



The National Association of Senior Move Managers

certifies
that

Christine Smart

has participated in the educational activity titled

2012 NASMM Annual Conference & Expo

at

**Hyatt Regency
Austin, Texas**

on

January 12 – 15, 2012

and has earned **19.75** hours of credit

The National Association of Senior Move Managers designates this educational activity for a maximum of **20.75** hours of credit. Participants should only claim credit commensurate with the extent of their participation in the activity.

A handwritten signature in black ink, appearing to read 'Kim McMahon', is positioned above the printed name and title.

Kim McMahon
President, NASMM Board of Directors 2012

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Sessions Listing

<i>Session Code</i>	<i>Session Title</i>	<i>Credits/Hours</i>
WS1	Speak Up! And Present Your Way to Success	3
WS2	Winning Sales Strategies for Senior Move Managers	3
GS1	Thought Leader Session 1: Differentiate and Dominate	1.5
9A	Fall in Love (All Over Again!) with Your SMM Business	1.5
18B	Legal Issues for Senior Move Managers	1.5
11C	Expand Your SMM Biz with Photo Organizing	1.25
4D	Build Your Reputation, Referrals & Revenues with Smart PR	1
GS2	Thought Leader Session 2: My Client Has Dementia: Now What?	1.5
21E	Back by Popular Demand: The Power of Follow-Up	1.5
6F	Profit or Provenance: A Second Life for Client Treasures	1
15G	Live E-List: Q & A from the Frontline	1
GS3	Thought Leader Session 3: The Changing Face of Aging: Dealing with Diversity	1
GS4	Conference Concluding Session: Rich Service	1
<i>Total Credits/Hours Earned</i>		<i>19.75</i>