

# Welcome to Tea With Brittany Lea





HOW TO EASILY TRACK *Housekeeping*  
& SAVE TIME USING THIS TOOL



With Michelle Smith of VRM



# Clean Tracker On/Off

The screenshot shows the VRM Clean Tracker interface. At the top, it displays 'VACATION Realty, Inc. 800-123-4567' and 'Logged-in User: vmmichelle'. The main header reads 'Virtual Resort Manager - Property Configuration - Doug's Office'. Below this, there are tabs for 'Available', 'Locations', 'Property Types', 'Guest Charges', 'Rent Adjustments', 'Owner Charges', 'Measurement Charges', 'Relative Avails', and 'Rate Categories'. The 'Available' tab is selected, showing a 'Clean Tracker Status: Off' with a green toggle switch. A '+ Add New Task' button is visible. The task list includes: 'Dry cleaner Clean', 'Inspection', 'Hot Tub Clean', 'Maintenance', 'Owner/Guest Clean Inspection', 'PHEBOW UDOR', and 'test'. A red arrow points from the 'Clean Tracker Status: Off' text to the 'Clean Tracker' option in the left-hand navigation menu.

The screenshot shows the VRM Clean Tracker interface with the status set to 'On'. The top navigation and user information are identical to the previous screenshot. The main header now reads 'Virtual Resort Manager - Registry Configuration - Google Chrome'. The 'Clean Tracker Status: On' toggle switch is turned on. The task list remains the same: 'Dry cleaner Clean', 'Inspection', 'Hot Tub Clean', 'Maintenance', 'Owner/Guest Clean Inspection', 'PHEBOW UDOR', and 'test'. A red arrow points from the 'Clean Tracker Status: On' text to the 'Clean Tracker' option in the left-hand navigation menu.



# Assigning a Vendor to a Housekeeping Group

The screenshot displays a software interface for managing housekeeping groups. On the left is a sidebar menu with categories: Maintenance, Accounting, Miscellaneous, Hourlies, Non-Rentals, Long-Terms, Owners, Housekeeping, and Sysconfig. The 'Housekeeping' category is expanded, showing options like 'Update Property Status Reports', 'Schedule', 'Batch Update Status', 'Manage Housekeeping Groups', 'Work Orders', and 'Batch Work Orders'. The 'Manage Housekeeping Groups' option is selected, leading to a main content area. This area shows a list of housekeeping groups: Christian Cleaning, Inspector 1, Inspector 2, Inspector 3, Jones Cleaning, Michelle's Cleaning, Private Cleaning, Smith Cleaning Company, and VRB&T Housekeeping. A modal form is open over this list, allowing for the editing of a group. The form fields are: Group Name (Michelle's Cleaning), Contact Person (Michelle), Contact Phone (910-123-4567), and Vendor (Michelle Smith DBA Michelle's Cleaning). The 'Vendor' field is highlighted with a red box. Buttons for 'New', 'Edit', 'Delete', and 'Apply' are visible at the top of the modal. A message on the right says 'Please Select a Housekeeping Group to continue.'



# How attaching a Vendor to an HK Group affects expensing the Housekeeper

The screenshot shows a software interface with a left-hand navigation menu and a main content area. The navigation menu includes items like 'Calendar', 'Members and Guests', 'Properties', 'Maintenance', 'Accounting', 'Miscellaneous', 'Hourlies', 'Non-Rentals', 'Long-Terms', 'Owners', 'Housekeeping', 'Sysconfig', and 'Log Out'. The 'Accounting' menu is expanded, showing sub-items like 'Accounts Receivable', 'Transfers', 'Accounts Payable', 'Reconciliation', 'Expense Ledger Balances', 'Check Queue', '1099s', 'Reports', 'Deposits', and 'Manual Overrides'. A red arrow points from 'Accounts Payable' to the 'Expense HK' tab in the main content area.

The main content area has two tabs: 'Expense Vendor' and 'Batch Expense Vendor'. The 'Expense HK' tab is selected. Below the tabs are several dropdown menus: 'Office: ALL Offices', 'Housekeeping: Michelle's Cleaning', and 'Account: Cleaning'. There are also radio buttons for 'Sort By' (Property, Reservation/WO ID) and 'Criteria Displayed' (Reservation, Work Order). A 'Search' button is located to the right of these options.

Below this section, there is another set of tabs: 'Expense Vendor', 'Batch Expense Vendor', 'Expense HK', 'Expense Work Orders', 'Expense Member', 'Expense Owner', 'Paid', and 'Unpaid'. The 'Expense HK' tab is selected. A 'Vendor to Pay:' dropdown menu is highlighted with a red box and contains the text 'Michelle Smith DBA Michelle's Cleaning'. Below this are 'Check All' and 'Clear All' buttons. A list of items is shown, including 'Res(1125) VR Beach & Tennis Club 120-A - \$60.00'. To the right of this list is a 'Description:' text area and a 'Date of Transaction:' dropdown menu set to '8/9/2017'. At the bottom right, there are 'Expense' and 'Cancel' buttons.



# Readiness Task set up

*A task is recurring work to be done that is assigned to a vendor or housekeeper*

- 1) Assign the Task a name
- 2) Enter a Description of the Task
- 3) If a Housekeeping Status is assigned to a Task and the Task is not Required for Check In then when the Task is completed the property HK status will be updated to what the status is on the task
- 4) If checked, this task must be completed before the housekeeping status is automatically changed to ready for Check -in (This can be overridden at the property level)
- 5) If checked, this task when applied to a reservation will have the default Housekeeping Group assigned (The Housekeeping Group can be changed if need be on the reservation or at the property level)
- 6) If checked, the Task will automatically be applied to newly created reservations (This can be overridden at the property level)
- 7) If selected, task will remain disabled until the applied task are fulfilled

Cancel Changes

Task Name **1**

Description **2**

Change Housekeeping Status on Completion **3**

—Optional Status—

If housekeeping status is selected, the property housekeeping status will automatically be updated to this when the task is completed.

Required For Following Check-In **4**  
If checked, this task must be completed before the property housekeeping status is automatically changed to ready for check-in. (Can be overridden at the property level.)

Housekeeping Task **5**  
If checked, this task will always housekeeping group to be assigned.

Automatically Apply To New Reservations **6**  
If checked, this task will automatically be applied as a task to every created reservations. (Can be overridden at the property level.)

Dependencies **7**

If selected, this task will remain disabled until the prerequisites applied here are fulfilled.

Available Options

- Departure Clean
- Inspection
- Hot Tub Clean
- Maintenance
- Onsite Guest Clean Request
- Wid City Clean
- etc.

Prerequisites for Completion

Save Task



# Task can be assigned to a Property and/or a Charge

Hot Tub Clean

Assign ST Properties

Hot Tub Clean - Assign To Properties

Available Properties

- Chateau Test 1
- Chateau Test 2
- Chateau Test 3
- Chateau Test 4
- 1000 Eagle Tree
- 1013 Pine Court
- 101 Helen's Place-NEYN SHIRE
- 102A Shore Firing
- 102 Sals Step
- 103 Iron Column
- 103 Miller Road
- 105 Beach Vale East
- 105 Beach Vale West
- 117 Marica
- 105 Fitzroy/Sunset Lanes
- 105 Fitzroy/Sunset Upper
- 114 Shipwreck Lighthouse 114
- 115 Bellair
- 116 Glenora Hill
- 1235 Eogran Road
- 111 Sunset Plaza
- A 112 Shipwreck Lighthouse 214
- BIG BROT
- Bla 1
- Camel Pasture
- 1000 Eagle Tree

Assigned Properties

- 114 Sunset Coast
- 115 Relative for Shire
- 100 Moonlight Vale

Done Task

Departure Clean

Assign ST Properties

Departure Clean - Assign To Charges

Charge Type

Rent Adjustments \* Guest Charges \* Owner Charges

Available Charges

- 10000 ID
- 10000-00
- Per Fee
- Application Fee
- AR0146
- Book Purchar
- Dirve

Assigned Charges

- Cleaning Fee-104
- Cleaning Fee-100
- Cleaning Fee-101



# Task at the Property Level

Navigation tabs: Amenities, Guest Charges, Rent Adjustments, Owner Charges, Management Charges, Taxes, Thumbnail, Min Days / Turn Days, Ownership, Revenue Mng, Assign Insurance, Apply Discount/Markup, Tasks, Pictures, Res Emails

**Property: .110 Sweet Sunset**

**Hot Tub Clean**  
Mid Stay Clean  
Owner/Guest Clean Inspection

Unassign Task

**Hot Tub Clean**

Description: Hot Tub Clean

Required for Check-In  Automatically Apply to New Reservations

Default Vendor: Bob's Pool & Hot Tub Cleaning

Save Changes

**Property: .112 Relaxin for Shore**

**Hot Tub Clean**  
Mid Stay Clean  
Owner/Guest Clean Inspection

Unassign Task

**Hot Tub Clean**

Description: Hot Tub Clean

Required for Check-In  Automatically Apply to New Reservations

Default Vendor: Megan's cleaning

Save Changes





# Task on a Reservation

Property: 116 Sweet Sunset  
Reservation ID: 1162  
Dates: 7/3/2017 - 7/15/2017

Guest: MICHELLE TESTER  
Guest Type: Member  
Priority: Standard - **TR** - **NOTES**  
Check-in: 7/15/2017

General | Member Info | Travel Agency | Other Charges | Guest Charges | Summary | **Readiness**

### Property Readiness

Available Readiness Tasks

- Mid Stay Clean
- Owner/Guest Clean Inspection Test

Selected Readiness Tasks

- Departure Clean
- Hot Tub Clean Inspection

Departure Clean  
Required for Following Check-In

Vendor Assignment:  
Michelle Smith DBA Michalene Cleaning

Housekeeping Group:  
Michelle's Cleaning

Due Date: 7/15/2017

Property: 116 Sweet Sunset  
Reservation ID: 1162  
Dates: 7/3/2017 - 7/15/2017

Guest: MICHELLE TESTER  
Guest Type: Member  
Priority: Standard - **TR** - **NOTES**  
Check-in: 7/15/2017

General | Member Info | Travel Agency | Other Charges | Custom Charges | Summary | **Readiness**

### Property Readiness

Available Readiness Tasks

- Mid Stay Clean
- Owner/Guest Clean Inspection Test

Selected Readiness Tasks

- Departure Clean
- Hot Tub Clean Inspection

Hot Tub Clean  
Required for Following Check-In

Vendor Assignment:  
Bob's Pool & Hot Tub Cleaning

Due Date: 7/15/2017



# Housekeeping & Maintenance Work Orders

Clear Selected Reservation The Reservation  
Jennifer Weeks 7/26/2017 8517117 Work Order: 940

Office: Vacation Realty, Inc.  
Property: 1511 E. 119 Street Sarasota  
Account to Charge: Damage Deposit  
Short Description: Repair lobby frame  
Type: All Categories

Property Info  
Current Balance on Account: \$0.00  
 Printed

Low Medium High Critical

Vendors	Amount	Expense Type
Robert Smith Home Re	0.00	Repairs
Select a Vendor	0.00	Select Expense Type
Select a Vendor	0.00	Select Expense Type
Select a Vendor	0.00	Select Expense Type

Total: \$0.00 Tax Type: None

Reported By: Housekeeping  
Vendor Invoice: Vendor Invoice  
Key Code: Key Code  
Date Issued: 8/4/2017  
Date Completed: mm/dd/yyyy  
Status: Open

Use Optional Fee Note:  
Assign Task:  
Maintenance  
Safety Items Required  
This work order must be completed before the property can be marked ready for the following checkout

Long Description  
New Note  
Add New Work Order Note

History  
Comment [Updated Work Order]  
BY: Michelle VRM (WACRENT\_MICH) - 8/4/2017 11:35:18 AM  
Comment: Test the MD color section.  
BY: Michelle VRM (WACRENT\_MICH) - 8/4/2017 11:34:23 AM  
Comment [Updated Work Order]  
BY: Michelle VRM (WACRENT\_MICH) - 8/4/2017 11:31:53 AM  
Comment [Updated Work Order]



# Clean Tracker Dashboard

Clean Tracker Housekeeping Breakdown

### Clean Tracker Overview

Completed Past Due Pending Due

Due Date Start: 07/15/2017

Res. / WO ID: (Due Date Range Ignored)

Due Date End: 08/15/2017

Status: All

[Find Tasks](#)

Res.	Task	Property	Due	Status	IRK Status	Vendor	Inspector	Actions
1158	Departure Clean	112 Relaxin for Sho...	7/15/2017	Past Due	Departure Clean	Dines Cleaning		<input type="checkbox"/> <input type="checkbox"/>
1158	Inspection #	112 Relaxin for Sho...	7/15/2017	Past Due	Departure Clean	Miana Dismy		<input type="checkbox"/> <input type="checkbox"/>
1152	Departure Clean	110 Sweet Sunset	7/15/2017	Past Due	Check Property /On Change	Michelle Smith DBA M...		<input type="checkbox"/> <input type="checkbox"/>
1152	Inspection #	110 Sweet Sunset	7/15/2017	Past Due	Check Property /On Change	Skaron Stone		<input type="checkbox"/> <input type="checkbox"/>
1152	Hot Tub Clean #	110 Sweet Sunset	7/15/2017	Past Due	Check Property /On Change	Bib's Pool & Hot Tub...		<input type="checkbox"/> <input type="checkbox"/>
1152	Departure Clean	110 Sweet Sunset	7/15/2017	Past Due	Check Property /On Change	Michelle Smith DBA M...		<input type="checkbox"/> <input type="checkbox"/>
1129	Inspection #	110 Sweet Sunset	7/22/2017	Past Due	Check Property /On Change	Miana Dismy	Inspector 1	<input type="checkbox"/> <input type="checkbox"/>
1161	Departure Clean	110 Sweet Sunset	8/5/2017	Past Due	Check Property /On Change	Michelle Smith DBA M...	Michelle's Cleaning	<input type="checkbox"/> <input type="checkbox"/>
1161	Inspection #	110 Sweet Sunset	8/5/2017	Past Due	Check Property /On Change	Miana Dismy	Inspector 1	<input type="checkbox"/> <input type="checkbox"/>
1161	Hot Tub Clean #	110 Sweet Sunset	8/5/2017	Past Due	Check Property /On Change		N/A	<input type="checkbox"/> <input type="checkbox"/>
1159	Departure Clean	112 Relaxin for Sho...	8/5/2017	Past Due	Departure Clean	Dines Cleaning Group	Jones Cleaning	<input type="checkbox"/> <input type="checkbox"/>
1159	Inspection #	112 Relaxin for Sho...	8/5/2017	Past Due	Departure Clean	Skaron Stone	Inspector 2	<input type="checkbox"/> <input type="checkbox"/>
1159	Hot Tub Clean #	112 Relaxin for Sho...	8/5/2017	Past Due	Departure Clean	Bib's Pool & Hot Tub...	N/A	<input type="checkbox"/> <input type="checkbox"/>
1176	(NO) Repair leaky faucet #	110 Sweet Sunset	8/8/2017	Due	Check Property /On Change	Dines Cleaning Group	N/A	<input type="checkbox"/> <input type="checkbox"/>
1176	(NO) Touch up Clean	110 Sweet Sunset	8/8/2017	Due	Check Property /On Change	Michelle Smith DBA M...		<input type="checkbox"/> <input type="checkbox"/>
1160	Departure Clean	112 Relaxin for Sho...	8/12/2017	Pending	Departure Clean	Dines Cleaning Group	Jones Cleaning	<input type="checkbox"/> <input type="checkbox"/>
1160	Inspection #	112 Relaxin for Sho...	8/12/2017	Pending	Departure Clean	Miana Dismy	Inspector 1	<input type="checkbox"/> <input type="checkbox"/>
1162	Nd Stay Clean	110 Sweet Sunset	8/18/2017	Pending	Check Property /On Change	Michelle Smith DBA M...	Michelle's Cleaning	<input type="checkbox"/> <input type="checkbox"/>
1129	Hot Tub Clean #	110 Sweet Sunset	7/22/2017	Completed	Check Property /On Change	Bib's Pool & Hot Tub...	N/A	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>

- Require Task
- Owner Reservation
- Back to Back
- View Housekeeping Work Order
- View Maintenance Work Order
- Mark Task Completed
- Re-Oper Task
- Add Task Notes
- Add / Read Task Notes
- View Unread Task Notes
- View Safety Item




# View Task Notes

**Departure Clean**

**Task Notes**

8/9/2017 - Michele Smith  
 Priority: Priority Issue  
 Bat leaky faucet in kitchen



Default

**Add Note**

Close

Due Date End: 08/16/2017

Status: All

**Find Tasks**

**Icons Legend**

Vendor	Housekeeping	Actions
Dunes Cleaning Group	Jones Cleaning	🗨️ ✓
Moana Disney	Inspector 1	🗨️ ✓
Michelle Smith DBA M...	Michelle's Cleaning	🗨️ ✓
Sharon Stone	Inspector 2	🗨️ ✓
Bob's Pool & Hot Tub...	N/A	🗨️ ✓
Michelle Smith DBA M...	Michelle's Cleaning	🗨️ ✓
Moana Disney	Inspector 1	🗨️ ✓
Michelle Smith DBA M...	Michelle's Cleaning	🗨️ ⚠️
Moana Disney	Inspector 1	🗨️
	N/A	🗨️
Dunes Cleaning Group	Jones Cleaning	🗨️
Sharon Stone	Inspector 2	🗨️
Bob's Pool & Hot Tub...	N/A	🗨️
Robert Smith Home Re...	N/A	🗨️ 🛠️
Michelle Smith DBA M...		🗨️ 🗑️
Dunes Cleaning Group	Jones Cleaning	🗨️ 🟢


ID	Task	Property	Date	Status	Notes	Vendor	Housekeeping	Actions
1029	Inspection	.110 Sweet Sunset	7/22/2017	Past Due	Check Property	On Change		🗨️
1161	Departure Clean	.110 Sweet Sunset	8/5/2017	Past Due	Check Property	On Change		🗨️
1161	Inspection	.110 Sweet Sunset	8/5/2017	Past Due	Check Property	On Change		🗨️
1161	Hot Tub Clean	.110 Sweet Sunset	8/5/2017	Past Due	Check Property	On Change		🗨️
1159	Departure Clean	.112 Relaxin for Sho...	8/5/2017	Past Due	Departure Clean			🗨️
1159	Inspection	.112 Relaxin for Sho...	8/5/2017	Past Due	Departure Clean			🗨️
1159	Hot Tub Clean	.112 Relaxin for Sho...	8/5/2017	Past Due	Departure Clean			🗨️
1029	(WO) Repair leaky faucet	.110 Sweet Sunset	8/9/2017	Due	Check Property	On Change		🗨️ 🛠️
	(WO) Touch up Clean	.110 Sweet Sunset	8/9/2017	Due	Check Property	On Change		🗨️ 🗑️
1100	Departure Clean	.112 Relaxin for Sho...	8/12/2017	Pending	Departure Clean			🗨️ 🟢



# Housekeeping Breakdown

Clean Tracker **Housekeeping Breakdown**

### Property Housekeeping Breakdown



- Guest in Residence
- Check Property / On Change
- Ready for Occupancy
- Is Clean
- Departure Clean
- Requested Cleaning
- Do Not Clean / Occupied

Property Name	Housekeeping Status
..110 Sweet Sunset	Guest in Residence
117 Relax on Shore	Guest in Residence
Christian LT 1	Check Property / On Change
.Christian LT 2	Check Property / On Change
.Christian Test 1	Ready for Occupancy
.Christian Test 2	Guest in Residence
Christian Test 3	Is Clean
Christian Test 4	Departure Clean
000 Moonlight Walk	Departure Clean
069 Sawyer Two	Requested Cleaning
100 Easy Stay	Check Property / On Change

Close



# Questions

Use The Ask Question Feature  
in Zoom



WHY IMPROVED  
PROPERTY  
OPERATIONS IS THE

# Next Big Opportunity

IN VACATION  
RENTALS.

[bit.ly/TWBL2017](http://bit.ly/TWBL2017)