



| Self-Storage Keys of Knowledge USB Contents | Format | Complete | Ownership | Manager Training |
|---|--------|----------|-----------|------------------|
| AUDIT | | | | |
| Audit Worksheet | PDF | ♦ | ♦ | |
| Conducting an Effective Facility Audit and Operational Review | PDF | ♦ | ♦ | |
| Conducting an Effective Facility Audit and Operational Review | PPT | ♦ | ♦ | |
| Audit 101 Video | WMV | ♦ | ♦ | |
| COLLECTIONS | | | | |
| Self Storage 101 Effective Collections | PDF | ♦ | | ♦ |
| Self Storage 101 Effective Collections | PPT | ♦ | | ♦ |
| Self Storage Auctions | PDF | ♦ | | ♦ |
| Self Storage Auctions | PPT | ♦ | | ♦ |
| Collections 101 Video | WMV | ♦ | | ♦ |
| CUSTOMER SERVICE | | | | |
| Customer Service 101 | PDF | ♦ | | ♦ |
| Customer Service 101 | PPT | ♦ | | ♦ |
| Handling Difficult Customers | PDF | ♦ | | ♦ |
| Customer Service 101 Video | WMV | ♦ | | ♦ |
| MARKETING | | | | |
| Cost Effective Marketing Programs | PDF | ♦ | ♦ | |
| Cost Effective Marketing Programs | PPT | ♦ | ♦ | |
| Effective Marketing | PDF | ♦ | ♦ | |
| OPERATIONS | | | | |
| Managing a Self-Storage Facility Training Workbook | DOC | | | ♦ |
| Effective Time Management | PDF | ♦ | | ♦ |
| It's Time for an Operational Tune-Up | PDF | | ♦ | |
| It's Time for an Operational Tune-Up | PPT | | ♦ | |
| Self Storage 101 Operations Manual | DOC | ♦ | | |
| Self Storage Best Practices | PDF | | ♦ | |
| Self Storage Best Practices | PPT | | ♦ | |
| Self Storage Employee Handbook | DOC | ♦ | | |
| OWNING AND OPERATING | | | | |
| Effectively Owning and Operating Self Storage | PDF | ♦ | ♦ | |
| Effectively Owning and Operating Self Storage | PPT | ♦ | ♦ | |
| Managing a Self Storage Facility Book | PDF | ♦ | ♦ | ♦ |
| Managing a Self Storage Facility | PPT | ♦ | ♦ | |
| Owner Operators Leadership Presentation | PPT | ♦ | ♦ | |
| Owner Operators Workshop Workbook | DOC | ♦ | ♦ | |
| Owner Operators Workshop Workbook | PDF | ♦ | ♦ | |
| Self Storage 101 Handbook | PDF | ♦ | ♦ | |
| Self Storage Feasibility and Due Diligence | PDF | ♦ | ♦ | |
| Self Storage Feasibility and Due Diligence | PPT | ♦ | ♦ | |
| REVENUE MANAGEMENT | | | | |
| Increase Profits Using Effective Revenue Management | PDF | ♦ | ♦ | |
| Increase Profits Using Effective Revenue Management | PPT | ♦ | ♦ | |
| Increasing Your Ancillary Income Presentation | PDF | ♦ | ♦ | |
| Increasing Your Ancillary Income | PPT | ♦ | ♦ | |
| Revenue Management 101 Book | PDF | ♦ | ♦ | |
| SALES | | | | |
| Price Stalls Self Storage 101 Whitepaper | PDF | ♦ | | ♦ |
| Caller Information Sheet | DOC | ♦ | | ♦ |
| NOT Renting Space Is an Expensive Proposition | PDF | ♦ | | ♦ |
| Sales 101 Turning Prospects Into Tenants | PDF | ♦ | | ♦ |
| Sales 101 Turning Prospects Into Tenants | PPT | ♦ | | ♦ |
| Using Yes or Yes Sales Presentation | PDF | ♦ | | ♦ |
| Using Yes or Yes Sales Presentation | PPT | ♦ | | ♦ |
| Sales 101 Video | WMV | ♦ | | ♦ |