



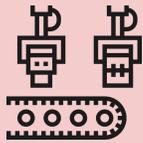
THE ULTIMATE
**GUIDE TO GUEST
COMMUNICATION**



AUTOHOSTING



TEMPLATES



Autohosting



Inquiry



Booking
& Arrival



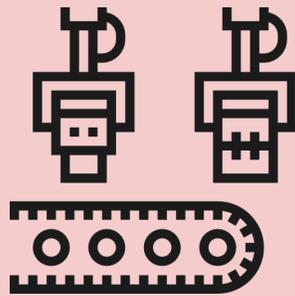
Check Out



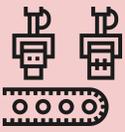
Reviews



Bonus



AUTOHOSTING



AUTOHOSTING

AUTOHOSTING: MAKING HOSTING LIFE EASIER

Whether you hire a company or use Airbnb saved messages, Autohosting is all about preparing in advance by developing an accessible, more streamlined approach that will make your hosting life easier.

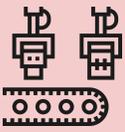
You might want to reiterate your check-in information a few days before arrival, reconfirm the amount of guests or remind your guests of your check-out instructions. Creating these automatic messages in advance will benefit you and your guests and can help ensure you a 5 star review on communication.

THIRD-PARTY VENDORS:

There are companies that can help you create a set of specific messages to be sent to your guests upon certain triggers. A trigger can be an inquiry or a reservation. You can even set up messages to be sent on a schedule:

- ✓ 3 days before arrival
- ✓ 1 day before check-out
- ✓ 24 hours after check-out

Superhost Tip: I strongly recommend you research **ALL** companies before moving forward. This will ensure your specific requirements and needs will be met.



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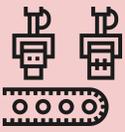
Many companies can help you with this, and some even provide more than automated communications. For example, Smartbnb can produce market reports on competitive positions. Airgms can communicate directly with your cleaning crew.

Here are some companies to check out (Pricing as of Nov 2018):

- ✓ [Airgms](#) - Free for the first 4 listings
- ✓ [Aviva IQ](#)
- ✓ [OwnerRez](#)
- ✓ [Smartbnb.io](#)
- ✓ [Superhost Tools](#)

AIRBNB:

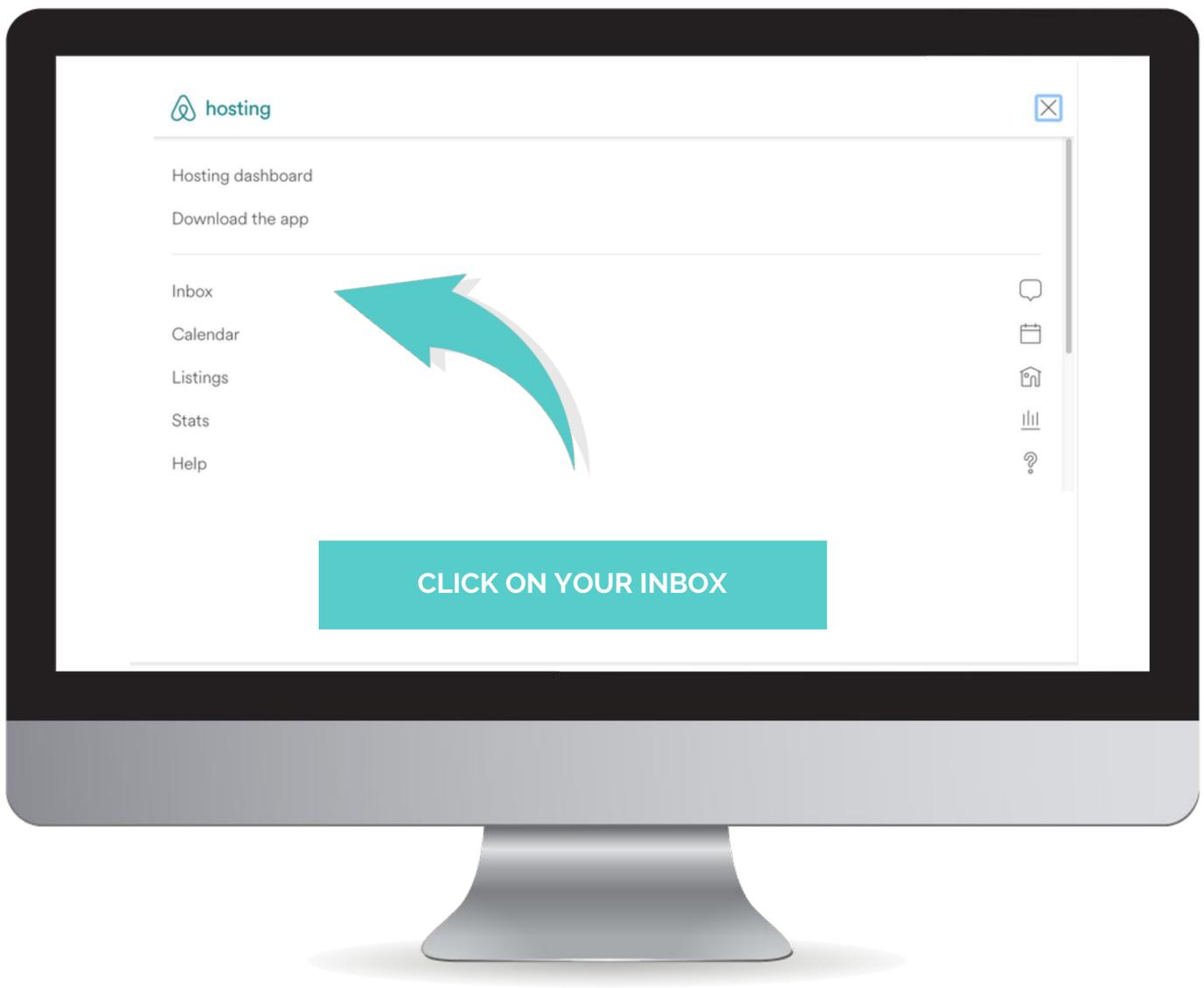
You can also use the Airbnb platform to save and re-use pre-written messages. This alone can make your life a bit easier and save you a heap of time. Unfortunately, Airbnb will not automatically send them to your guests, so you must be mindful and send them yourself. (Remember, I said, "a bit easier;" not *easy*.)

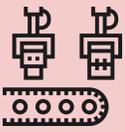


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Here are the steps to creating and saving a message within Airbnb:

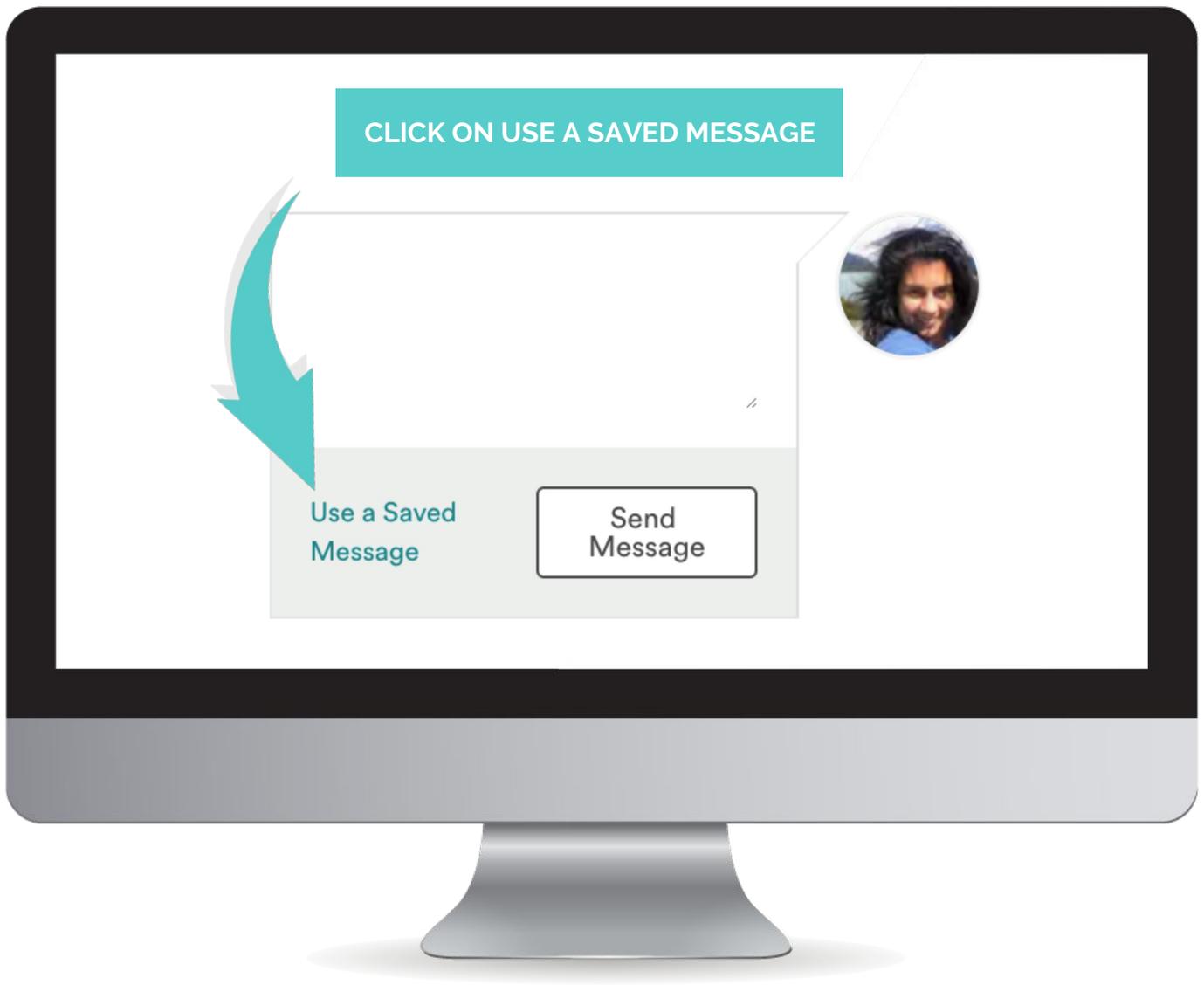
1. **Click on your inbox** to go to any previous conversation you had with a guest (it doesn't matter which one).

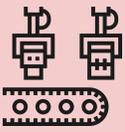




AUTOHOSTING

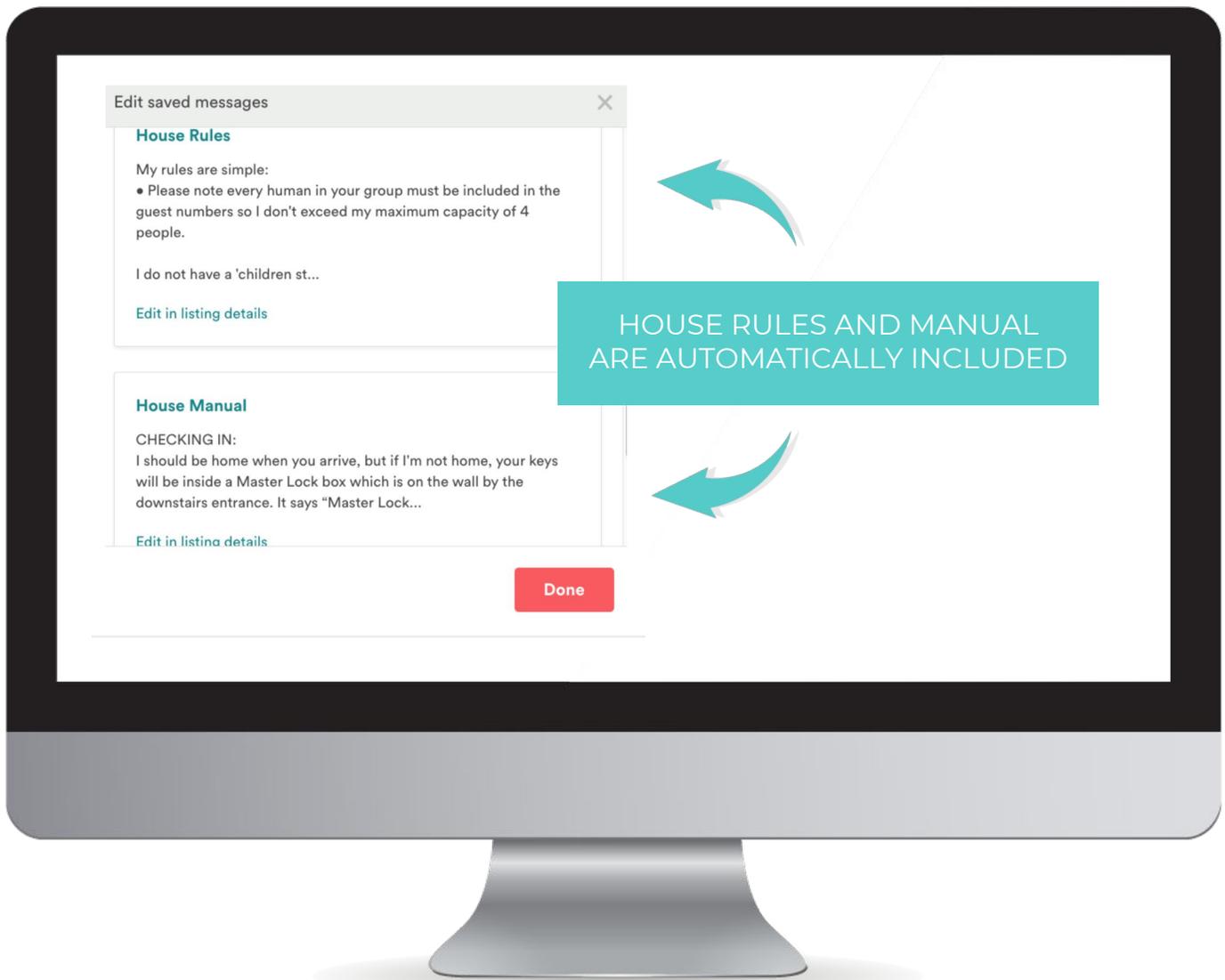
2. Click on ***Use a Saved Message***.

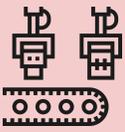




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3. A popup will open, showing you a list of saved messages. You can either **pick a saved message** (including the House Rules and the House Manual of your listing), or you can **save a new template**.

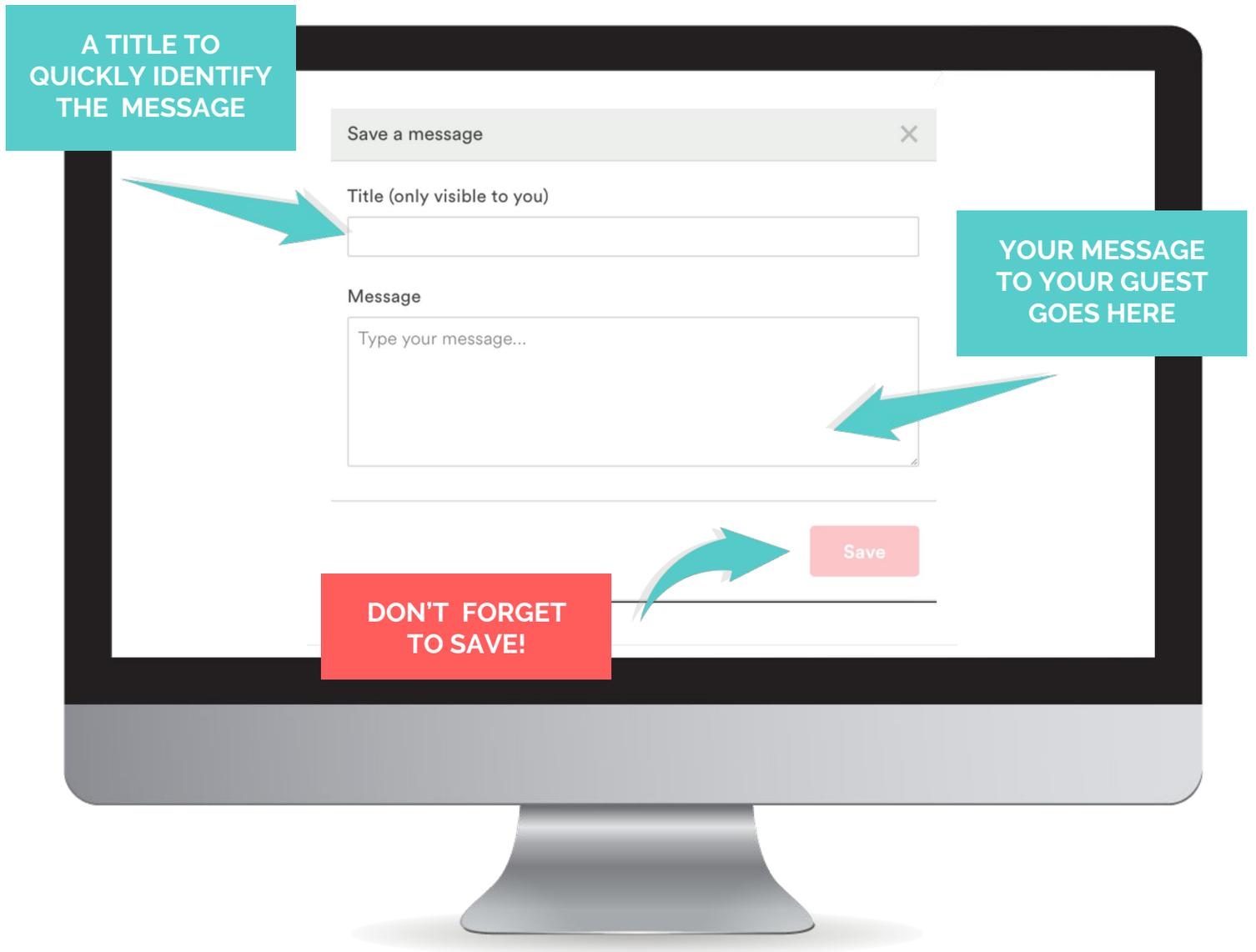


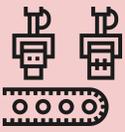


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4. When you create a new message, you will be able to choose:

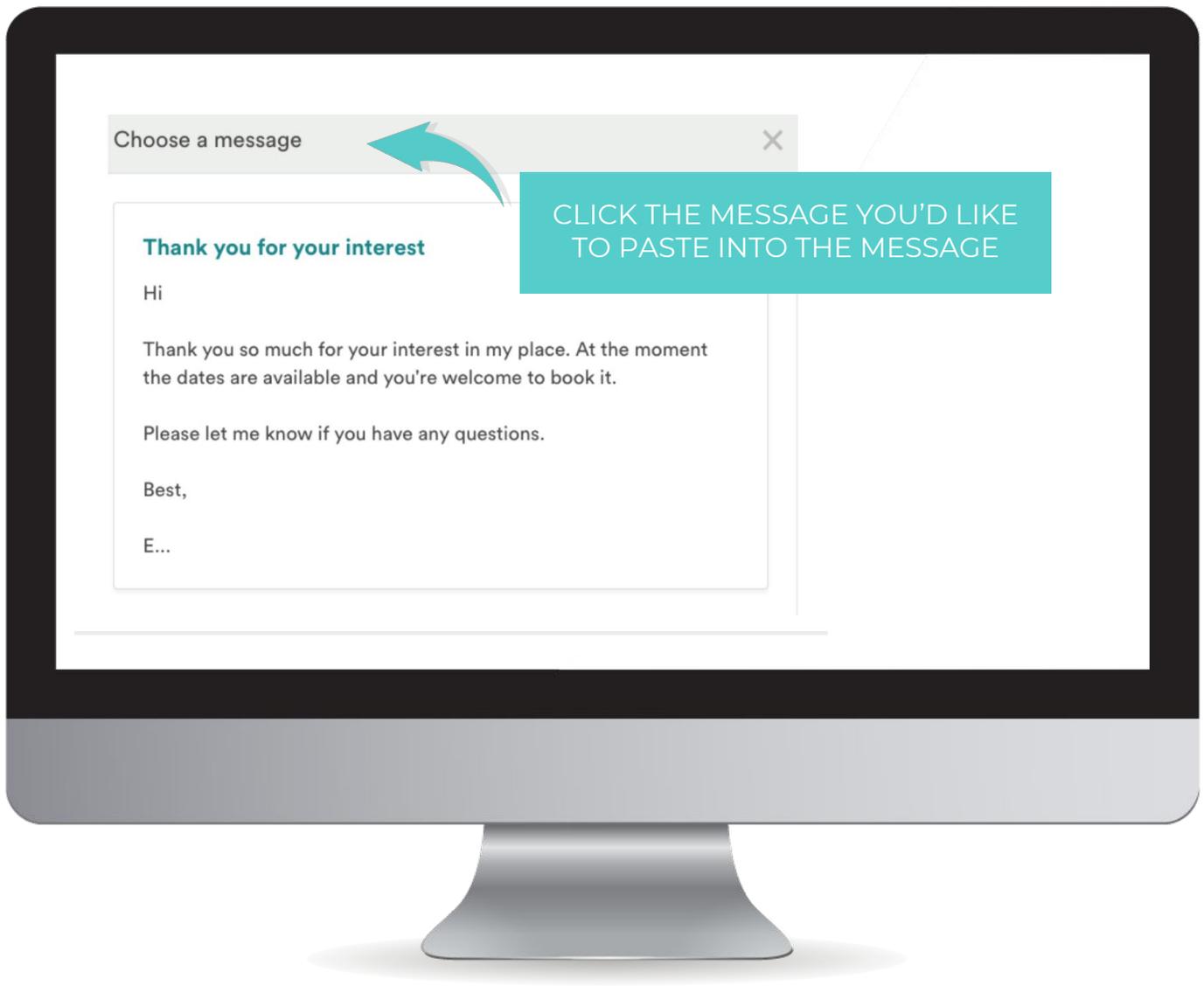
- **The Title** – This is visible only to you, so make it specific and memorable, as you will have multiple messages.
- **The Message:** This is the text that will be copied into the conversation with your guest. Don't worry, you can modify it after you copy it into the conversation.

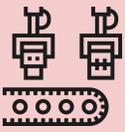




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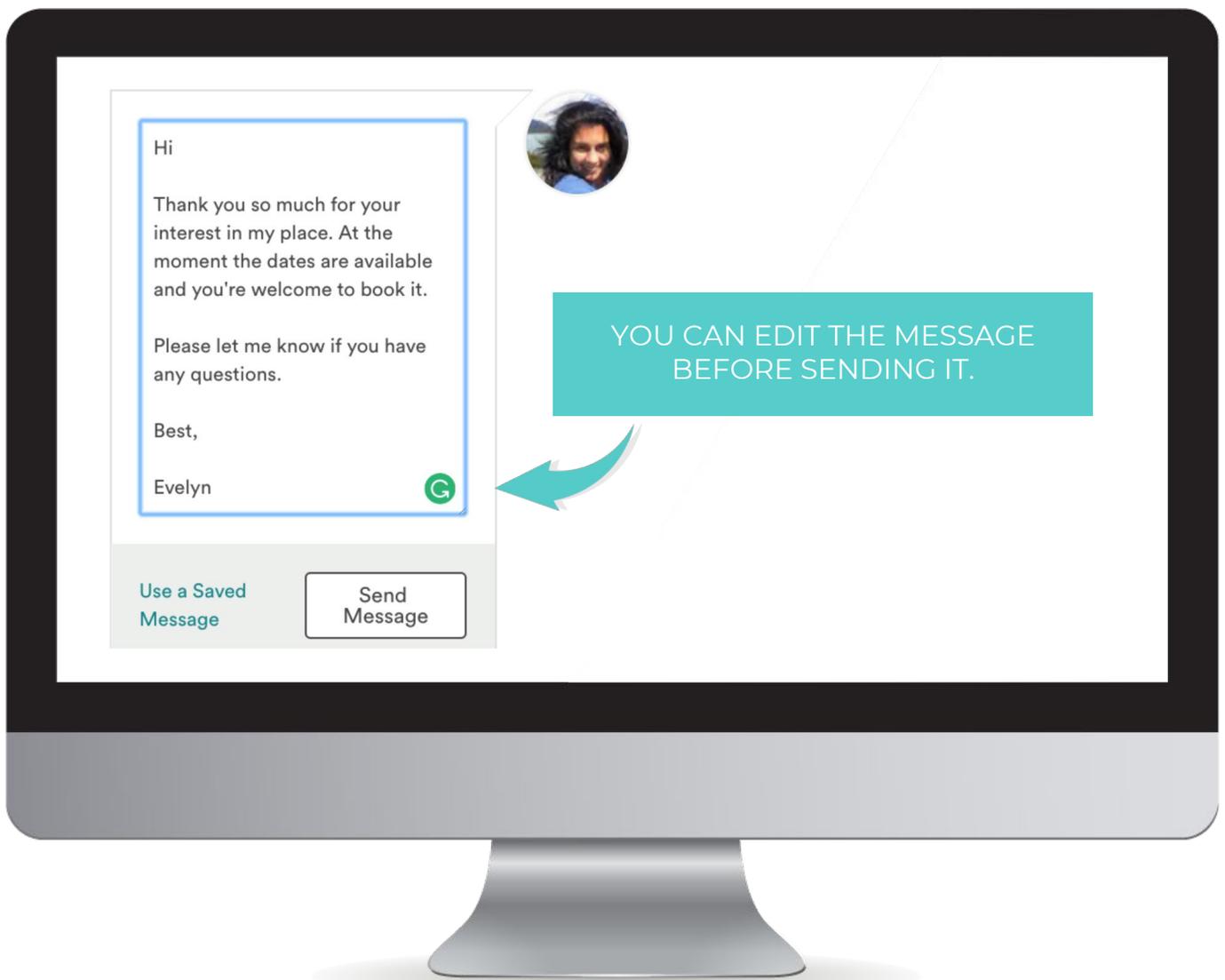
5. Once you've saved a message, **click on it to copy it into the message thread**. There, you can modify the text if you need to adapt it to the current conversation with your guest.

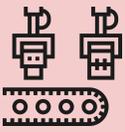




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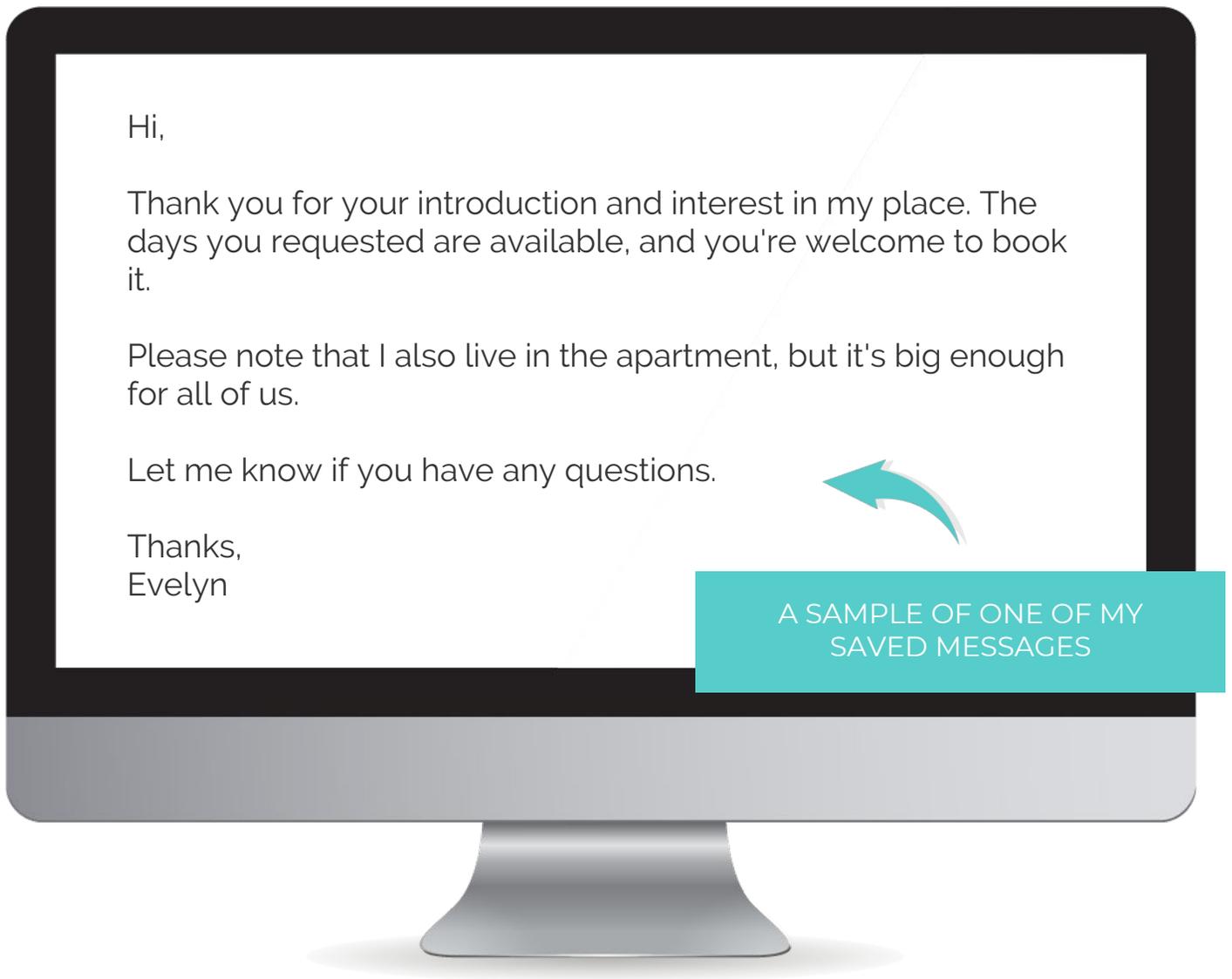
6. If you want to **add new saved messages** or **edit/delete existing templates**, just click again on “Use a Saved Message” to bring up the pop-up. There, you will find the list of all previously saved templates.





AUTOHOSTING

7. Below, I am sharing one of the “saved messages” I use on a regular basis for you to reference. This particular message is for guests who make an inquiry but might not realize that I also live (share) in the apartment where they will be staying.



Hi,

Thank you for your introduction and interest in my place. The days you requested are available, and you're welcome to book it.

Please note that I also live in the apartment, but it's big enough for all of us.

Let me know if you have any questions.

Thanks,
Evelyn

A SAMPLE OF ONE OF MY
SAVED MESSAGES

Thank You

Please visit
TheHostingJourney.com
to connect



Thank you