

The Decision Makers



Engineers

Title	Day is filled with	Biggest problems	What Motivates	Success measured by
<ul style="list-style-type: none"> ✦ Building Engineer ✦ Chief Engineer ✦ Building technician 	<ul style="list-style-type: none"> ✦ Emergency Calls ✦ Interruptions to schedule ✦ Vendor relationships ✦ Tenant/occupant complaints 	<ul style="list-style-type: none"> ✦ Staff shortage or cuts ✦ Staff skills ✦ No additional budget or budget cuts ✦ Keeping equipment running ✦ Fire fighting 	<ul style="list-style-type: none"> ✦ Pride in operations ✦ Tenant praise ✦ Proving they are right ✦ Showing off their knowledge 	<ul style="list-style-type: none"> ✦ No breakdowns ✦ Well oiled machine ✦ Did it in spite of no budget

Property & Facility Managers

Title	Day is filled with	Biggest problems	What Motivates	Success measured by
<ul style="list-style-type: none"> ✦ Property Manager ✦ Building Manager ✦ General Manager ✦ Facility Manager 	<ul style="list-style-type: none"> ✦ Tenant calls ✦ Staffing issues ✦ Budget questions ✦ Personnel issues 	<ul style="list-style-type: none"> ✦ Tenant satisfaction ✦ Cost control 	<ul style="list-style-type: none"> ✦ Pride in building appearance/operation ✦ Better than the competition 	<ul style="list-style-type: none"> ✦ Happy tenants ✦ Budget balances ✦ Fewer phone calls

Finance & Asset Management

Title	Day is filled with	Biggest problems	What Motivates	Success measured by
<ul style="list-style-type: none"> ✦ Asset Manager ✦ Portfolio Manager ✦ Regional Manager ✦ CFO 	<ul style="list-style-type: none"> ✦ Spreadsheets ✦ Meetings with partners/lenders ✦ Analysis ✦ Brokerage/leasing 	<ul style="list-style-type: none"> ✦ Cost control ✦ Current value ✦ Loan/partner issues 	<ul style="list-style-type: none"> ✦ The Deal ✦ Better return than the other guy ✦ Impact on building or corporate 	<ul style="list-style-type: none"> ✦ NOI ✦ Tare of return ✦ Bottom line ✦ Exit strategy

