

# REMOTE VIRTUAL ASSISTANCE SERVICES

by SBJ Consulting



## BOOKING MANAGEMENT

- ✓ guaranteed smooth booking process.
- ✓ coordinates reservations formalities from A to Z
- ✓ manages your property management software.
- ✓ maintains a constant dynamic pricing strategy.
- ✓ completes month-end activity recap. report.
- ✓ handles all administrative duties like invoicing and record-keeping.



## GUEST COMMUNICATION

- ✓ handle all inquiries.
- ✓ sends reservation summary's, welcome messages, and check-in/out instructions.
- ✓ responds to all messages from your online partner accounts.
- ✓ responds to all reviews.
- ✓ answers Emails, SMS, or phone calls.

## MARKETING

- ✓ Social Media Marketing
  - creates engaging contents.
  - schedule posts.
  - interacts with potential guests.
  - maintains a strong online presence.
- ✓ month-end analysis of your top 5 competitors.
- ✓ Email marketing
- ✓ SEO - search engine optimisation
- ✓ Market research updates

## LISTING/WEBSITE MANAGEMENT

- ✓ continuously keeps your listings updated.
- ✓ manages your direct booking website.
- ✓ applies Copywriting optimisation on published texts.
- ✓ manages partner site promotions.

## TEAM COORDINATION W. CONTRACTORS CLEANERS

- ✓ distributes reservation summary before arrival to all concerned.
- ✓ alerting those involved when their services are required.
- ✓ maintenance & repair coordination