



FOUR STAR REALTY

SkillCat Helps Four Star Realty Enhance Maintenance Efficiency and Foster Career Growth

Introduction

Four Star Realty, a prominent property management company operating in Colorado, faced challenges with their maintenance teams and providing standardized training across their properties. Zach, Regional Asset Manager at Four Star sought a solution to improve maintenance efficiency and foster career growth. Four Star Realty discovered SkillCat, a mobile maintenance training platform designed to address their unique challenges.

The Challenges of Managing Maintenance Teams:

Four Star Realty encountered various challenges in managing their maintenance teams. With no dedicated maintenance supervisors or facilities department, they struggled with a lack of technical expertise among their technicians. Furthermore, time constraints made it difficult to provide comprehensive technical training. Zach, Regional Asset Manager, explained,

"The technical skills were not there from the techs... there wasn't a time to teach those technical skills."

Four Star Realty's Goals

Four Star Realty sought a training solution that could address their challenges without adding an unbudgeted maintenance supervisor to their team. They aimed to improve the efficiency of their technicians and demonstrate their commitment to employee growth. SkillCat's training aid provided them with a cost-effective alternative to hiring additional personnel. Zach highlighted their goals, stating,

"We want our techs to progress, we want them to learn more skills, we want to give them the tools to do the job well."

Rolling out SkillCat

The implementation of SkillCat at Four Star Realty was seamless. Zach described the experience as straightforward and the onboarding process as simple. Since techs need to use their phones for work orders, this didn't feel foreign to them when they were onboarded.



SkillCats Impact On Four Star

Empowering Technicians:

SkillCat empowered technicians to take ownership of their work and provided them with the necessary resources to perform tasks efficiently. The platform eliminated reliance on unreliable sources like YouTube, boosting confidence and job completion rates. Zach stated,

"They now have some resources besides YouTube... they actually feel confident in being able to complete all work orders now."

Motivating Career Growth:

SkillCat's training aid encouraged technicians to expand their skillsets.

Zach said, **"It's really given this ownership and motivation to our maintenance team to learn more."**

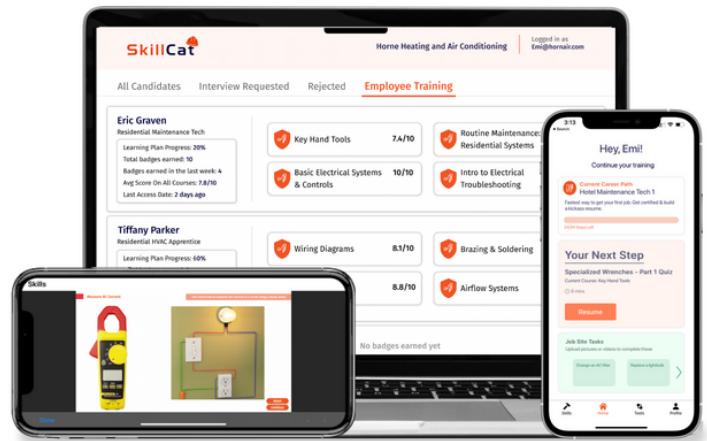
By offering bonuses for achieving certifications like EPA certification, Four Star Realty fostered a culture of continuous learning and professional growth.

Diverse Applications:

SkillCat's courses covered a broad range of topics relevant to maintenance, providing technicians with comprehensive knowledge and skills to handle various tasks.

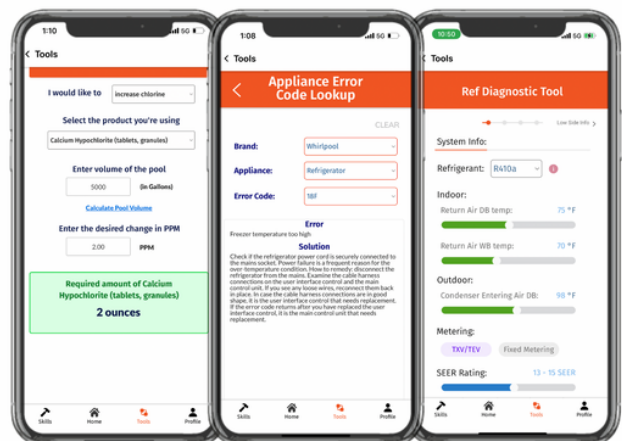
Accountability and Performance Tracking:

SkillCat's training dashboard enabled Four Star Realty to track technician engagement and progress, ensuring accountability and identifying employees invested in their growth.



Tech Adoption and Feedback

Four Star Realty witnessed strong adoption of SkillCat among their technicians. Weekly active usage was close to 65%. Some technicians readily embraced the platform, while others required gentle encouragement to fully leverage its benefits. Feedback from technicians highlighted the convenience and efficiency of using SkillCat's resources, such as having all of the training on their phones and having manuals readily available on their mobile devices.



Linking Learning Plans to Salary Boosts

To further incentivize career growth and skill development, Four Star Realty linked SkillCat's learning plans to salary boosts. Technicians who achieved EPA 608 certification were rewarded with an additional salary increase. As Zach elaborated,

"If they get HVAC certified, then we'll bump their salary up and we track that on SkillCat"

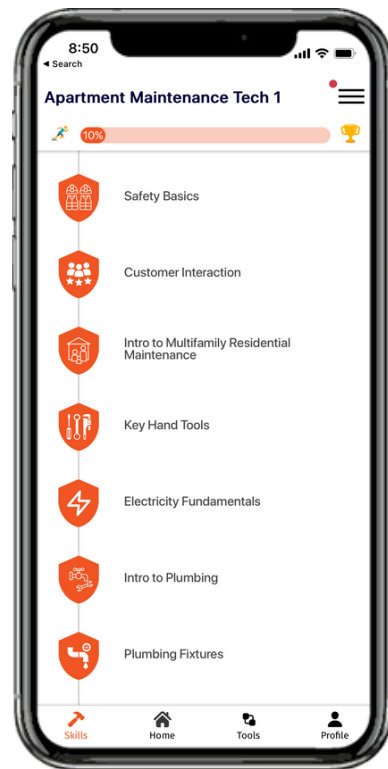
This approach not only motivated technicians to pursue certifications but also demonstrated Four Star Realty's commitment to recognizing and rewarding their employees' efforts.

Future Outlook and Impact

Four Star Realty anticipates significant long-term impact and financial savings by reducing reliance on external vendors for maintenance work. SkillCat's tracking capabilities allowed the company to hold technicians accountable and ensure everyone embraces the provided resources. Zach expressed,

"Within a few months we already saw a 10% decrease in vendors. Give it a few more months and I know we'll see a huge drop in vendors that we're having to call out."

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Conclusion

SkillCat revolutionized maintenance training at Four Star Realty by addressing their challenges, empowering technicians, and fostering career growth. The platform provided a cost-effective alternative to hiring additional supervisors and offered a resource to enhance technician skills. The partnership between SkillCat and Four Star Realty created a learning environment where employees were valued and had access to the necessary tools for success. Zach summarized the impact of SkillCat, stating,

"Even if 70% of them are using it, that's awesome for me... they appreciate having something as opposed to being an island by themselves with no learning."

SkillCat's implementation at Four Star Realty was a game-changer, enabling the company to achieve their goals and drive their future success.