

## Better people assessment for higher property performance

Employees are the frontline ambassadors of any property management business. **Their level of knowledge and customer service directly impacts your bottom line.** Evaluating their performance is critical to ensuring the smooth functioning of your operation – and Validate makes it possible.

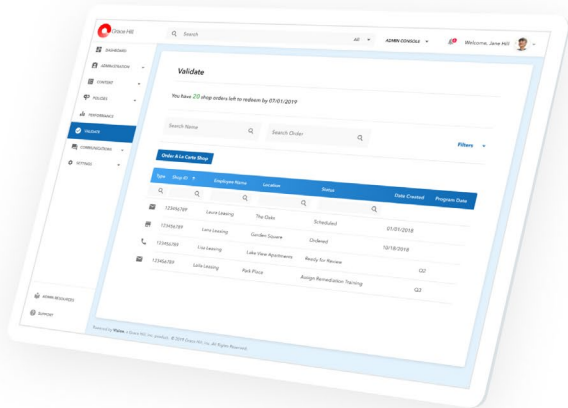
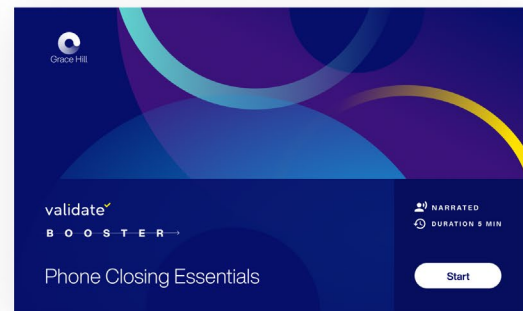
Validate is a **robust, digital-driven mystery shopping program** designed to help multifamily properties assess how well their people are performing both individually and collectively, get actionable insights, and provide personalized upskill training to enable higher performance.



*Let Validate help you...*

### Utilize state-of-the-art equipment and training for under-the-radar assessment

- ✓ Offers access to highly trained mystery shoppers with nationwide coverage
- ✓ Randomizes shopping to provide less biased evaluation and to help maintain data integrity
- ✓ Enables intelligent upskilling, with courses that permit employees to hone in on specific areas for improvement

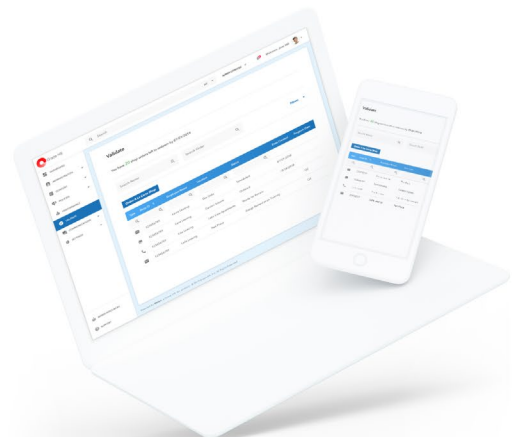


### Acquire actionable intelligence to drive informed training decisions

- ✓ Provides a robust reporting engine that puts comprehensive and shareable reports at your fingertips
- ✓ Assigns short courses (5-20 minutes each) designed to fit into the learner's busy workday
- ✓ Built for blended leasing – with multiple customer touchpoints, captures in-person interactions via a hidden camera and also records online, phone and virtual experiences

### Customize employee evaluations to meet specific company needs

- ✓ Makes it possible to personalize each mystery shop and adjustable scoring to measure what's most important
- ✓ Covers rural locations with continuous programmatic scheduling – a "set it and forget it" feature that streamlines administration
- ✓ Allows for a la carte shops to supplement a subscription program – ideal for targeting specific employees or smaller locations





*Validate by the numbers*

99%

Completion factor for program shops

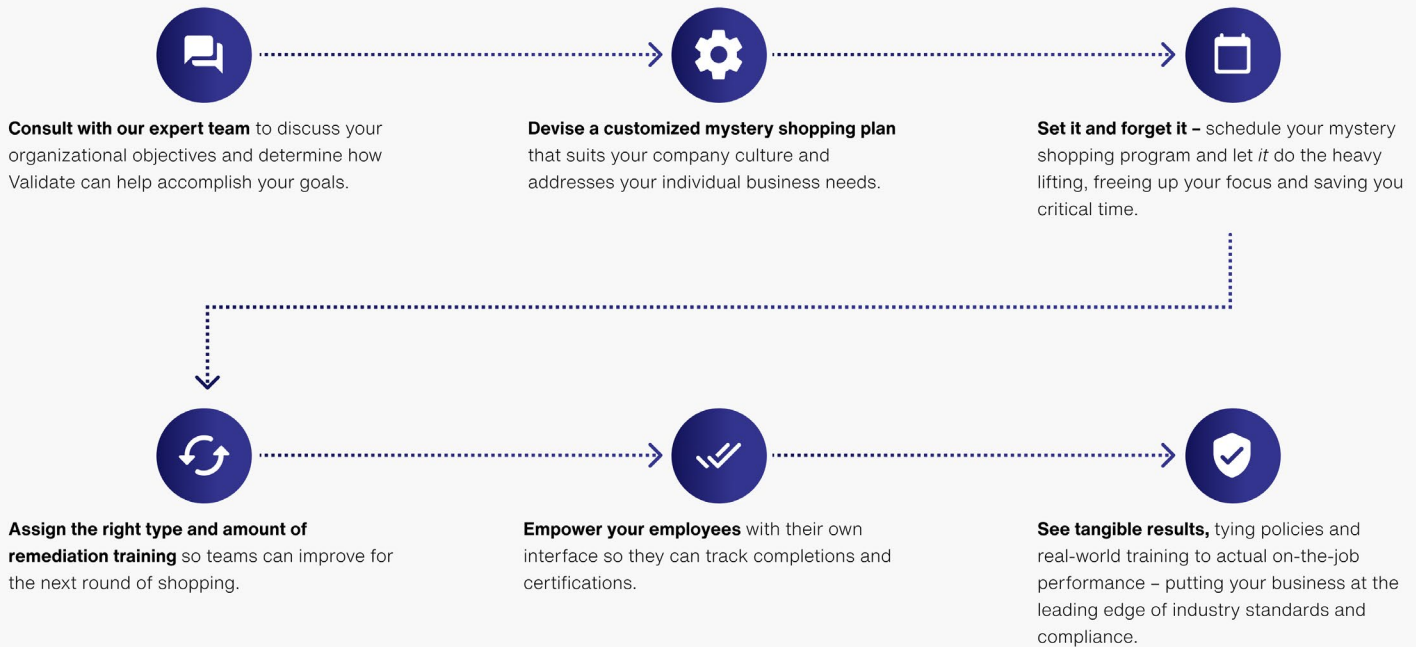
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Boosters (skill remediation courses) to provide specific training based on shop questions that were missed

>26

Years of experience in mystery shopping

*How it works...*



Part of Grace Hill's Comprehensive Talent Management Solution

Operating Procedures

PolicyPartner

Training

VISION

Credentials

visto

Mystery Shopping

validate

Data & Insights

KingsleySurveys

Online Reputation Management

ReputationBuilder

To learn more, visit [gracehill.com](http://gracehill.com) or call 866-GRACEHILL