?

4. _____ Yes _____ No Is "Good Record Keeping", positively a must and the 4th most important function of a Storage Owner/Manager?

5. _____ Yes _____ No Is "Abiding by the Missouri Self Storage Law" the 5th most important function of a Storage Owner/Manager?

If you do not agree with the above listed priorities, using the numbers above, please identify your own ranking. Which is 1st or most important, 2nd, etc. (Example 1st is #5. 2nd is #3 etc.)

1st _# _____ 2nd _# _____ 3rd _# _____ 4th _# _____ 5th _# _____

Please list below any other functions you consider as "Very Important" for an Owner/Manager.

1. _____
2. _____

Please return the completed Questionnaire to:
C Broomfield 705 N.W. 44th St. Kansas City MO 64116
or Fax to 816-453-6435