



STAYJP 2025

# Operations Guide

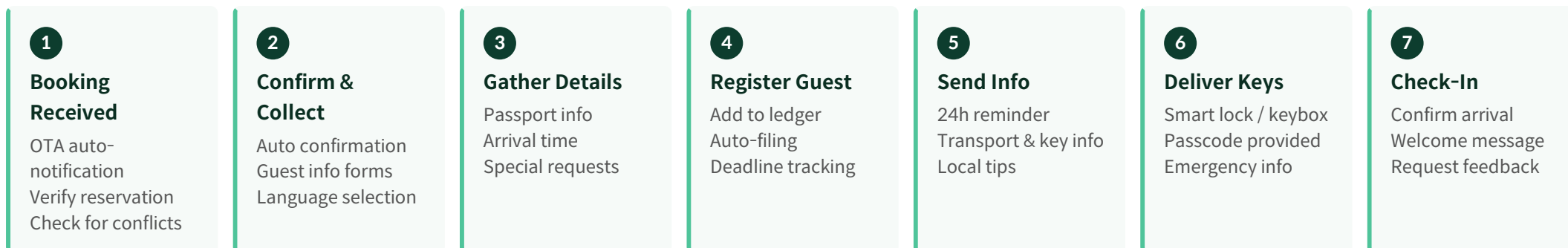
## Complete Management Workflow

From check-in through cleaning, reporting, and emergencies—  
how StayJP keeps your property running smoothly.

BOOKING → CHECK-IN

# Booking to Check-In Process

7-step automated workflow from OTA to guest arrival



1

## Booking Received

- OTA auto-notification
- Verify reservation
- Check for conflicts

2

## Confirm & Collect

- Auto confirmation
- Guest info forms
- Language selection

3

## Gather Details

- Passport info
- Arrival time
- Special requests

4

## Register Guest

- Add to ledger
- Auto-filing
- Deadline tracking

5

## Send Info

- 24h reminder
- Transport & key info
- Local tips

6

## Deliver Keys

- Smart lock / keybox
- Passcode provided
- Emergency info

7

## Check-In

- Confirm arrival
- Welcome message
- Request feedback

### Automated Tasks

- ✓ Booking alerts—instant OTA sync
- ✓ Guest messaging—multilingual auto-translate
- ✓ Check-in reminders—24h before
- ✓ Guest ledger—auto-filed & compliant
- ✓ Language detection—auto-identify & translate
- ✓ Conflict prevention—double-booking detection

### Manual Responses

- ✓ Special requests (early check-in, extra bedding)
- ✓ Emergency support (24/7 available)
- ✓ Lost keys (immediate on-site response)
- ✓ Guest disputes (mediation & resolution)
- ✓ Complex changes & refunds
- ✓ Exception handling & unusual situations

CLEANING & QUALITY MANAGEMENT

# Cleaning & Quality Control

Post-checkout to guest-ready—standardized checklist

1

## Detect Checkout

Smart lock sync auto-notifies team, optimizes timing

2

## Assign Team

Auto-match nearby cleaners, estimate duration, set priority

3

## Execute Standards

Complete checklist—bedrooms, bathrooms, kitchen, common areas

4

## Photo Report

Submit completion photos by area, flag issues immediately

5

## Ready to Book

Verify supplies, switch to available status, update calendar

## Quality Standards

Item	Standard
Checklist	100% completion check
Timeline	Within 2 hours of checkout
Documentation	Photo report required (record-keeping)
Supplies	Restock verified (Pro+)
Equipment	Monthly inspections (Pro+)
Issues	Immediate re-cleaning + root cause analysis
Feedback Loop	Track guest comments, implement improvements

※ Cleaning fees separate on all plans except Premium. StayJP selects and manages cleaning teams.

EMERGENCY & PERFORMANCE

# Emergency Response & Metrics

## 24/7 Emergency Protocol

### Response Matrix

Situation	Response Time
<b>Equipment Failure</b>	Initial response 2h, fix within 24h
<b>Guest Dispute</b>	Immediate mediation, on-site if needed
<b>Natural Disaster</b>	Safety check → evacuation → alternate housing
<b>Lost Keys</b>	On-site within 30 minutes (target)
<b>Noise Complaints</b>	Warning 1 → Warning 2 → Eviction
<b>Medical Emergency</b>	119 dispatch, hospital list provided
<b>Damage/Loss</b>	Document immediately, file claim, negotiate

✓ 24/7 hotline · ✓ Hospital/police/fire lists · ✓ Emergency protocols

## Performance Tracking & Reporting

### Key Metrics

KPI	Definition	Included In
<b>Occupancy</b>	Monthly room occupancy %	Standard+
<b>ADR</b>	Average nightly rate (¥)	Standard+
<b>RevPAR</b>	Revenue per available room (¥)	Standard+
<b>Guest Rating</b>	OTA review trend (★)	Standard+
<b>Review Count</b>	Monthly reviews & average	Standard+
<b>P&amp;L Report</b>	Complete financial analysis	Premium

※ **Reporting:** Standard+: Monthly operations report / Premium: Monthly P&L report