



a community of home service experts

2020 Neighborly® Regional Meetings

Coming to a City Near You

8:00am - 3:30pm

01

8:00am - 8:20am • Strategic Vision

Learn about the Neighborly® strategic vision.

02

8:20am - 9:20am • Neighborly 2020 Plan

Hear the details of the Neighborly 2020 plan and updates on the Huntsville Project.

03

9:20am - 10:00am • New Technology

Understand the capabilities of CaN (Call a Neighbor), a software package designed to create a consistent, repeatable customer experience, and TaN (Text a Neighbor) software that provides timely and accurate status updates to each of our customers.

Break

04

10:10am - 11:10am • Digital Products & Email Marketing

Hear updates on the digital plans announced at Reunion, as we are enhancing the Neighborly website and developing a consumer app. Learn how our CRM program is evolving to be more personalized for our customers. Additionally, learn about the development of the local email solution for franchisees.

05

11:10am - 12:10pm • Working & Marketing with Your Neighbors Round Table

Neighborly franchise owners are finding more and more ways to work and market together locally. Join us at the Neighborly Workshop to apply their challenges and successes to your market. Also, get equipped with new resources co-created with owners from across North America.

06

12:10pm - 1:10pm • Get Neighborly Lunch Mixer & Because You Asked

Enjoy lunch, then Get Neighborly! Use your "Ask My Neighbor" sheet and strike up a conversation. Turn in your questions during the 10 minute break for a little Q&A in "Because You Asked".

07

1:10pm - 3:10pm • Subject Matter Round Tables

Choose from a variety of hot topics: Recruiting Top Talent | Retaining Top Talent | Maximizing Common PTN Vendors | Improve NPS & Customers Experience | Reducing Costs. Listen, learn and share your experience!

Wrap Up & Take Aways

