



THE POCKET SECRETARY  
CHLOE FRIESEN  
VIRTUAL ASSISTANT

**Service Provider:**

Chloe Friesen, VA.  
The Pocket Secretary,  
Operating as a Sole Proprietor.  
Aylmer, Ontario, Canada.

**Package 4:**

**Airbnb Support**

For the Host that wants to be hands off.

**Response Times:**

- \* **Active Guests:** Priority response (under 1 hour) during business hours for guests currently staying at the property.
- \* **Inquiries & Admin:** 24-48 business hours for general booking questions, report generation, and listing updates.

**Includes:**

- Inquiry Management.
- Pre-Arrival Prep.
- Troubleshooting.
- Review Management.
- Cleaning Coordination.
- Supply Management.
- Maintenance Dispatch.
- Weekly check-in / report / delegate: (Included in the retainer)

# THE POCKET SECRETARY | VIRTUAL ASSISTANT PACKAGES

## **Package 5:**

### **Airbnb Support (breakdown.)**

#### ***Includes:***

#### **The "Guest Experience" Concierge.**

We act as the primary point of contact from the moment a guest clicks "book" until they leave a review.

- **Inquiry Management:** Responding to potential guests within minutes (crucial for Airbnb's search ranking).
- **Pre-Arrival Prep:** Sending personalized check-in instructions, parking maps, and Wi-Fi codes.
- **Troubleshooting:** Managing guest questions about the thermostat, the coffee maker, or the local area while the host is sleeping or at their day job.
- **Review Management:** Writing thoughtful reviews for guests and responding to guest feedback to keep that "Superhost" status.

#### **Operational Logistics & Turnover.**

Since we are focused on local Airbnbs, we have an advantage in knowing the local service providers.

- **Cleaning Coordination:** Using tools like Turno or Breezeway to automatically schedule cleaners based on the booking calendar.
- **Supply Management:** Monitoring the inventory of "essentials" (toilet paper, coffee pods, mini shampoos) and ordering them via Amazon or Instacart before they run out.
- **Maintenance Dispatch:** If a guest reports a leaky faucet, we call the local plumber from our list of trusted local vendors (with approval via the BNB owner) and coordinate the entry code for the repair.

#### **Bi - Weekly check-in / report:**

At the beginning of the week we will schedule a 5 - 10 minute Zoom meeting/phone call to provide a comprehensive update on all activities and developments from the past 2 weeks, ensuring you remain informed. During the meeting, we will also discuss key priorities for the upcoming week. If calls are not preferred, we can resort to a weekly email updates instead.



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## PACKAGE PRICING

### **Monthly Retainer + Commission:**

To ensure I can provide the high-touch, local support your listing needs to stay competitive, I work on a hybrid model. I charge a monthly base of **\$300.00** which covers all the administrative logistics and vendor coordination. On top of that, I take a **10% commission** on bookings. This way, my success is tied directly to yours—I'm motivated to help you get more bookings and maintain that Superhost status! I also require an Onboarding Fee (One-Time) of **\$250.00**. This covers initial account audit, message template creation, and vendor contact setup.

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## PACKAGE PRICING

### **Administrative Tasks:**

24-48 business hours (e.g., updating a guidebook, running a report, or adjusting long-term pricing).

### **Active Guest Support:**

.- Under 1 hour during business hours.

- Emergency Buffer: For guests currently on-site we recommend informing them of the "Urgent" window (8:00 AM – 10:00 PM) to ensure their immediate needs are met.

### **The "Active Stay" Communication Protocol:**

Breakdown that explains how we handle different levels of urgency:

Priority 1 (Urgent): Lockouts, heating/cooling failures, or check-in issues. These are handled with immediate priority during "Active Support" hours.

Priority 2 (Standard): Questions about local recommendations or Wi-Fi. These are handled within 1 - 1.5 hours.

Priority 3 (General): Inquiries for future dates or review management. These are handled within our standard 24-48 hour business window.

### **After-Hours Policy:**

Guest messages received after 10:00 p.m. will be addressed at the start of the next business day (unless true emergency.) Hosts are encouraged to have automated "Emergency Contact" info in their Airbnb House Manual for late-night issues.

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## PACKAGE BOUNDARIES

### **1. The "Physical Presence" Boundary.**

Virtual Troubleshooting Only: Assistance is provided via text/call based on the host's provided manual. If a physical resolution is required, Chloe Friesen, VA, will move to "Maintenance Dispatch" to contact a local professional.

### **2. Emergency & After-Hours Communication.**

- Standard business hours are 8:00 a.m to 10:00 p.m. Urgent guest issues (lockouts/emergencies) received outside of these hours will be handled on a 'best effort' basis or may incur an 'After-Hours' surcharge of \$40.00 per incident.
- The host remains the primary contact for emergencies after 10:00 PM.

### **3. Supply Management & Purchasing Power.**

- Assistant will monitor inventory and place orders using the Client's pre-saved payment methods (e.g., Amazon Business). Assistant will not use personal funds for property supplies and will not be responsible for receiving or unboxing deliveries at the property.

### **4. Vendor Vetting & Quality Control.**

- Assistant acts as a coordinator/ researcher not an employer. Client is responsible for the final selection, vetting, and payment of all third-party vendors (cleaners, contractors, etc.). Assistant is not liable for the quality of work performed or any missed appointments by third-party vendors.

### **5. Guest "Troubleshooting" Limits.**

- Troubleshooting is limited to verbal/written instructions provided in the Host's House Manual. If a physical fix is required, Assistant will move to 'Maintenance Dispatch' to call a professional with the Host's approval.

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## THE DISCOVERY PHASE

To provide the high-level, intuitive support you deserve, I begin every partnership with a deep-dive Discovery Phase. This process allows me to map out your unique preferences, from your preferred travel logistics to your household standards and communication style. By capturing these details upfront, I eliminate the need for back-and-forth questions later, allowing me to act as a seamless extension of your life. The following 'Lifestyle Audit' ensures that every recommendation I make and every task I execute is perfectly aligned with your personal standards and goals. This audit can be adjusted whenever you have new preferences.

## PRIVACY & TRUST:

Your privacy is the cornerstone of our partnership. I operate with a 'Discretion-First' philosophy, ensuring that all sensitive information—from financial data to personal family schedules—is handled with the highest level of confidentiality. To guarantee your security, I utilize bank-grade encryption tools like 1Password for credential sharing and am fully prepared to sign a comprehensive Non-Disclosure Agreement (NDA) before our first session. My goal is to be a seamless, invisible extension of your life, providing you with total peace of mind that your private affairs remain exactly that: private."

## EXCLUSIONS:

To maintain my high standard of administrative support, my services remain 100% virtual. I do not provide on-site property visits, manual labor, or direct handling of property keys.

*psj*