

DIVISION	REQUIREMENT	TOTAL STAY MANAGEMENT SERVICES (EXCLUSIVE)	TOTAL STAY MARKETING SERVICES (EXCLUSIVE)	GENERIC/TYPICAL AGENCY SERVICES (NON-EXCLUSIVE)
Marketing	Online calendar and availability management	★	★	
	Professional photography and virtual tour	★		
	Web presence - SEO	★	★	★
	Web presence - PPC	★	★	★
	Web presence - paid for listing sites	★		
	Pricing & Yield Management	★	★	
	Showhousing / Agent & guest viewings (prior to booking & for educational purposes)	★	★	
	Listing on www.totalstay.co.za website	★	★	
	Listing on 200+ local/international travel channels & portals	★	★	
Distribution	Enquiry & lead management	★	★	★
	Rate negotiation with guest & travel partners	★	★	
General operations & administration	Property Information booklet compilation	★		
	Agreements, indemnities & related documentation	★	★	
	Obtaining deposits, balance of payments & damages deposits	★	★	★
	Banking costs (CC Merchant Fees, incoming transfer expenses)	★	★	
	Accounting services on behalf of owners / council payments; pool servicing payments; electricity management	★		
	Mail collection, processing, filing and forwarding services	★		
Financial management	Individual enquiries presented to Owners for acceptance	★	★	
	Comprehensive rental forecast, showing a "pessimistic, expected and optimistic" level of rental returns and occupancy	★	★	
Housekeeping	Contracted rental targets set in consultation with the owner	★	★	
	Pre Arrival audit & inspection by Total Stay staff	★		
	Housekeeping staff training	★		
	Housekeeping staff management (arriving on time, sick leave, annual leave management)	★		

Guest Relations	Pre-arrival administration (arrival times, pax, guest requirements)	★	★
	Pre-stocking & grocery shopping for guests prior to arrival	★	
	Meet and Greet / Arrival orientation with guests	★	
	Departure meeting & collection of keys	★	
	Departure check for breakages & damages	★	

Property Management	Monthly preventative maintenance inspection	★	
	Office hours maintenance related callouts	★	
	Out of hours and emergency maintenance related callouts	★	
	Primary point of contact for all external services suppliers (armed response, garden, pool etc), provide supervised access when required	★	
	Expert maintenance management input from our in-house professional property management team, allowing access to preferred contractors and prompt service	★	
	Regular inventory checks	★	