



**Pennsylvania Self Storage Association**

**PASSA Managers**

**“Back to School” Seminar –  
Self Storage 101 & Self Storage 102  
Invest in Your Best Asset, Your Manager**

**Presented By: Bob Copper, Self Storage 101, Birmingham, AL**

**What Your Managers Will Learn in this Seminar:**

- 1. Sales Skills**
- 2. Collections Techniques**
- 3. Time Management**

**The 3 Key Skills that Managers Need to be Successful!**

In today's highly competitive marketplace, 'good enough' isn't 'good enough'. Now more than ever, every rental counts, every collected dollar counts and it all needs to be done effectively and professionally. Fine tune your marketing, sales, time management and collections skills with this high impact, interactive, entertaining and real-world presentation.

Self Storage 101 is a full-service consulting firm to the self storage industry. The partner in charge, Bob Copper has managed, owned and consulted with hundreds of owners. Collectively we have written for Inside Self Storage, Mini Messenger and other self storage publications. We proudly boast we have saved our clients tens of thousands through our operation improvement techniques and processes, and made our clients millions through our relationship with the finest marketing firms in the U.S. and by teaching the simple approaches to closing sales.

**Tuesday, March 23, 2010**

Days Inn Penn State  
240 South Pugh Street  
State College, PA 16801

**Call (717) 441- 6044 for more information or visit [www.paselfstorage.org](http://www.paselfstorage.org)**

~ March 23, 2010 ~  
**Days Inn Penn State, State College, PA**  
*PASSA Managers*  
*“Back to School” Seminar –*  
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*Invest in Your Best Asset, Your Manager*  
*Presented By: Bob Copper*

**DEADLINE TO REGISTER IS MARCH 15TH!**

The Registration Fee covers all materials, breakfast, lunch, and a certificate of completion.

**AGENDA: This is an interactive training and you will have to get up in front of the class during certain activities.**

**8:00 AM      Registration & Continental Breakfast**

**8:30 AM      Ice Breakers / Review Questionnaires**

**(To be e-mailed once registered.)**

**10:00 AM - 12:15 PM      Self Storage 101**

**12:15 PM - 1:00 PM      Networking / Lunch Buffet**

**1:00 PM - 3:00 PM      Self Storage 102**

**March 22, 2010 “NIGHT ON THE CAMPUS” OPTIONAL**

**For those that will be staying overnight the evening before the seminar, we will be meeting at 8:30 pm Monday evening in the MAD MEX Restaurant in the hotel to have dinner and get to know each other before the seminar.**

**Dinner is to be paid individually and is not included in the registration fee.**

**Hotel Accommodations: MUST Reserve By March 1st, 2010**

A block of hotel rooms have been reserved for the evening of March 22nd at the Days Inn Penn State, 240 South Pugh Street, State College, PA 16801.

Room Rate: \$75 per night (plus taxes). Call 1-800-258-3297 or (814) 238-8454 by March 1st to secure the PASSA rate.

**(Refer to the following Group Code: CGPASS to access this rate.)**

*Cancellation & Substitution Policies:*

*Please notify PASSA of cancellations as far in advance as possible.*

*Refunded Cancellations & Substitutions will be accepted until the registration deadline, March 15th. After March 15th, no refunds will be issued and no substitutions accepted.*

**REGISTRATION FORM - DEADLINE TO REGISTER IS MARCH 15TH!**

**MARCH 23, 2010 - STATE COLLEGE, PA**

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(Please fill out one form per person being registered.)

This form can be copied if you plan to send more than one manager.)

Name: \_\_\_\_\_

Work E-mail Address: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

\_\_\_\_\_

Company Phone Number: \_\_\_\_\_

Company Fax: \_\_\_\_\_

Job Title: \_\_\_\_\_

**Membership Status:** Select all that apply.

**PASSA Member**       **Non-Member**

**SESSION REGISTRATION:**

**\$100.00 MEMBERS ONLY**

**\$150.00 NON-MEMBERS**  
(Non-Members: Join PASSA and \$50 will be applied to your membership.)


*Please check here if you are disabled and require special assistance.  
Attach a written description of your needs.*

**Payment:**     Cash     Check    **Total Amount Enclosed: \$** \_\_\_\_\_

**Check Number:** \_\_\_\_\_

**Make checks payable to: PASSA**

Mail form with payment to: PASSA, 908 North 2<sup>nd</sup> Street, Harrisburg, PA 17102  
Questions? Call Kimberly at 717-441-6044

  
**PASSA**  
Pennsylvania Self Storage Association  
908 North 2nd Street  
Harrisburg, PA 17102

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REGISTRATION FORM  
& DETAILS INSIDE...

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