

operate

The Art of the Turnover: Quick Fixes For Rapid Rental Readiness



Corrine Harris
Operto



Beth Haldane
Your Key Rental Management



Duncan Haldane
Your Key Rental Management

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 **YourKey**
Rental Management

Agenda



Why are we here today?



Best practices for your housekeeping



Best practices for your maintenance



How to improve your owner relations



Scheduling Tips



About Operto Q&A





- Calgary's #1 STR management company (only market of operation)
- Established in 2015
- Only STR facility in Calgary
- Employee-centric operations (in-house cleaning and maintenance)
- Management fee revenue model

Alright.

The busy season is *(almost)* beginning.

(For most of you.)

Take a breath.

You'll need it.



Best Practices for Housekeeping



Poll # 1

What does your cleaning team look like?

- A. Working with 1099 contractors
- B. Using a third party cleaning company
- C. I have my own cleaning team
- D. Using a combination of the above



- Prioritize **staff retention** and support **quick-starts** for new hires.

- Document any and all “institutional knowledge”
- Pre-record training videos, try Loom it's free!
- Shadow your best cleaners for the first few days

- Find ways to **increase staff compensation** and **improve performance**.

- Create an incentive program and reward cleaners for 5-star guest reviews
- Reward based on inspection reports and results
- Digital tipping



Cleaners?

Guest Readiness

Associates

At Your Key Rental Management we expect that the typical 'cleaner' role did not accurately describe what we expected from our employees.

Guest Readiness Associate more accurately reflects the expectations we have of our employees.

This has also resulted in an ability to attract, retain, and motivate employees.



Set cleaners up for success by giving them the tools they need.

- Checklists, preferably digital
- Photos of correctly staged homes as an easy reference
- Easy to carry kits with cleaning supplies
- Commercial grade cleaning chemicals



Housekeeping is a very physically demanding job! Take some of the burden off them.

- Provide backpack or lightweight vacuums
- Prepare their bags or bin the day before and deliver it to the house for them
- Pick up the dirty linens that are being sent out to be laundered

Best Practices for Maintenance



Poll # 2

What is your biggest maintenance challenge?

- A. Accounting for the non-billed work you're doing for owners
- B. Keeping track of reported issues
- C. Handling preventative maintenance
- D. All of the above





Empower your guests and cleaners to be (somewhat) **self-sufficient**.

- Stock light bulbs, batteries, etc. in the home for the guests to access.
- Include sections in your guidebook that help guests understand how to use things like appliances, your smart TV, etc.
- Include quick fixes for common issues that might arise. Light in the bathroom won't work? Try the GFCI reset button.

Preventative maintenance! Twice a year or during slow seasons will prevent in-house guest calls and can prevent more costly repairs.

Have a process to capture unscheduled, unbilled tasks.

Best Practices for Owner Relations





Be transparent and upfront about expectations.

- What small appliances, supplies, and linen are required?
- How often should they plan to replace dishes, linen, and other items?
- What visibility will they have over what's happening with their home?
- What expectations should they have around communication?



Create owner lockups where they can store precious things they do not want to be broken so they can still bring them out when they visit their property.



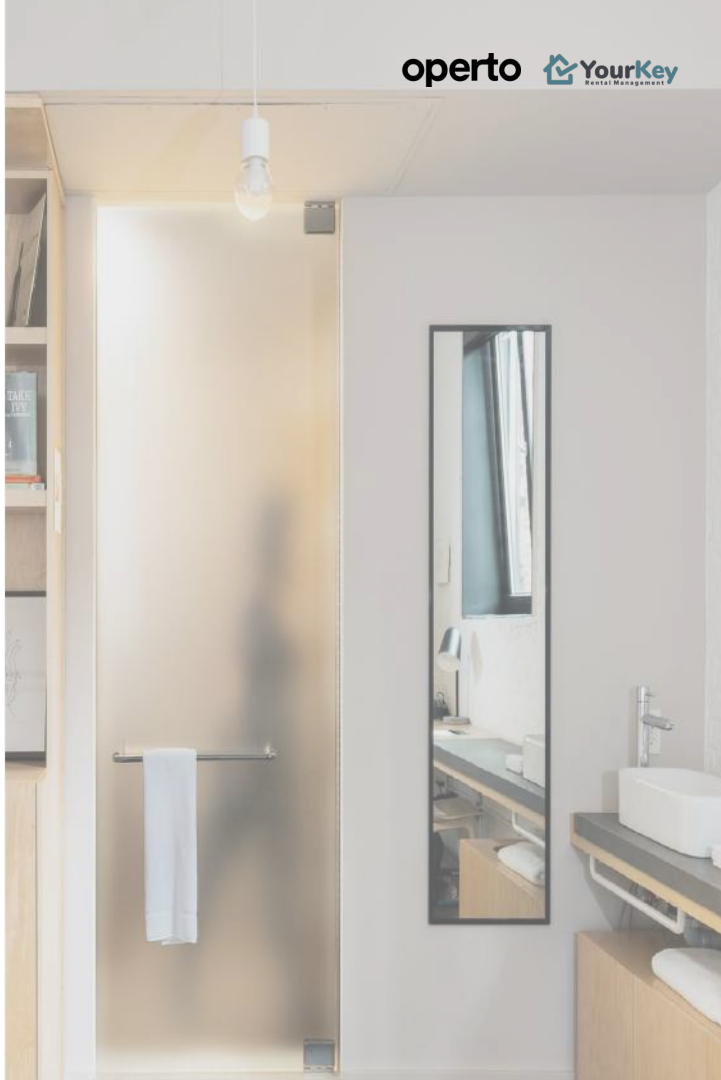
Notify owners immediately of any damages or costly repairs; do not wait until they see a charge on their owner's statement!

Give your owners **peace of mind** about who stays in their property.

- Guest verification to screen out troublesome guests
- Age limits and occupancy restrictions in your rental agreements
- Noise monitoring to prevent parties and noise complaints from unhappy neighbours and HOAs / stratas
- Secure access solutions. No static codes that don't change!

Show you're working to get them better ratings and more **revenue**.

- Offer guest-centric stay enhancements like early check-in and late check-out
- Partner with local operators and offer guests an incentive to book through you

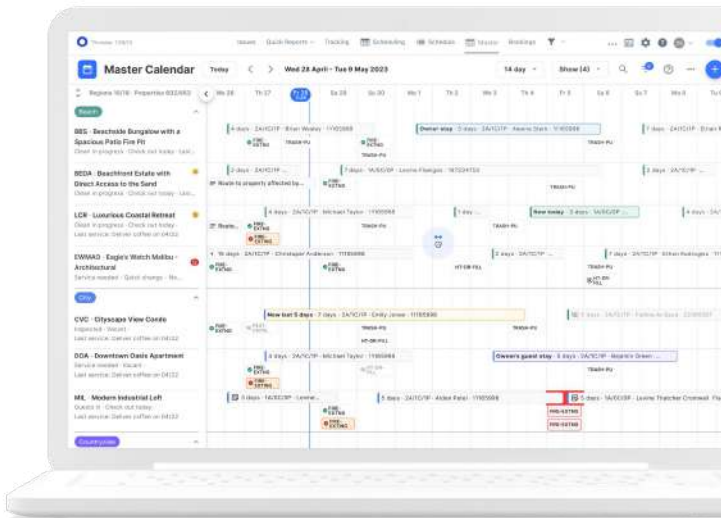


Scheduling Tips



operto teams

Break away from manual work
with automated scheduling of
housekeeping and maintenance.



Automated
Scheduling



Custom
Checklists



Maintenance
tracking

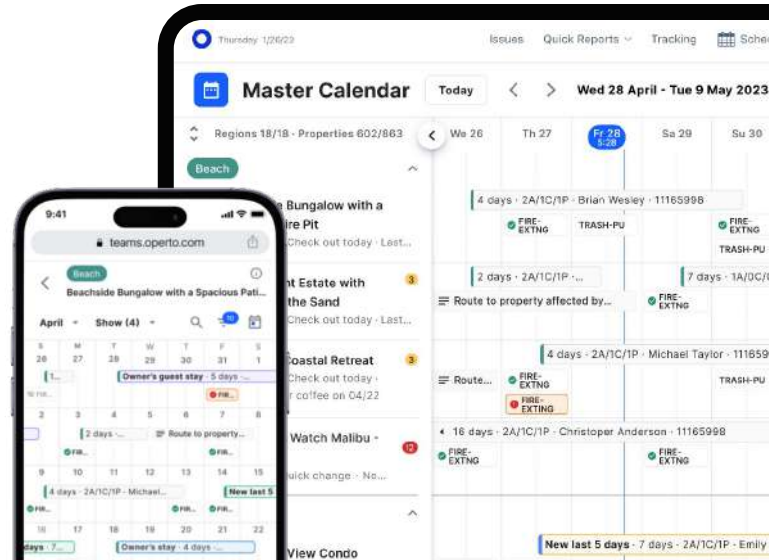


Staff Apps

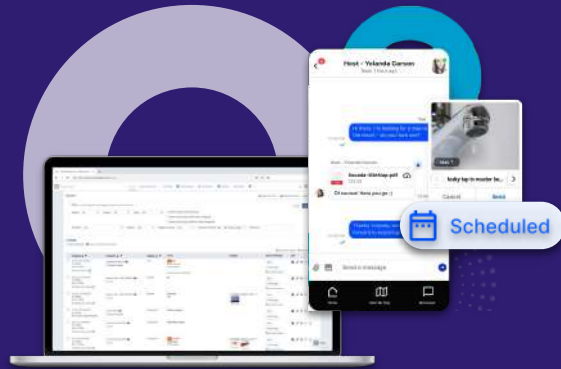
Seamless, simple automation.

Break away from time-consuming manual work with **automated scheduling**

- ✓ Real-time notifications ensure staff are always in the right place, even as bookings change
- ✓ Customized task rules and unique checklists set cleaners up for success
- ✓ Easy forecasting of laundry needs and linen packing reports for all staff

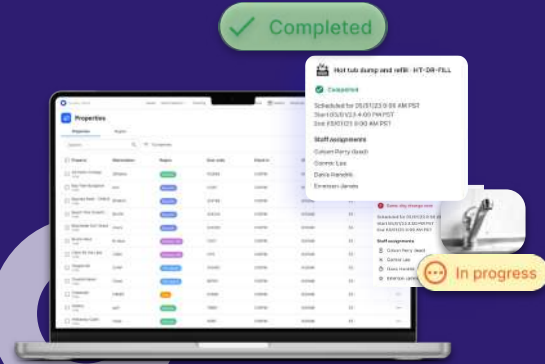


Maintenance on autopilot.



Centralize all issues

Easy reporting via cleaner app with photo upload
 Guests can submit issues via guest portal
 Comprehensive dashboard for clear visibility



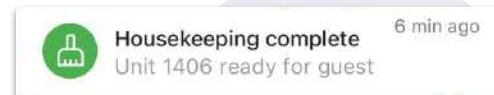
Automate task assignment

Track all issues from discovery through completion
 Personalized portal for maintenance staff
 Seamless management of preventative maintenance programs

Delight your homeowners.

Empower your teams to deliver first-rate service to homeowners

- ✓ Provide self-serve reporting for homeowners with interactive dashboards
- ✓ Systematic time tracking and automated reports deliver easy payroll and owner billing
- ✓ Offer transparency that builds trust, improves retention, and generates more referrals

A screenshot of a web application interface showing an "Owner Statement Report". The interface includes a filter section with "From" and "To" date pickers (both set to 09/14/22) and a "Choose Owner" dropdown menu set to "All Owners". Below the filter are three tables of data for different employees: Abby May, Britney Spears, and Bryan Boice. Each table has columns for Property, Date, # Nights, Item, Total, Deposit, Commission, To Owner, and To Manager. The tables show various items like "Check Out Clean Materials", "Check Out Clean Labor", and "Booking: Admin sajmal".

Owner Statement Report								
Filter								
From: 09/14/22		To: 09/21/22		Choose Owner: All Owners				
Abby May								
Property	Date	# Nights	Item	Total	Deposit	Commission	To Owner	To Manager
Sea Village	9/14/22	—	Check Out Clean Materials	\$10.00	\$0.00	100	\$0.00	\$10.00
Sea Village	9/14/22	—	Check Out Clean Labor	\$125.00	\$0.00	100	\$0.00	\$125.00
Sea Village	9/16/22	9	Booking: Zac Vernon	\$0.00	\$0.00	0	\$0.00	\$0.00
TOTALS				\$135.00	\$0.00		\$0.00	\$135.00
Britney Spears								
Property	Date	# Nights	Item	Total	Deposit	Commission	To Owner	To Manager
Gohar's Reach	9/18/22	5	Booking: Admin sajmal	\$1,310.41	\$0.00	0	\$1,310.41	\$0.00
TOTALS				\$1,310.41	\$0.00		\$1,310.41	\$0.00
Bryan Boice								
Property	Date	# Nights	Item	Total	Deposit	Commission	To Owner	To Manager
My Hittop Haven	9/16/22	—	Check Out Clean Materials	\$10.00	\$0.00	100	\$0.00	\$10.00
My Hittop Haven	9/16/22	—	Check Out Clean Labor	\$125.00	\$0.00	100	\$0.00	\$125.00
My Hittop Haven	9/19/22	4	Booking: Kraft Corp Retreat	\$0.00	\$0.00	0	\$0.00	\$0.00
TOTALS				\$135.00	\$0.00		\$0.00	\$135.00

Operto's solutions are
thoughtfully applied
across the guest
journey to help you:



Amaze your guests

Eliminate friction and deliver genuine digital hospitality.



Automate operations

Put an end to the chaos of manual turnover workflows.



Generate more revenue

More upsells, more bookings, more money in your pocket.



Impress your owners

Provide extraordinary service that increases retention and referrals.

5-star reviews require **excellence** at
each stage of the guest journey



Booking



Pre-Arrival



Check-in



In-Stay



Check-out



Service



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Thank you.

Q&A



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Operto



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Your Key Rental Management

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