**Storyboard**

**A Property Manager’s Guide to Working with Contractors and Vendors**

**Target Audience:** This course is intended for newly hired property managers, or those needing to refine their skills in working with contractors and vendors.

**Palette Colors**: 

**Hex #’s:** #1F497D, #EEECE1, #AFD2E9, #272727, #71816D, #2B59C3, #A31621

**Font:** Arial

**Learning Objectives**:

1. Define the role of the property manager as it relates to hiring a contractor or vendor.
2. Explain the reasons and benefits of hiring a contractor or vendor.
3. Identify possible contractor and vendor services.
4. Identify the steps of the bidding process.

**Seat Time: 15 minutes**

**Outline:**

* Course Intro / Navigation / Objectives
* Introduction Scenario
* Roles of the Property Manager
* Knowledge Check
* Reasons to Hire
* Benefits of Hiring
* Services – Recurring and Single-Event
* Knowledge Check
* The Bidding Process
* Final Graded Assessment with an Introduction
* Summary/Conclusion
* Congratulations/Exit Course

**Directions:** Please focus on content sections to check for accuracy. Feedback may be provided by writing comments in the “Notes” sections as needed. The review cycle is due for completion within three business days.

**Module Resources/References:** none currently

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| **Slide [1.1]/ Menu Title: *Welcome*** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border: Wide rectangle as top border, narrow rectangle as bottom border. Both rectangles are light blue from custom color palette  Background image is a photo of the inside of a building, perhaps the foyer of an apartment.    Course title centered in top border.  Welcome text set in rectangle centered top of photo.  Directions in rounded rectangle with custom Start and Navigation buttons centered underneath.  A light tan background color is used on all slides to complement palette colors. | [Slide Title]  **A Property Manager’s Guide to Working with Contractors and Vendors**  [Text inside rectangle]  Welcome! This course is designed to guide property managers through the process of hiring and working with contractors and vendors in obtaining contracts to better serve the property of the owner.  [Directions]  Click the Navigation button to review the navigation of this course. Click the Start button to begin the course.  [Buttons]  Start  Navigation | Welcome! This course is designed to guide property managers through the process of hiring and working with contractors and vendors in obtaining contracts to better serve the property of the owner. Click the Navigation button to review the navigation of this course. Click the Start button to begin the course. | Directions rectangle and custom Start and Navigation buttons timed to float up from bottom timed with VO.  Hover states on Start and Navigation buttons  Disable Next and Previous buttons on the player.  Start button jumps to slide 1.3.  Navigation button jumps to slide 1.2 |
| **Notes:** I do not have the rights to the image above. The thumbnail above is a sample image. The developer should source a similar asset of an image in which rights have already been obtained. | | | |

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| **Slide [1.2]/ Menu Title: *Navigation*** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border same as slide 1.1.  Title centered in top border.  Background image: stock photo of a compass to represent navigation. Photo is semi-transparent.    Directions centered on the background image.  Callouts labeled with player features that point to location of each feature. | [Slide Title]  **Navigation**  [Directions]  Take a moment to familiarize yourself with the navigation tools of this course. When you are ready to begin the course, click the Next button.  [Callouts]  Menu  Play/Pause  Seekbar  Replay  Volume  Accessibility  Previous  Next | Take a moment to familiarize yourself with the navigation tools of this course. When you are ready to begin the course, click the Next button. Use the menu bar to navigate to different sections of the course. Use the Play/Pause button to pause the slide. Click the same button to resume play. The seekbar allows you to review any portion of the slide. Click the replay button to see the entire slide again. To adjust the volume up or down click the volume icon. Accessibility features are located here. Finally, use the previous and next buttons to move forwards or backwards through the course. | Labeled callouts with player features will grow in timed with VO. |
| **Notes:** I do not have the rights to the image above. The thumbnail above is a sample image. The developer should source a similar asset of an image in which rights have already been obtained. | | | |

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| **Slide [1.3]/ Menu Title: *Learning Objectives*** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered in top border.  Learning objectives centered on slide with circle bullet points in a palette color.  Directions in bottom right corner, right above bottom border. | [Slide Title]  **Learning Objectives**  By the end of this course, the learner will be able to:   * Define the role of the property manager as it relates to hiring a contractor or vendor. * Explain the reasons and benefits of hiring a contractor or vendor. * Identify possible contractor and vendor services. * Identify the steps of the bidding process.   [Directions]  Select Next to continue. | By the end of this course, the learner will be able to:  Define the role of the property manager as it relates to hiring a contractor or vendor.  Explain the reasons and benefits of hiring a contractor or vendor.  Identify possible contractor and vendor services.  And identify the steps of the bidding process. | Circle bullet points grow in while LO text floats in timed with VO reference.  Disable Next button until timeline ends.  Directions float in right before the end of the timeline. |
| **Notes:** | | | |

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| **Slide [1.4]/ Menu Title: *Introduction*** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered on top border.  Background image: semi-transparent photo of an apartment building.    Avatar Laura on left of screen in four different poses with caption bubbles.  Pose 1: relaxed and smiling, holding a clipboard or tablet.  Pose 2: Hand on hip, talking, gesturing with other hand  Pose 3: smiling, gesturing to the right  Text boxes in palette colors with bulleted points of contractor and vendor definitions appear on the right of screen.  Pose 4: smiling, facing the learner | [Slide Title]  **Introduction**  [Laura caption – Pose 1]  Hi, I’m Laura. I’m the property manager for a large apartment complex. As the property manager, many responsibilities fall on my shoulders.  [Laura caption – Pose 2]  One of these responsibilities includes hiring contractors or vendors when the need arises.  [Laura caption – Pose 3]  A contractor is a person or company hired to perform specific services or complete specific jobs not performed by your maintenance team. A vendor is a third party company that offers products and/or services to the maintenance function. A service vendor may perform regularly recurring weekly or monthly maintenance tasks. It should be noted that many companies use these two terms interchangeably.  [Laura caption – Pose 4]  I have many roles as the property manager. Learn more about these roles by clicking the next button below.  [Text box]  Contractor   * person or company * perform services * complete jobs   [Text box]  Vendor   * third party company * products and/or services * weekly or monthly tasks. | Laura: (Pose 1) Hi, I’m Laura. I’m the property manager for a large apartment complex.  As the property manager, many responsibilities fall on my shoulders.    (Pose 2) One of these responsibilities includes hiring contractors or vendors when the need arises.  (Pose 3) A contractor is a person or company hired to perform specific services or complete specific jobs not performed by your maintenance team.  A vendor is a third party company that offers products and/or services to the maintenance function.  A service vendor may perform regularly recurring weekly or monthly maintenance tasks.  It should be noted that many companies use these two terms interchangeably.  (Pose 4) I have many roles as the property manager. Learn more about these roles by clicking the next button below. | Next button disabled until timeline ends.  Laura fades in and out with poses 1, 2, and 3. Pose 4 remains on slide until end of timeline.  Captions fade in and out timed with VO.  Text boxes with definitions fade in timed with VO. |
| **Notes:** I do not have the rights to the image above. The thumbnail above is a sample image. The developer should source a similar asset of an image in which rights have already been obtained. | | | |

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| **Slide [1.5]/ Menu Title: *Roles of the Property Manager*** | | | **Objective: [#1]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered in top border.  Background image: Office setting with an employee working, checking email, etc.    Five tabs on the left of slide, labeled with vertical text. Tabs in different colors of custom color palette.  Directions at top of background image.  Select Next directions bottom right of slide | [Slide Title]  **Roles of the Property Manager**  [Tab Button Labels]  Supervising  Finding a Contractor  Preferred Vendors  Management Agreement  Authority Level  [Directions]  Click on each tab to reveal a role of the property manager.  Select Next to continue. | Click on each tab to reveal a role of the property manager. | Accordion interaction  Accordion should have motion paths to allow it to move in both open and close forms.  Next button disabled until all tabs of the accordion interaction are viewed.  Transparent rectangle over tabs to restrict learner until narration completes.  Viewed states on vertical tab buttons.  Select Next directions set to float in after all tabs are viewed. |
| **Notes:** I do not have the rights to the image above. The thumbnail above is a sample image. The developer should source a similar asset of an image in which rights have already been obtained. | | | |

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| **Slide [1.5a]** | | | **Objective: [#1]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| No top/bottom border  Supervising tab on right of slide.  Rectangle in matching palette color as “Supervising” tab displayed within open section of accordion.  Title and bullet points inside rectangle. | [Layer Title]  **Supervising the Work**  [Text inside rectangle}   * Know how a contracted job will be supervised * Know what is happening on the property * Frequent checks * Daily visual inspection * Ask questions | If you choose to use a contractor, you and your Maintenance Supervisor need to decide how a contracted job will be supervised. Most often, the Maintenance Supervisor assumes this responsibility, but as a property manager, you should know what is happening on the property. To stay on top of things and learn more about a specific project, check with the contractor frequently and visually inspect the work daily. Have a copy of the contract to ensure work is being done as outlined and raise questions or concerns to your supervisor if necessary. | Add two motion paths to allow accordion to move in both directions.  Bullet points float up timed with VO. |
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| **Slide [1.5b]** | | | **Objective: [#1]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| No top/bottom border  Supervising and Finding a Contractor tabs on right of slide.  Rectangle in matching palette color as “Finding a Contractor” tab displayed within open section of accordion.  Title and bullet points inside rectangle. | [Layer Title]  **Finding a Contractor**  [Text inside rectangle]   * Referrals from other communities or management companies * The Better Business Bureau * Other contractors | It is important to find the right contractor, and to do so, you’ll need to know where to look. Suggestions include: referrals from other communities or management companies, the Better Business Bureau, and other contractors who have worked with contractors of various fields. | Add two motion paths to allow accordion to move in both directions.  Bullet points float up timed with VO. |
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| **Slide [1.5c]** | | | **Objective: [#1]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| No top/bottom border  Supervising, Finding a Contractor, and Preferred Vendors tabs on right of slide.  Rectangle in matching palette color as “Preferred Vendors” tab displayed within open section of accordion.  Title and bullet points inside rectangle. | [Layer Title]  **Preferred Vendors**  [Text inside rectangle]   * Rebates and/or special discount * Specified vendors if applicable | Your property may have a list of preferred vendors that you are required to use. Some vendors may provide rebates and/or special discounts. Your role is to ensure everyone uses specified vendors if applicable. | Add two motion paths to allow accordion to move in both directions.  Bullet points float up timed with VO. |
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| **Slide [1.5d]** | | | **Objective: [#1]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| No top/bottom border  Supervising, Finding a Contractor, Preferred Vendors, and Management Agreement tabs on right of slide.  Rectangle in matching palette color as “Management Agreement” tab displayed within open section of accordion.  Title and bullet points inside rectangle. | [Layer Title]  **Know the management agreement**  [Text inside rectangle]   * You or someone else? * Refer to management agreement * Be sure to know the management agreement | Will you be able to sign a contract with a contractor? Or will someone else need to do that task? As a general rule, the management agreement provides detailed information about who can sign contracts. Be sure to know the management agreement. | Add two motion paths to allow accordion to move in both directions.  Bullet points float up timed with VO. |
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| **Slide [1.5e]** | | | **Objective: [#1]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| No top/bottom border  Supervising, Finding a Contractor, Preferred Vendors, Management Agreement, and Authority Level tabs on right of slide.  Rectangle in matching palette color as “Authority Level” tab displayed within open section of accordion.  Title and bullet points inside rectangle. | [Layer Title]  **Understand your authority level**  [Text inside rectangle]   * Actively involved * Understand your authority level * Be confident | You may be actively involved in identifying and selecting a contractor. Therefore, it is important to understand your authority level when entering into a contract on an owner’s behalf. Be confident in your authority when working with contractors. | Add two motion paths to allow accordion to move in both directions.  Bullet points float up timed with VO. |
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| **Slide [1.6]/ Menu Title: *Knowledge Check*** | | | **Objective: [#1]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered on top border.  Laura appears on the right of the slide.  Caption bubble in palette color tracks Laura’s words. | [Slide Title]  **Knowledge Check**  [Laura caption]  It’s time to test your knowledge on the content covered so far. Answer the following true or false statement, and then click submit.  [Question box]  True or False?  As the property manager, one of your roles includes a daily visual inspection of the work of a contractor.  **True**  False | Laura: It’s time to test your knowledge on the content covered so far. Answer the following true or false statement, and then click submit. | Laura flies in from left and caption bubble fades in.  One attempt at true/false question. Learner continues to next slide from either correct or incorrect layer. |
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| **Slide [1.6a]** | | | **Objective: [#1]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Green check mark inside of a circle  Text boxes  Continue button  Base layer assets hidden | [Layer Title]  **Correct**  [Text]  Correct  That’s right! You selected the correct response.  [Button]  Continue | No Audio | Click Continue to advance to next slide. |
| **Notes:** This layer uses Storyline’s built in feedback design. | | | |

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| **Slide [1.6b]** | | | **Objective: [#1]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Red “x” inside of a circle  Text boxes  Continue button  Base layer assets hidden | [Layer Title]  **Incorrect**  [Text]  Incorrect  You did not select the correct response.  [Button]  Continue | No Audio | Click Continue to advance to next slide. |
| **Notes:** This layer uses Storyline’s built in feedback design. | | | |

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| **Slide [1.7]/ Menu Title: *Reasons to Hire*** | | | **Objective: [#2]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered in top border  Background image: Semi-transparent photo of two people shaking hands.    Directions text box beneath top border.  Three pentagons in palette color with labels. Pentagons are buttons for a click to reveal. | [Slide Title]  **Reasons to Hire**  [Directions]  Click each tab to learn more.  [Buttons]  Shortage  Cost  Documentation | A project manager may decide to hire a contractor or vendor for several reasons. Click each tab to learn more. | Next button disabled when timeline begins.  Three pentagons fly in from left one at a time.  Transparent rectangle over pentagons to restrict learner until narration completes.  Clicked states on pentagons.  Slide will auto advance to 1.9 when audio completes on final layer. |
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| **Slide [1.7a]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Slide appears the same as base layer, except that bullet points of shortage pentagon appear when user clicks shortage button and audio plays. | * Maintenance staff * Specialized skills * Specialized equipment | Often there is a shortage of maintenance staff, specialized skills, or specialized equipment needed to complete the work. Hiring an outside contractor or vendor will allow the necessary work to be completed. | Clicked state reveals bullet points inside of Shortage pentagon. |
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| **Slide [1.7b]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Slide appears the same as base layer, except that bullet points of cost pentagon appear when user clicks cost button and audio plays. | * Wholesale or bulk prices * Pass along the savings | Contractors may be able to purchase materials or supplies at wholesale or bulk prices and pass the savings on to you. As a result, hiring is often more cost effective. | Clicked state reveals bullet points inside of Cost pentagon. |
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| **Slide [1.7c]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Slide appears the same as base layer, except that bullet points of documentation pentagon appear when user clicks documentation button and audio plays. | * Specialized licenses * Permits * Warranties * Defer liability | Contractors can provide specialized licenses, permits, warranties, or other documents, which would also defer liability away from the property. | Clicked state reveals bullet points inside of Documentation pentagon.  Slide auto advances after audio for Documentation plays. |
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| **Slide [1.8]/ Menu Title: *Benefits of Hiring*** | | | **Objective: [#2]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| **Same visual design as slide 1.7.**  Select Next directions positioned at bottom right. | [Slide Title]  **Benefits of Hiring**  [Text]  Contractors and vendors are able to provide:  [Text inside pentagons]  Specialized skills and tools  Quality based experience  The handling of licenses, permits, insurance, warranties  [Directions]  Select Next to continue. | In addition to reasons for hiring a contractor or vendor, there are several benefits of hiring. Contractors and vendors are able to provide: specialized skills and tools, quality based experience, and the handling of licenses, permits, insurance, and warranties. | Next button disabled until timeline ends.  Three pentagons fly in from bottom timed to match VO.  Select Next directions float in at the end of the timeline. |
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| **Slide [1.9]/ Menu Title: *Services*** | | | **Objective: [#3]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered on top border.  Slide directions under top border.  Two red-framed boxes as buttons with labels (Single-Event Services and Recurring Maintenance) positioned vertically on left of slide.  Photo of a person doing a chore, such as window washing, on right of slide. | [Slide Title]  **Services**  [Directions]  Click the red-framed boxes to discover possible services of contractors and vendors.  Select Next to continue.  [Buttons]  Single-Event Services  Recurring Maintenance | Services provided by a contractor or vendor can be either a single-event service or recurring maintenance. Click the red-framed boxes to discover possible services of contractors and vendors in these two categories. | Next button is disabled until click to reveal interaction is completed and both layers are visited.  Hover and viewed states on red-framed buttons.  Select Next directions set to normal after interaction is completed. |
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| **Slide [1.9a]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| No top/bottom border  Title at top of slide  Large oval in palette color in center of slide with bullet points. | [Layer Title]  **Single-Event Services**  [Text inside oval]  Plumbing repair  Roof replacement  Electrical malfunction  Interior/Exterior painting  Parking lot resurfacing  New building construction | Single-Event Services may include: Plumbing repair, roof replacement, Electrical malfunction, Interior and Exterior painting, Parking lot resurfacing, and New building construction. | “x” icon with hotspot to close layer after audio completes.  Bullet points timed to float up by paragraph with VO. |
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| **Slide [1.9b]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| **Same design as 1.9a** | [Layer Title]  **Recurring Maintenance**  [Text inside oval]  Pool maintenance  Landscaping  Pest control  Housekeeping  Carpet maintenance  Snow removal | Recurring maintenance may include: Pool maintenance, Landscaping, Pest control, Housekeeping , Carpet maintenance, and Snow removal. | “x” icon with hotspot to close layer after audio completes.  Bullet points timed to float up by paragraph with VO. |
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| **Slide [1.10]/ Menu Title: *Knowledge Check*** | | | **Objective: [#3]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered in top border  Directions below top border  Two large rectangles in center of slide as drop zones in palette color. Labels at the top of each rectangle.  Drag items (10) stacked on top of each other and positioned in center under large rectangles. Drag items are in rounded rectangles, same size, in a contrasting palette color from drop zones. | [Slide Title]  **Knowledge Check**  [Directions]  Drag and drop each of the items onto the correct type of service. Click submit when you are finished.  [Drop Zones]  Single-Event Services  Recurring Maintenance  [Drag Items]  Single-Event Services:  Roof replacement  Electrical malfunction  Interior/exterior painting  Parking lot resurfacing  New building construction  Recurring Maintenance:  Pool maintenance  Landscaping  Pest control  Housekeeping  Snow removal | Narrator: Let’s take a quick break and test your knowledge on the content covered so far in this course. Drag and drop each of the items onto the correct type of service. Click submit when you are finished. | Freeform drag and drop interaction KC.  Drag items grow in one at a time for learner to drop.  Two attempts at KC |
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| **Slide [1.10a]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| No top/bottom border  Slide text at top of slide  Screen shot picture of correct placement of drop items centered on slide.  Continue button at bottom center of slide. | [Correct Layer]  That's right! You correctly identified each type of service. Click Continue to proceed.  (Same text as above showing each drag item in the correct drop location.)  [Buttons]  Continue | That's right! You correctly identified each type of service. Click Continue to proceed. | Custom Continue button to jump to next slide. |
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| **Slide [1.10b]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| **Same design as “Correct” layer** | [Incorrect Layer]  You did not correctly identify each type of service. Review the correct answers below, and then click Continue.  (Same text as above showing each drag item in the correct drop location.)  [Button]  Continue | You did not correctly identify each type of service. Review the correct answers below, and then click Continue. | Custom Continue button to jump to next slide. |
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| **Slide [1.10c]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| No top/bottom border  Slide text at top of slide  Rectangle in palette color centered on slide containing text.  Try Again button at bottom center. | [Try Again Layer]  That is incorrect. Review the information below, and then click Try Again  [Text inside rectangle]  **Remember: Single-Event Services** occur once or infrequently, such as a roof replacement or new building construction.  **Recurring Maintenance** occurs more frequently, such as pool maintenance or pest control.  [Button]  Try Again | That is incorrect. Review the information below, and then click Try Again. | Custom Try Again button jumps to base layer. |
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| **Slide [1.11]/ Menu Title: *The Bidding Process*** | | | **Objective: [#4]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered on top border  Pose 1: Laura on left side of slide looking concerned.  Pose 2: Laura on left side of slide, smiling, hand on hip.  Caption in palette color.  Directions under title  Three rectangles as buttons in palette color with labels. | [Slide Title]  **The Bidding Process**  [Laura caption Pose 1]  A pipe leak has occurred in the apartment complex.  This job is too big for my maintenance staff.  [Laura caption Pose 2]  I need to hire a contractor!  [Directions]  Click on each rectangle below to learn more. After you have viewed each step, click the next button to continue.  [Buttons]   1. Scope and Specifications 2. Bidding 3. Awarding the Contract | Laura Pose 1: A pipe leak has occurred in the apartment complex. This job is too big for my maintenance staff.  Laura Pose 2: I need to hire a contractor!  Narrator: In order to fix the plumbing issue, Laura is ready to hire a contractor. She will use the bidding process, which will help her select the best contractor for the job. The bidding process is made up of three steps. Click on each rectangle below to learn more. After you have viewed each step, click the next button to continue. | This is the home slide for a branching scenario. Each button takes the learner to a different slide. When next is clicked on that slide, the learner is returned to this slide (1.12)  Laura fades in and out with captions timed to VO.  Directions fade in from right timed with VO.  Buttons have visited states.  The Next button is disabled until all buttons are in visited state. |
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| **Slide [1.12]/ Menu Title: *Scope and Specifications*** | | | **Objective: [#4]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Slide title centered on top border.  Background image: a person doing paperwork.    Two rectangle buttons positioned vertically on left of slide in palette color with labels.  Directions inside a rounded rectangle in palette color positioned right center.  Select Next directions in bottom right corner. | [Slide Title]  **Scope and Specifications**  [Directions]  Click on each box for more information.  Select Next to continue.  [Buttons]  Scope  Specifications | The first step of the bidding process involves the scope of the work to be performed and the specifications required to complete the job. Click on each box for more information. | Next button disabled until state of all rectangles is viewed.  Buttons have hover, visited, and viewed states.  Clicking each button takes the learner to a layer with more information.  Buttons fly in from left.  Directions float down.  Select Next directions appear after layers are visited.  Next button returns the learner to slide 1.12 |
| **Notes:** I do not have the rights to the image above. The thumbnail above is a sample image. The developer should source a similar asset of an image in which rights have already been obtained. | | | |

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| **Slide [1.12a]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Background image shows through from base layer.  Scope button is visible, Specifications button is hidden. | [Layer Title]  **Scope**  [Text inside rectangle]   * General description * to complete a project   For example:   * Complete exterior painting of all buildings. * Re-roof all three-story buildings on the property. | Scope is a general description of the work to be performed under a contract or subcontract to complete a project. For example, the scope for a project may be to complete exterior painting of all buildings or  re-roof all three-story buildings on the property. | Rectangle fades in from right.  Text floats in timed with VO. |
| **Notes:** | | | |

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| **Slide [1.12b]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Background image shows through from base layer.  Specifications button is visible, Scope button is hidden. | [Layer Title]  Specifications  [Text inside rectangle]   * specific materials, equipment, and construction methods * detailed job specification * Accurate and complete * most important part | Specifications are descriptions of specific materials, equipment, and construction methods to be used on a project. All bids must contain a *detailed* job specification. *Accurate* and *complete* job specifications are the *most important* part of the bidding process. | Rectangle fades in from right.  Text floats in timed with VO. |
| **Notes:** | | | |

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| **Slide [1.13]/ Menu Title: *Bidding*** | | | **Objective: [#4]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered on top border  Directions under title  Four tabs in different palette colors sit on top of a rectangle in a different palette color.  Tabs are numbered 1,2,3,4  Select Next directions positioned at bottom right of slide. | [Slide Title]  **Bidding**  [Text]  The bidding process is your opportunity to set the standard for quality.  [Directions]  Click each tab above to reveal four key points of bidding.  Select Next to continue.  [Buttons]  1  2  3  4 | The bidding process is your opportunity to set the standard for quality. Click each tab above to reveal four key points of bidding. | Next button disabled until interaction is completed.  State of Select Next directions hidden until interaction is completed.  Next button returns learner to slide 1.12  Tabbed click to reveal.  Each tab takes the learner to a layer with additional information.  Tabs have hover and viewed states.  Large rectangle floats in from bottom.  Tab 1 and 2 fly in from left.  Tab 3 and 4 fly in from right. |
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| **Slide [1.13a]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Text rectangle containing text in matching palette color as Tab 1.  Only Tab 1 shows through from base layer. | ALWAYS present all bidders with the same specifications to get comparable results. | It is important to always present all bidders with the same specifications to get comparable results. | Layer hides when timeline ends.  Text rectangle floats down. |
| **Notes:** | | | |

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| **Slide [1.13b]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Text rectangle containing text in matching palette color as Tab 2.  Only Tab 2 shows through from base layer. | Solicit bids from at least three separate contractors. | Bids should be solicited from at least three separate contractors. This provides the opportunity to compare services and prices. | Layer hides when timeline ends.  Text rectangle floats down. |
| **Notes:** | | | |

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| **Slide [1.13c]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Text rectangle containing text in matching palette color as Tab 3.  Only Tab 3 shows through from base layer. | Keep bids confidential. | Keep bids confidential. Bid details should not be shared with other contractors. Be sure to advise staff to keep information confidential. | Layer hides when timeline ends.  Text rectangle floats down. |
| **Notes:** | | | |

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| **Slide [1.13d]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Text rectangle containing text in matching palette color as Tab 4.  Only Tab 4 shows through from base layer. | The cheapest contractor is not necessarily the best. | The cheapest contractor is not necessarily the best. Look for the best results, not just the least expensive. | Layer hides when timeline ends.  Text rectangle floats down. |
| **Notes:** | | | |

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| **Slide [1.14]/ Menu Title: Awarding the Contract** | | | **Objective: [#4]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top/bottom border  Title centered on top border  Laura smiling with thumbs up gesture on left of slide with caption bubble.  Information rectangle in palette color in center of slide.  Contract icon at bottom center.    Select Next directions at bottom right. | [Slide Title]  **Awarding the Contract**  [Laura caption]  Contractors require a legal contract before work begins. A contract is a formal and legally binding agreement made in writing.  [Text inside rectangle]  Laura is now ready to sign a contract with a contractor. Before she does so, there are a few things for her to keep in mind. Click the icon below to learn more about contracts.  [Directions]  Select Next to continue. | Laura: Contractors require a legal contract before work begins. A contract is a formal and legally binding agreement made in writing.  Narrator: Laura is now ready to sign a contract with a contractor. Before she does so, there are a few things for her to keep in mind. Click the icon below to learn more about contracts. | Next button is disabled when timeline begins.  Select Next directions are hidden until interaction completes.  Icon is clickable with a hotspot. Takes learner to layer.  Laura and caption bubbles fade in. Caption bubbles timed to VO.  Text rectangle floats in. |
| **Notes:** I do not have the rights to the image above. The thumbnail above is a sample image. The developer should source a similar asset of an image in which rights have already been obtained. | | | |

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| **Slide [1.14a]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top border and title show through from base layer. No bottom border.  Background image: photo of a person signing a contract.    Directions in rectangle of palette color in center of slide.  Four markers positioned horizontally near bottom of slide in palette color. | [Directions]  Hover over each icon to read more about contracts.  [Icons]   1. Contracts protect you, your employees, the management company, and the owner. 2. Contracts are subject to local, state, and federal laws. 3. Have an attorney review contracts before they are signed to ensure compliance and reduce risk. 4. Company policy should identify who negotiates and signs a contract. | 1. Contracts protect you, your employees, the management company, and the owner. 2. Contracts are subject to local, state, and federal laws. 3. Have an attorney review contracts before they are signed to ensure compliance and reduce risk. 4. Company policy should identify who negotiates and signs a contract. | When learner hovers over each marker, the text will appear along with the VO.  Markers have viewed states and fly in from bottom.  Layer closes when audio of fourth marker completes.  Select Next directions appear after layer closes. |
| **Notes:** I do not have the rights to the image above. The thumbnail above is a sample image. The developer should source a similar asset of an image in which rights have already been obtained. | | | |

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| **Slide [1.15]/ Menu Title: *Quiz Introduction*** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered on top border.  Semi-transparent photo of a person thinking on left side of slide.    Key bullet points of VO on right side.  Custom Continue button under key points. | [Slide Title]  **Quiz Introduction**  [Directions]   * Five (5) questions * Passing score is 80% (4 out of 5) * As many attempts as needed * Review course using the menu * Click the continue button below   [Button]  Continue | It is time to test your knowledge on the content of this course. This quiz contains five questions. You must receive a passing score of 80% (4 out of 5) to successfully complete the course. You may have as many attempts as needed to obtain a passing score. If you wish to review the content of this course before you begin, use the menu to the left to navigate. When you are ready to start the quiz, click the continue button below. | Key points fade in from bottom timed with VO  Continue button jumps to next slide, which is the beginning of the quiz.  Continue button has hover state. |
| **Notes:** I do not have the rights to the image above. The thumbnail above is a sample image. The developer should source a similar asset of an image in which rights have already been obtained. | | | |

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| **Slide [1.16]** | | | **Objective: [#1]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered on top border.  Multiple Choice question.    Custom review layer: hint box to direct learner to a particular slide for review. | [Slide Title]  **Question 1**  Which of the following is one role of a property manager as it relates to hiring a contractor or vendor?  Select the best answer, and then click submit.  **Supervising the work of a contractor or vendor**  Offering to paint stairwells  Adding chlorine to the pool  Hiring additional office staff | No Audio | Learner will click submit after answering the question which will take them to the next slide.  Each question has one attempt. Feedback not immediately given.  Custom review layer |
| **Notes:** | | | |

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| **Slide [1.17]** | | | **Objective: [#2]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered on top border.  True or False question.    Custom review layer: hint box to direct learner to a particular slide for review. | [Slide Title]  **Question 2**  Multiple Choice  Malcolm, a property manager, is considering hiring a contractor for a repair job that is not able to be performed by his maintenance staff. Which of the following best gives the reasons and benefits of hiring a contractor?  Select the best answer, and then click submit.  **Shortage of staff, cost savings, documentation requirements, specialized skills, quality-based experience, and handling of permits.**  Shortage of staff, unlimited budget, documentation requirements, specialized skills, pleases the boss, and handling of permits.  Shortage of staff, cost savings, familiarity with the property, gives the maintenance staff a break, quality-based experience, and handling of permits. | No Audio | Learner will click submit after answering the question which will take them to the next slide.  Each question has one attempt. Feedback not immediately given.  Custom review layer |
| **Notes:** | | | |

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| **Slide [1.18]** | | | **Objective: [#3]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered on top border.  Multiple Response question.    Custom review layer: hint box to direct learner to a particular slide for review. | [Slide Title]  **Question 3**  Which of the following are possible contractor or vendor services?  Select all that apply, and then click submit.  **Pool maintenance**  **Snow removal**  **Interior/exterior painting**  Car detailing  Budgeting  **Roof repair** | No Audio | Learner will click submit after answering the question which will take them to the next slide.  Each question has one attempt. Feedback not immediately given.  Custom review layer |
| **Notes:** | | | |

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| **Slide [1.19]** | | | **Objective: [#4]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered on top border.  Sequence Drag and Drop question.    Custom review layer: hint box to direct learner to a particular slide for review. | [Slide Title]  **Question 4**  Drag and drop each item below to put the steps of the bidding process in order, and then click submit.  **1. Scope and Specifications**  **2. Bidding**  **3. Awarding the contract** | No Audio | Learner will click submit after answering the question which will take them to the next slide.  Each question has one attempt. Feedback not immediately given.  Custom review layer |
| **Notes:** | | | |

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| **Slide [1.20]** | | | **Objective: [#4]** |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered on top border.  Multiple Choice question.    Custom review layer: hint box to direct learner to a particular slide for review. | [Slide Title]  **Question 5**  How many bids should you obtain?  Select the best answer, and then click submit.  **At least three**  Only one  No more than two  More than four | No Audio | Learner will click submit after answering the question which will take them to the next slide.  Each question has one attempt. Feedback not immediately given.  Custom review layer |
| **Notes:** | | | |

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| **Slide [1.21]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered on top border.  Rectangle with text in center of slide. | [Slide Title]  **Quiz Results**  [Text inside rectangle]  YOUR SCORE  PASSING SOCRE: | No Audio |  |
| **Notes:** | | | |

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| **Slide [1.21a]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| No top/bottom border  Laura smiling and excited on left of screen.  Green check mark with text beneath in center of slide.  Learner’s score results centered beneath text.  Custom buttons at bottom of slide. | [Success Layer]  Nice job, you passed!  [Directions]  To review the quiz, click Review Quiz. To go to the next slide, click Continue.  [Buttons]  Review Quiz  Continue | No Audio | Laura fades in from left.  Review button takes learner to slide 1.17 to review quiz.  Continue button takes learner to slide 1.22 |
| **Notes:** | | | |

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| **Slide [1.21b]** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| No top/bottom border  Laura with disappointed look on left of screen.  Red X with text beneath in center of slide.  Learner’s score results centered beneath text.  Custom buttons at bottom of slide. | [Failure Layer]  Sorry, you didn’t pass.  [Directions]  To review the quiz, click Review Quiz. To take the quiz again, click Retry Quiz.  [Buttons]  Review Quiz  Retry Quiz | No Audio | Laura fades in from left.  Review Quiz takes learner to slide 1.17 to review quiz with custom review layers.  Retry Quiz button allows learner to try quiz again starting at slide 1.17. |
| **Notes:** | | | |

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| **Slide [1.22]/ Menu Title: *Summary*** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered on top border.  Laura on left of screen facing right.  Captions track Laura’s words.  Four rounded rectangles in palette colors with LO text on right side of slide. | [Slide Title]  **Summary**  [Laura caption]  Now that you have finished the course, you are able to:  [Text in three rectangles]  Define the role of a property manager as it relates to hiring a contractor or vendor.  Explain the reasons and benefits of hiring a contractor or vendor.  Identify possible contractor and vendor services.  Identify the steps of the bidding process. | Laura: Now that you have finished the course, you are able to:  Define the role of a property manager as it relates to hiring a contractor or vendor.  Explain the reasons and benefits of hiring a contractor or vendor.  Identify possible contractor and vendor services.  And identify the steps of the bidding process. | Laura fades in from left.  Caption bubble fades in.  Learning Objectives grow in timed with VO.  Slide jumps to final slide at the end of the timeline. |
| **Notes:** | | | |

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| **Slide [1.23]/ Menu Title: *Conclusion*** | | |  |
| **Visual / Display:** | **Slide Text:** | **Narration / Voiceover:** | **Animation / Interaction:** |
| Top and bottom border  Title centered on top border.  Background image: peaceful scene, such as the beach or woods.      Rectangle in palette color with text centered on background image.  Text box with directions centered underneath in same palette color.  Custom Exit Course button centered underneath. | [Slide Title]  **Conclusion**  [Text inside rectangle]  Congratulations! You have completed this course.  [Directions]  You may now exit the course by clicking on the Exit Course button below.  [Button]  Exit Course | Congratulations! You have completed this course. You now have a clearer understanding of the skills and resources needed that will better equip you in your interactions with contractors and vendors.  You may now exit the course by clicking on the Exit Course button below. | Directions text box and Exit Course button timed to float in with VO.  Course closes when learner clicks Exit Course. |
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