



A LEFT RIGHT CHRISTMAS STORY

Vacation Rental Management Edition

Everyone knows that property managers never really sleep. **Right?**

There is always something **left** to do, especially **right** before the holidays. Molly, the manager, had her **right**-hand man, Rick, the assistant manager, overseeing the daily operations. At the same time, she and a handful of her faithful staff were **left** to handle the renewals of owner agreements. The entire office was delegated their duties, and everyone knew what to do so they could clock out and leave **right** on time on Christmas Eve.

Everything ran smoothly until half past noon on December 23rd, when Molly realized she couldn't find her cell phone. "Has anyone seen my phone?" Ruby, the reservationist, sarcastic and helpful as ever, called out, "It's probably **right** where you **left** it." Frantic, Molly began to retrace her steps.

"When I **left** home this morning, I went **right** to the coffee shop... but I **left** Rick a voicemail when I got back in the car... so I couldn't have **left** it in the coffee shop."

Did you come **right** to the office after you got coffee?" asked Hubert, the Housekeeping Manager, who just happened to walk **right** into the middle of the cell phone crisis.

"No," Molly replied. "**Right** as I was getting ready to pull into the office parking lot, I remembered I had **left** my lunch at home, so I made a **right** on Main Street and headed to the Save-**Right** Store to buy some lunch."

"Did you take your phone in the Save-**Right** Store? Or had you **left** it in the car?" asked Rob, the other reservationist on duty that day.

"I don't know," Molly pondered. "**Right Right Right!** I had my cell phone in the Save-**Right** Store because it rang **right** as I **left**. It was Sally, our Maintenance Supervisor. She was calling to let me know that Casablanca Condo had been **left** unlocked. Her team did a sweep of the property **right** away, but everything had been **left** untouched."

Rick asked, "What happened next? Did you call the owners **right** then to let them know their house had been **left** unlocked?"

"Yes, but they didn't answer, so I **left** them a voicemail." Molly then asked, "Can someone call my cell to see if I **left** it lying around here somewhere?"

But before anyone could dial her number, the office phone rang.

"Hello, Vacation **Right** Property Management, how may I help you," Rob greeted as he answered the call. The entire office was quiet, so they could continue the cell phone search **right** after Rob hung up.

"Yes, ma'am," he spoke into the phone. "If you are standing in front of 402B, 402C should be on your **right** 402A should be on your **left**. Is there anything else I can assist you with? Okay. Have a nice day."

Everyone in the office shook their heads, wondering why it was so difficult to understand that A, coming before B, would be on the **left**. It was only the 253rd time this year that someone had asked this same question.

"Okay... back to the cell phone search," Molly commanded.

One of the team members dialed her number, and they all listened quietly for the ringing of a cell phone. But they heard nothing.

"It went **right** to voicemail," the caller declared.

"Darn it! That must mean the battery is dead. **Right**? Why else would it go straight to voicemail?" Molly asked.

Everyone shrugged their shoulders, even though they were sure Molly had **left** her phone unplugged all night, as she did most nights.

Hubert, now intrigued, asked, "What happened after you **left** a voicemail for the Casablanca Condo owners?"

"Oh! While I was in the Save **Right** Store, I went ahead and picked up fruit baskets for a few of our vendors as a holiday Thank You gift. So, I took a **right** on Pineview Street and stopped at Rentals R' Us.

Their manager wasn't in, so I **left** a note and the basket on his desk. Then, I got back in the car."

"Maybe you **left** your phone on his desk?" someone asked.

"No. Because as soon as I got back in the car and **left** Rentals R' Us, Hubert called and asked where I was because a guest was looking for a lost item they claimed to have **left** in **Right**eous Retreat. He was wondering if I could swing by the property to see if they had **left** the item in the house."

"**Right**" Hubert joined in the conversation, "You said you could go by there after you **left** a gift basket at the plumbers. Gosh, I sure am glad you agreed to bring them on as a vendor this year. Our maintenance team would still be **left** with a list of clogged toilets if you hadn't."

Everyone laughed, and Molly continued to retrace her steps. "I took a **right** on Sunset Avenue and went to the plumber's office. The doors were locked, so I **left** a note on the door **right** where they could see it. I got back in the car, took a **left** on Sunrise Boulevard, pulled up to **Right**eous Retreat, and called Hubert back. So, I definitely had my phone at that point."

"Yep, that's when I asked you to look for the cell phone charger they **left** behind," Hubert recounts.

Everyone groans. This would be the 2,935th call about a **left** behind cell phone charger this year.

Molly continued, "I used our door code, and that let me **right** into **Right**eous Retreat. I first searched the **right** side of the house. Then I searched the **left** side of the house. As a last-ditch effort, I looked out on the balcony, and there was the missing cell phone charger. **Right** where they **left** it."

"Then what happened?" asked Paul, the **left**-handed plumber who had just walked into the office to collect his fruit basket and was now engrossed in solving the cell phone mystery.

"Well, I had noticed that the house was disheveled and messier than normal, so I decided to take another look around before I **left**."

I was shocked at the state these guests had **left** the house and then had the nerve to call **right** away and ask us to look for their phone charger...

...Anyway, I called Hubert back to let him know I had found the charger and to give him a heads-up about the mess they also **left** behind. But my phone dinged, saying I only had 3% battery **left**, so I plugged it in **right** away with the missing phone charger."

Paul, the plumber, chimed into the conversation, "I bet you **left** your phone at **Righteous** Retreat!"

"**Right!**" everyone said in unison.

"I know you're **right**," Molly declared. "Because I was going to reply to a negative review **left** by a previous guest, which is why I was looking for my phone **right** when I couldn't find it. I bet it is still plugged in, **right** beside the Keurig at **Righteous** Retreat."

"Wait **right** there," Ruby insisted. "You called me on your way back to the office and asked me to meet you in the **left** parking lot to help you bring in the other gift baskets. I remember you having your cell phone as you loaded down my **left** and **right** arms with baskets. And then you slipped your phone into your **left** coat pocket."

Molly ran to the coat rack in the **left** corner of her office. There, in the **left** pocket of her coat, was her cell phone, whose battery was dead.

Relieved that her cell phone had been found, Molly took a deep breath **right** before she woke up. This had all been a dream. She reached for her unplugged cell phone, which she had **left** on her nightstand, **right** as the alarm started going off.



INSTRUCTIONS:

To play this fun and interactive holiday party game, you will want to supply two or more prizes/gifts (or have participants each bring a \$5/\$10/\$15/\$20 item to the party to use for the game). It is up to you if you want these gifts/prizes wrapped or unwrapped. Participants will sit in a circle, and you will give two or more people a gift (if two, give them to two people sitting across from each other, if three or more, then space them evenly around the circle, or have each person hold their own gift if each brought one).

Explain to participants that you are going to read a story. Each time they hear the word **RIGHT**, they will pass the gift to the right. Each time they hear the word **LEFT**, they will pass the gift to the left. Continue passing until the story ends. The participant(s) who has the gift(s) when the story ends wins the prize/gift.

