

properly presents

# Onboarding for Service Providers



# What's Properly?

We're a quality assurance tool for vacation rental Service Providers that gives them the power to book and schedule jobs, communicate more clearly with their clients, and build and showcase their cleaning and maintenance skills.

Properly makes it easy for you to deliver the services they want every time thanks to:

- Client-made interactive visual checklists that offer precise instructions for every property you service.
- In-app access to the property's details ( ex. Smart lock codes, WiFi connection instructions) after accepting a job.
- In-app chat to communicate directly with clients during the job.
- Built-in camera to send clients photos of completed tasks and report any problems on-site.

**You'll continue to set your rates in the Marketplace. While clients can send you offers that include rates, you can choose whether to accept the job (since there aren't any penalties for declining jobs.) Most importantly, you'll always take home 100% of your earnings.**

## What's the Properly Marketplace?

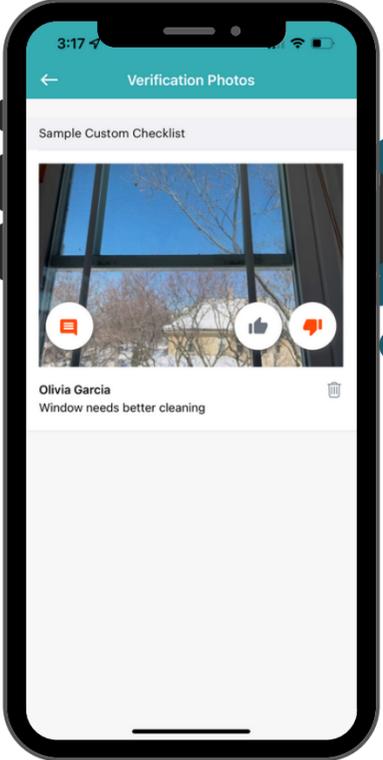
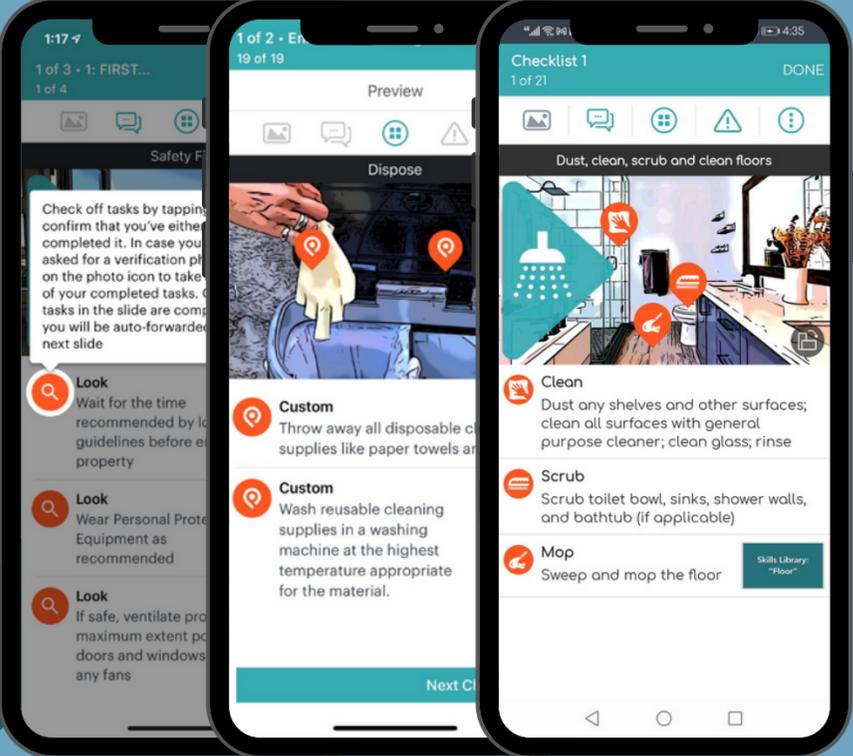
Hosts and property managers always look for skilled providers who understand how to clean, stage and prepare a property for guests. End their searches (and get more clients) by joining Properly's Marketplace, where you'll show up as an experienced, available service provider for other clients in your area.



# What are Visual Checklists?

Everyone makes mistakes, but luckily, a proven tool eliminates errors in even the most demanding professions: a checklist. Surgeons and pilots use them to ensure they don't skip a single step of an operation or a flight; we use them to ensure impeccable cleanings and inspection jobs.

Before a job, your client creates a visual checklist in the app to show you everything you'll need to do on the job, from making the beds to cleaning windows. Once on-site, rather than trying to remember every single detail of your client's request, you can follow the checklist and check off tasks as you complete them. No unhappy clients!



You'll also take verification photos for specific tasks and rooms. If a guest complains about your work to get a discount or refund on the cleaning fees, your client can always defend your excellent work.

For example, if a guest reports a problem, the client can verify from your photos that you ran the dishwasher, emptied the fridge, or left the living room spotless. No more taking the heat for a problem you didn't create!



# Why Use Properly?

## Stand Out with Quality Service

If you forget to perform a standard house cleaning, your client won't be pleased, but it probably won't have dire consequences. Forgetting a hospitality cleaning job, however, can lead to your client getting a bad review, which can have a genuine impact on their business.

Using Properly not only makes it easier to avoid scheduling mishaps, but it also shows clients that you have an excellent track record of providing good service, arriving in the allotted time window, and meeting the expectations they've set with clear checklist instructions. It's a great way to earn loyal clients for the lifetime of your business



## Save Time

How many calls, texts, and emails with your client does it take to set up times and dates for your services? Properly erases endless back-and-forths with clients by making it easy to set up jobs and agree on services with a few clicks.

Have a question? Send your client a message through the app and get a quick response back.



## Report Problems Immediately

If guests leave a property in a terrible state, it may be impossible to get the job done in the allotted time. With the Properly app, you can take photos of the property and send them directly to your client, ensuring they know about the problem right away and can work with you to adjust the plan.

# Learn How to Perform Hospitality Cleaning

Cleaning for a primary residence is different from cleaning a vacation rental to accommodate upcoming guests. If you have hospitality cleaning experience, read through to see if we've included an idea or two you can incorporate into your business.

If you're brand-new to hospitality cleaning, read through, take some notes, and review our seminar to be sure you're prepared to offer the quality of service Properly users expect.

## Dishes

Few clients expect you to take care of their dirty dishes in a residential clean. For a hospitality cleaning, however, dishes need to be clean and ready for the next guest to use, so you will be asked to run the dishwasher and, occasionally, to hand-wash a pot or two.

## Laundry

You'll usually find clean linens available to remake beds. However, to get linens ready for the next guest turnover, you'll likely be asked to keep the washer and dryer going while performing the rest of your tasks.

## Complete the Job On Time

It's not usually a big deal if you need to arrive late to clean someone's primary residence. If the client is easygoing, you might even be able to put it off until the next day! For a vacation rental, however, it's essential to finish the cleaning before the guests arrive at the property.

## Check for Left-Behind Items

Guests forget things! Finding them isn't merely helpful to the previous guest; it also ensures that the next guests don't feel the property was insufficiently cleaned. You'll want to look in drawers and closets, under the beds, and in the bathrooms for left-behind socks, earrings, and travel-sized shampoo bottles.

## Refrigerator

Here's another task you'll likely never do in a primary residence: empty the refrigerator! Even if the food is perfectly good, guests don't want to see someone else's food items in the fridge. You'll be asked to empty it down to the items the host provides guests, including a water filter, a few condiments, or a bottle of champagne for a special VIP guest.

**Learn How to Perform  
Hospitality Cleaning (ct'd)**

## **Replace Amenities & Refill Inventory**

Each guest needs new amenities for their stay, which means you'll need to refill soap and shampoo, toilet paper, kleenex, coffee and tea, and other basic amenities. Your client should provide all of these items, but you will be responsible for stocking them in the suitable locations and, in some cases, reporting to a client when the stock of amenities is running low.

## **Garbage and Recycling**

Regular clients might not mind if you leave a few items from your clean in the trash, but guests to a vacation rental will expect completely empty trash and recycling containers. Be sure you empty them last so you don't leave a wet wipe or the contents of a dustpan behind!

## **Staging**

Vacation rentals don't just need to be clean. They need to look beautiful. Your client will often provide guidelines for how they like the property staged, but be sure to walk through and check that everything looks perfect before you leave the job.

## **Lighting**

This is a quick one, but very important: turn on each lamp and light switch to ensure they work. You may need to replace a light bulb now and then if one has burned out.

## **Hair**

No matter how clean a property is, if a guest finds one hair, they will have the impression the whole place is dirty. It is also one of the most commonly mentioned things in a negative cleaning review. Be vigilant, especially if you know the previous guests brought pets! If you happen to be someone whose hair has a tendency to get everywhere, consider tying it back while you clean.

## **Hospitality Touches**

Clients try to provide great experiences for their guests, and they all have different approaches to creating that experience. For example, your client may want certain lights left on for the guest's arrival, music playing, a welcome note or basket blinds opened or closed, extra keys set out, or any other touches. As the last person to stage the property, you'll need to help set up those touches.

## **Outside Areas**

While most residential clients don't ask for you to clean the outdoor spaces, you will be asked to be sure the outside is as guest-ready as the inside. This might include tidying the outside area, sweeping the porch, wiping down deck furniture, or cleaning a BBQ.

## **Careful Cleaning**

You don't need to provide a deep clean every time you clean a primary residence, but for a vacation rental, you'll want to check every time that the property looks spick-and-span wherever a guest might look. This means checking the ceiling corners and fixtures for cobwebs and dusting baseboards, light fixtures, and the tops of picture frames.