

Onboarding New Property

- Send a message to Listings Coordinator with new property Google Drive Name i.e. SHO-45-John Smith
- **When professional photos received, add to Google Drive in “Internal Information” Folder**
- Inform Listings Coordinator that pictures have been received

MISC.

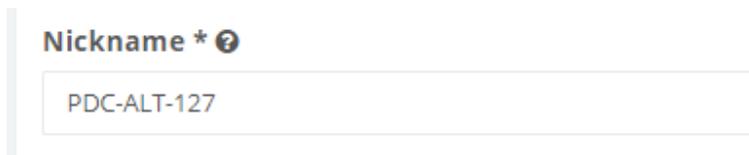
- Send a WhatsApp message in the “New Property Onboarding” advising that the property is active and ready for bookings.

ADDING NEW LISTING ON GUESTY.

- Guesty – New Listing
- Internal Nickname

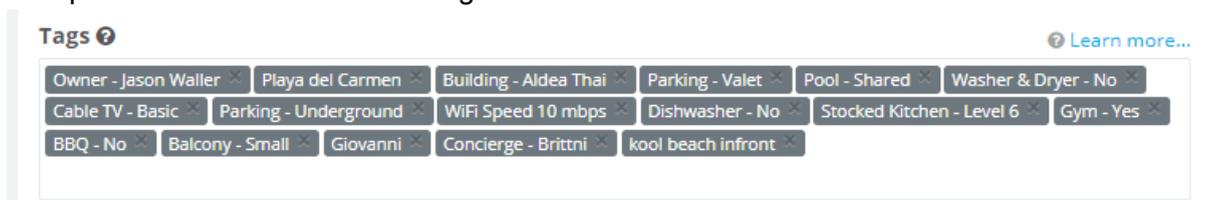
How the name of the property will appear on Guesty

Example:



A screenshot of a form field labeled "Nickname * ?". The field contains the text "PDC-ALT-127".

- Taggs-**
- The Guesty tabs will help us search for the properties faster. Also it will help us provide the information to the guest .



A screenshot of the "Tags" section in Guesty. It shows a grid of tags with a "Learn more..." link. The tags include: Owner - Jason Waller, Playa del Carmen, Building - Aldea Thai, Parking - Valet, Pool - Shared, Washer & Dryer - No, Cable TV - Basic, Parking - Underground, WiFi Speed 10 mbps, Dishwasher - No, Stocked Kitchen - Level 6, Gym - Yes, BBQ - No, Balcony - Small, Giovanni, Concierge - Brittni, and kool beach infront.

- Marketing Title Name**
- Your Airbnb title needs to be attention grabbing! As it is the first thing guests see, it must catch their attention. Think short, but informative and detailed enough to promo.
- Here are some examples of catchy words you can include in your title:
 - o Luxury
 - o Amazing
 - o Cute
 - o Downtown
 - o Breathtaking

PDC-BAM-03 Cute 2BR Condo W/ Pool! Sleeps 6!

SJD-PAL-CSALUN Breathtaking 4BR - Villa Sleeps 8! Steps Away From The Beach!!!

PDC-LCON-304 Brand New 1BR, AC, Beach, Rooftop Pool

Listing address

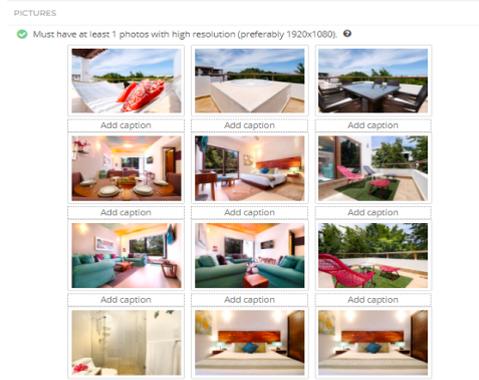
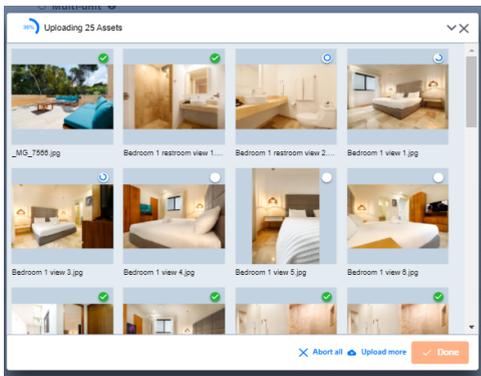
Listing address

Calle Cozumel Mz 81 Aldea Thai Luxury CondoHotel, #324, Playa del Carmen, Quintana Roo 77710, Mexico



Uploading Pictures

- The minimum photos to upload are 5. The first five photos will always be the cover page of the platform. After uploading also save changes.



- Amenities that appear in all integrations
- Make sure to fill as much amenities possible for the property, this will appear on the integrations and it will help the guest know what the property can offer. The first section of amenities to fill are for Airbnb platform.

Amenities that appear in all integrations

- | | |
|--|--|
| <input checked="" type="checkbox"/> Air conditioning | <input type="checkbox"/> Heating |
| <input type="checkbox"/> BBQ grill | <input type="checkbox"/> Indoor fireplace |
| <input checked="" type="checkbox"/> Cable TV | <input checked="" type="checkbox"/> Iron |
| <input checked="" type="checkbox"/> Dishwasher | <input checked="" type="checkbox"/> Refrigerator |
| <input checked="" type="checkbox"/> Dryer | <input checked="" type="checkbox"/> Stove |
| <input checked="" type="checkbox"/> Elevator | <input checked="" type="checkbox"/> TV |
| <input checked="" type="checkbox"/> Free parking on premises | <input checked="" type="checkbox"/> Washer |

- The 2nd part of amenities are for platform Rentals united, booking, TripAdvisor and Home Away and they are organized by color-

Amenities that appear in some integrations

● Rentals united ● Airbnb ● Booking.com ● TripAdvisor ● HomeAway/Vrbo

- | | |
|--|---|
| <input checked="" type="checkbox"/> ● Accessible-height bed | <input type="checkbox"/> ● Kettle |
| <input checked="" type="checkbox"/> ● Accessible-height toilet | <input checked="" type="checkbox"/> ● Kitchen |
| <input type="checkbox"/> ● Baby bath | <input checked="" type="checkbox"/> ● Laptop friendly workspace |
| <input type="checkbox"/> ● Baby monitor | <input type="checkbox"/> ● Long term stays allowed |
| <input type="checkbox"/> ● Babysitter recommendations | <input checked="" type="checkbox"/> ● Luggage dropoff allowed |
| <input type="checkbox"/> ● Bathtub | <input checked="" type="checkbox"/> ● Microwave |
| <input checked="" type="checkbox"/> ● Beach essentials | <input checked="" type="checkbox"/> ● Oven |
| <input type="checkbox"/> ● Bed linens | <input checked="" type="checkbox"/> ● Outdoor pool |
| <input type="checkbox"/> ● Breakfast | <input type="checkbox"/> ● Outlet covers |
| <input type="checkbox"/> ● Bicycles available | <input type="checkbox"/> ● Pack 'n Play/travel crib |
| <input type="checkbox"/> ● Carbon monoxide detector | <input type="checkbox"/> ● Paid parking off premises |

- Min and Max. nights allowed for the listing and check in and check out time.
- We can always allow 1 minimum night for the properties unless the owners advise opposite.
- Check in time- 3pm
 - Check out time- 11am.

STAY

<p>Min. nights</p> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">1 ▾</div>	<p>Default check in time</p> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">3:00 PM ▾</div>
<p>Max. nights</p> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">45 ▾</div>	<p>Default check out time</p> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">10:00 AM ▾</div>

- Financials
- Base Nightly Rate * Always leave pricing high when onboarding a property, it will give the pricing group time to put in the prices.
- Prices are in USD.
- Cleaning fee-
- Security Deposit -

PRICING

BASE PRICE ?

WEEKDAYS BASE PRICE

\$2000

per night

- Automated Messages
- Verify all automated message are turned on for the listing
- Auto-response – All Active.
- For Non-Confirmed Guests – The Delay answer is 10 min.
- For Any subsequent message- The Delay answer is 10 min.

For Non-Confirmed Guests

For the first message [? Learn more...](#)

Customize message

Hi {{guest_first}}, thanks so much for reaching out! I'll get back to you as soon as I can get back to my computer.

Delay answer (in minutes) ?

10

For any subsequent message

Customize message

Hi {{guest_first}}, I'm tied up at the moment but will be with you as soon as I can.

Delay answer (in minutes) ?

20

Marketing- Marketing Channels.

Listed

Airbnb RentalsUnited X Vrbo BookingCom samsonwaters.guestybookings.com

- Airbnb- To upload the listing on Airbnb, we need to go to **Integrations** then to **Distribution**-Publish to Airbnb.

LISTING IN GUESTY	LISTED	LISTING IN CHANNEL	HOTEL ID	ROOM ID	TYPE	ADDRESS IN CHANNEL	SRP/ACCOUNT NO/ID	STATUS
ANU-VAL-116	Yes	LISTE LOPOD 308265	AVANARA	AVANARA	RM	AVANARA AVANARA AVANARA AVANARA	000020/BOOKING/STOPS	Connected
POCALT-127	Yes	Beachfront condo by Namba...	5015921	501592001	Brk	Calle 20 y la plaza Playa del Carmen...	[88828]booking/listings	Connected
POCALT-124	Yes	Beachfront penthouse with pr...	5015923	501592001	Brk	Calle 20 y la plaza Playa del Carmen...	[88828]booking/listings	Connected
POCALT-105	Yes	Large 1 bedroom penthouse R...	5015924	501592001	Brk	Calle 24 entre 20 y 25 Norte, Playa...	[88828]booking/listings	Connected
POCALT-103	Yes	Cute 2BR Condo w/ Pool Sea...	5015927	501592001	Brk	Avenida 13 entre 38 y 40 Norte, Pla...	[88828]booking/listings	Connected
POCALT-101	Yes	Sweet Condo	5015930	501593001	Brk	Avenida 22 entre 38 y 40 Norte, Pla...	[88828]booking/listings	Connected

Booking.com- To upload listing on Booking.com

VRBO-

Vrbo > Samson1

LISTING IN GUESTY	LISTED	LISTING IN CHANNEL	CHANNEL ID	ADDRESS IN CHANNEL	ACCOUNT	STATUS
PDC-MOB-301	Yes	Panoramic View- Steps From...	568705952c88b80034038a11	Calle 40 Unit 301, Playa del Carme...	Samson1	Connected
AKU-HANAH-A14	Yes	Incredible 2BR, with Private pl...	568705952c88b80034038a38	Km 254 + 600, Carretera Federal 20...	Samson1	Connected
TUL-WYN-F201	Yes	Chic 2BR Pool Beach Club Ac...	568705952c88b80034038a91	Calle 5 Sur F201, Tulum, Quintana R...	Samson1	Connected
PDC-LUN-V64	Yes	Great 2BR Condo Steps to Bea...	568705972c88b80034038a69	Lote 1, Cozumel No 142, Zoolo Ha, T...	Samson1	Connected
PDC-TRF-133	Yes	Huge, modern apt., AC, sleep...	568705972c88b80034038a60	Calle 41 Sur, Ejidal, Playa del Carme...	Samson1	Connected
PDC-LUN-S01	Yes	Great 2BR Condo w/ Pool + Ca...	568705972c88b80034038a68	Flamingos 46 Sur 1, Playa del Carme...	Samson1	Connected
PDC-ALT-234	Yes	BEACHFRONT! LUXURY! 2 B...	568705972c88b80034038a38	Lt 1, Calle Cozumel No 91, Cozumel...	Samson1	Connected

Publish to Vrbo

Once you publish, Vrbo will contact you (might take a few days) in order to verify the listing's details. When you complete the process, the listing will be live on Vrbo.

ACCOUNT

Samson1

LISTING IN GUESTY

TUL-BRA-003 / Cozy & Luxurious 2BR, Sleeps 5 In Tulum !

- Public Descriptions for Listing Marketing
- Tile- Tile for Listing on the platforms
- Published Address- Property address
- Summary – Basic description of the property
- The space- The space of the property
- Guest Access- Amenities the guest can use at the building
- The Neighborhood- Place nearby the property
- Getting Around. A few tips on how to get around if the guest doesn't have transportation.
- Other Things to Note- Example if the property offer a Beach Club the guest can attend to.
- Interaction with Guests- Your concierge will be just a message or phone call away.

Send notification to whatsapp group name Pricing. Letting them know the property is ready for pricing .

Example. Unit name- Is ready for pricing.

Send Link of Airbnb to Rick.