

OPERATIONS PLAN

A step-by-step guide that outlines the who, what, when, where and how all aspects of your short term rental business operates.

PRE BOOKING

- What platform(s) will you list your property on?
- Social Media
 - What platforms will you use?
 - How often will you post?
 - Who will be responsible for content?
- Pre booking inquiries
 - Who receives and responds to inquiries?
 - What are your standard responses/scripts?
 - How will you handle customized responses?

STAY

- Check In Process
 - Will check-in be in person or automated?
- Welcome Package
 - Will you provide a welcome gift?
 - Who will stock and stage?
- During Stay Communication
 - Who will communicate with guests?
 - When will communication occur?
 - What are standard texts/emails?
 - Who will handle emergency communications and responses?
- Check out Communications
 - How will check out instructions be conveyed to guests? Text, guest book, signs, all of the above?

BOOKINGS

- Will you use automatic approval or more detailed vetting?
 - If you choose detailed vetting, who will review guests?
 - What questions will you ask?
 - How will you communicate with guests?

Pre Arrival Communication

- Who will handle communication?
- What are standard responses/scripts?
- When will communications occur?

POST STAY

Cleaning and Turnover

- Who will handle cleaning and turnover?
- Do you have a cleaning/turnover check?
- How will you inspect for quality control?
- How will amenities and supplies be restocked?

Follow up Communications

- Who will handle communication?
- What are standard responses/scripts?
- When will communications occur?

Ongoing engagement

- Who will handle communication?
- What are standard responses/scripts?
- When will communications occur?

Bookkeeping

- How will you handle platform payments?
- How will you pay vendors and cleaners?
- How will you collect & pay relevant taxes?
- Who will handle bookkeeping and accounting?