



SCOTTISH
LETTING
DAY

Scottish Letting Day 2024



SCOTTISH
LETTING
DAY

Welcome to Scottish Letting Day - Centenary

Conference and exhibition 19 November 2024

Conference partner:



Conference sponsors:



tc young



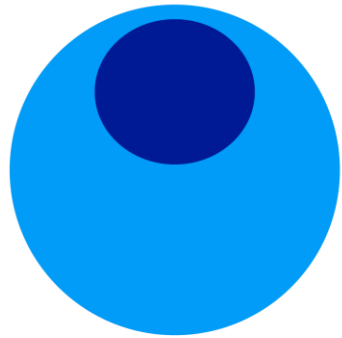


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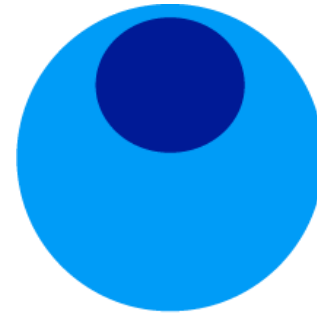
Scottish Letting Day 2024



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**SAFE
DEPOSITS
SCOTLAND**



**SAFE
DEPOSITS
SCOTLAND
CHARITABLE TRUST**

Next session in Centenary room: 10.45 – 11.15

Customer service circus – juggling property
management with a smile

Scottish Letting Day 2024



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Customer service circus – juggling property management with a smile

Elsbeth Boyle and Gail Bowden

Landlord Accreditation Scotland

Scottish Letting Day 2024

The background features a vibrant, stylized circus scene. At the top, three red and white striped tents with red flags on their poles are set against a blue sky with radiating lines. The scene is framed by large, colorful, curved bands in shades of blue, red, green, and gold. Scattered throughout are various stars in blue, yellow, green, and red, along with small white sparkles at the bottom. A large, ornate, gold-colored frame with a scalloped edge surrounds the central text.

**The customer
service circus**

The juggler



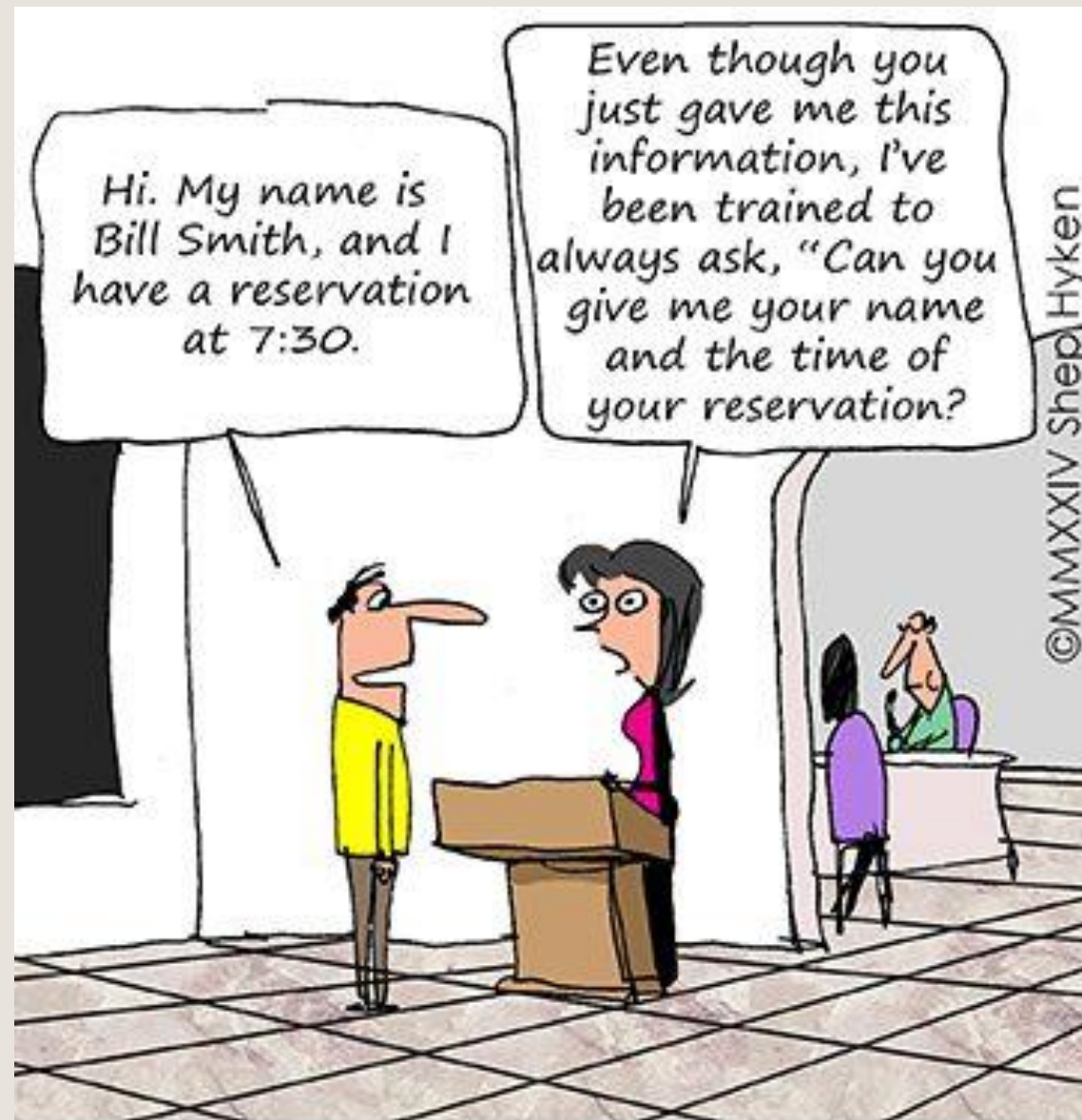
**Do the HARD thing first.
The cold water doesn't
get warmer if you jump
late.**



The clown



Sound familiar?



What unnecessary or repetitive processes should be changed or eliminated to create a better customer experience?

The tight rope walker



The role of emotional intelligence in customer service

1

- Empathy in customer service

2

- Emotional regulation

3

- Building rapport

4

- Resolving conflicts effectively

5

- Anticipating customer needs

The ringmaster







The performance of a lifetime

**Check out all the training options
from LAS
for letting agents**

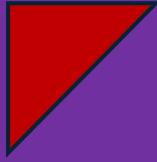


A vibrant, stylized graphic for a circus show. The background features a blue sky with radiating lines, three red and white striped circus tents with red flags on top, and large, colorful, curved bands in shades of blue, red, and green. Several stars in blue, red, and yellow are scattered throughout. A large, ornate yellow frame with a scalloped edge and a dotted border surrounds the central text. The text "Show time" is written in a white, serif font.

Show time



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Customer service circus – juggling property management
with a smile

**Help us plan our future conferences by letting us know your
thoughts on this session by scanning the QR code below**



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Sessions now available to attend

Presidents 2

Member insights – survive and thrive

Presidents 1

Your tax return – key insights and top tips

Moncrieff

Buy-to-let market panel discussion

Cap & Thistle

Selling tenanted property (11.30 – 11.50)
Organising common repairs in flats (11.55 – 12.15)

Centenary (current room)

SafeDeposits Scotland drop-in clinic (11.30 – 12.30)

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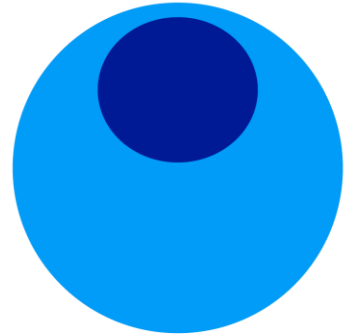


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**SAFE
DEPOSITS
SCOTLAND**

SafeDeposits Scotland drop-in clinic

Bring your questions and speak to our experts and managers in person

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Lunch is now served in the exhibition area

Please visit our exhibitors' stands

Next session in Centenary room: 12.45 – 13.15

Landlord networking session

Conference partner:



Conference sponsors:

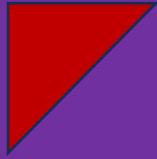


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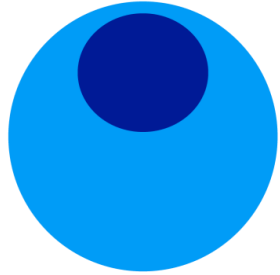
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**SAFE
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SAL
SCOTTISH
ASSOCIATION
OF LANDLORDS

Landlord networking session

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Conference and exhibition 19 November 2024

#LettingDay

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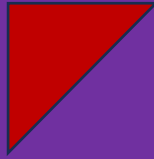


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unihomes.



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Sessions available to attend after lunch break

Presidents 2

Developing your business for an ageing population

Presidents 1

Do you know what to expect at the First-tier Tribunal?

Moncrieff

Agency owner panel discussion

Cap & Thistle

Novoville Shared Repairs – a technology solution for landlords' and agencies' common repairs duties

Centenary (current room)

Social space



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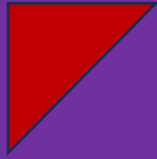
Next session in Centenary room: 14.20 – 14.50

Customer service circus – juggling property management with a smile

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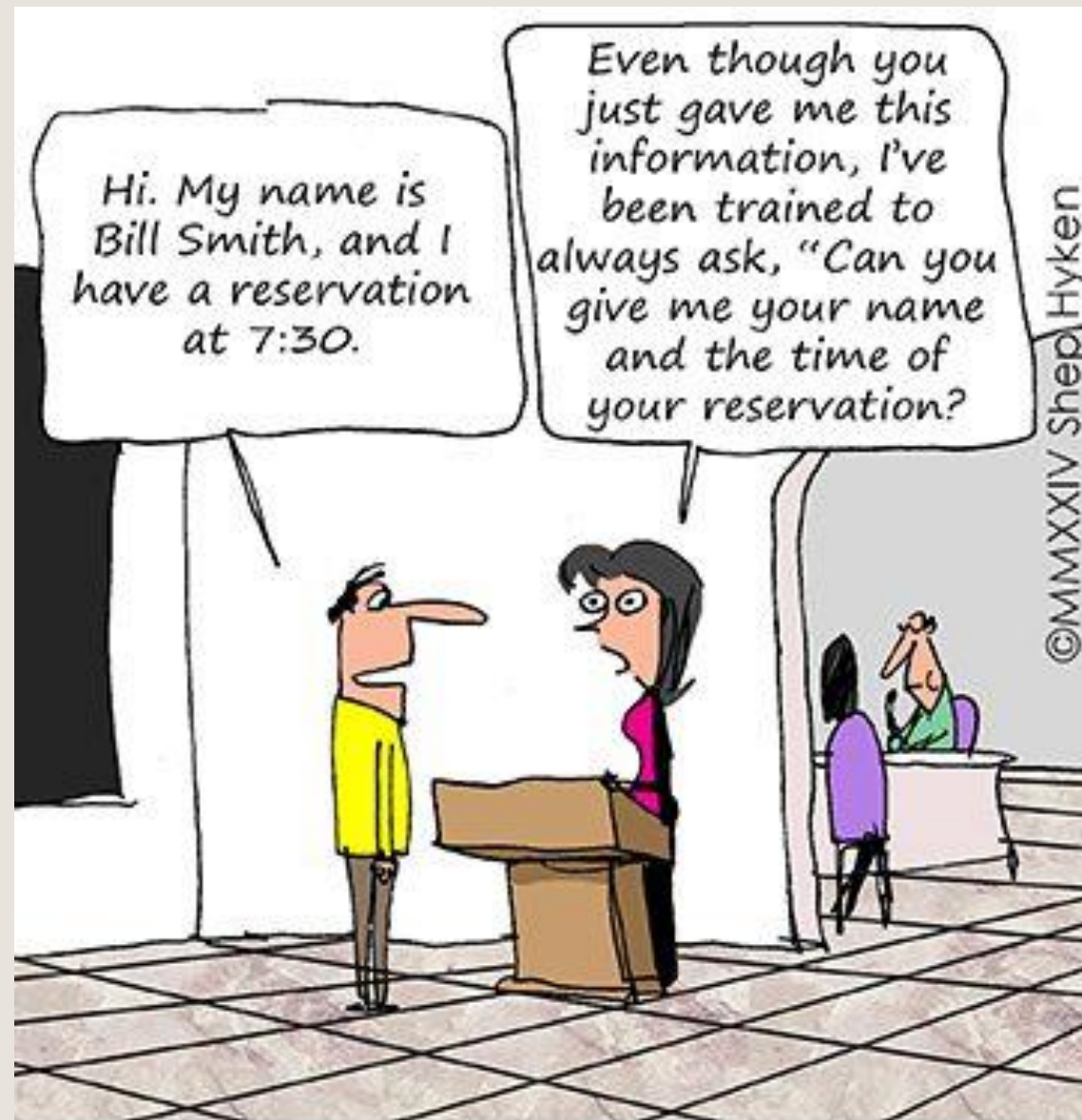
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The performance of a lifetime

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Refreshments are served in the exhibition area

Speaker programme resumes at 15.30 in Presidents 1 and 2

Please visit our exhibitors' stands

Conference partner:



Conference sponsors:



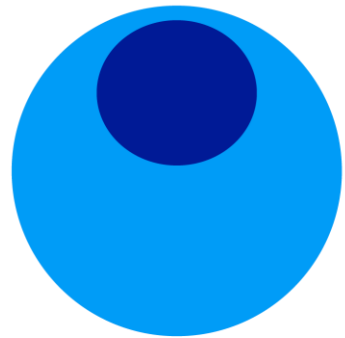


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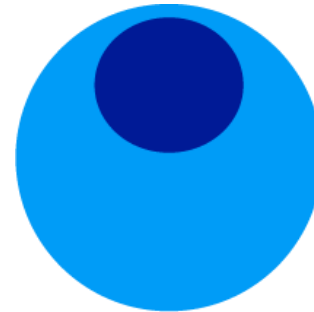
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**Final speaker session of the day in Presidents 1 and 2 –
SAL podcast LIVE**

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