

10 AI Quick Wins for Accommodation Providers

For motels, hotels, resorts, aparthotels and short-term rental managers. Everything here works alongside your PMS and channel manager, not instead of them. From someone with a decade inside accommodation tech (HiRUM, Guesty).

- ☐ **1. Teach it your property first.**
Custom instructions: property type, room count, check-in/out times, parking, pet policy, your tone with guests. Thirty seconds of setup beats retyping policies forever. *10 minutes once.*
- ☐ **2. Draft guest replies in your property's voice.**
Paste any guest question: "reply warmly, our policy is [X], offer [ALTERNATIVE] if we can't say yes." Consistent, warm, fast, whoever's on the desk. *Hours per week, and cooler heads.*
- ☐ **3. Answer every review, well.**
Paste the review: 5 stars gets a warm, specific thank-you. 2 stars gets calm, professional, never defensive, moved offline. Future guests read your replies before booking. *Sunday night, mostly.*
- ☐ **4. Standardise your OTA answers.**
Your 10 most-asked OTA questions, answered once, properly, saved as templates the AI personalises per guest. Same answer quality on Booking.com, Airbnb and email. *The retype grind, daily.*
- ☐ **5. Draft the pre-arrival message that reduces calls.**
"Write our pre-arrival email: directions, parking, check-in steps, wifi, one local dinner tip." Fewer where-do-I-park calls at 6pm. *Front desk interruptions all week.*
- ☐ **6. Handle the late-cancellation email without the sting.**
"Guest wants to cancel inside our window. Draft a reply that's firm on policy, kind in tone, and offers a date change as the out." *Awkward 20 minutes, weekly.*
- ☐ **7. Turn maintenance scribbles into work orders.**
"Room 12: aircon rattling, guest in until Thursday" becomes a clear task with priority and access notes. Housekeeping and maintenance stop playing telephone. *Miscommunication, the expensive kind.*
- ☐ **8. Draft owner updates that sound looked-after.**
Property managers: paste the month's numbers, get a warm, clear owner summary draft: performance, context, next steps. You review and send. *Report day, mostly.*
- ☐ **9. Localise your guest guide.**
"Write a one-page guest guide: our house rules plus 5 genuinely local recommendations for dinner, coffee, and a rainy day." Print it, link it, stop repeating it. *The same five questions, forever.*
- ☐ **10. Do a weekly reservations sweep.**
Paste your week's bookings list: "flag anything unusual: back-to-backs with no clean window, long stays without deposits, VIP repeats worth a welcome touch." A second set of eyes on the grid. *The oversight that costs a bad review.*

The step after the checklist: these wins get dramatically better wired into how your desk actually runs: your PMS, your channel manager, your team. That's the Accommodation AI Power Day, from

\$2,500 inc GST by property type. Sessions from \$495 if you'd rather start small. Full details:
opsunlocked.com.au/accommodation

Next step when you're ready: a free 15-minute call.

Tell Gareth your property type and worst time-eaters, and he'll tell you exactly what he'd build and what it costs.
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