



A Day in the Life

Please be respectful of your colleagues by silencing your phone. If you need to answer a call, please go to the hallway.

Your Panel of Experts



Nancy Maliekie – 4 room B&B
Gibson Mansion B&B - Missoula, Montana
Leisure Guests, luxury lodging/couples
Events-Private dinner parties, Weddings, and Showers etc

Mark Reichle – 13 room B&B
Southmoreland on the Plaza – an Urban Inn - Kansas City, Missouri
Combination of Corporate and Leisure Guests
Events (Business Meetings, Weddings)

Andrea Bushweiler – 8 room B&B, 4 cottages
The Lake House Inn - Geneva-on-the-Lake, Ohio
50 seat restaurant, winery and day Spa

Tom Edmondson
Principal Consultant
Inn Advisors, Innkeeping Specialists since 1992

Nancy Malikie – Gibson Mansion B&B – 4 guest room B&B

Morning:

- Coffee tray to rooms and Breakfast 5:30am to 10:00am.
- Text incoming guests and manage emails.
- Assist with check outs and Guest services for those staying over.
- Room change over and housekeeping for stay overs.

Throughout the day

- Reservations/Reservation Mgt.
- Event Coordination Mgt.
- Grounds keeping and general building maintenance
- Grocery Shopping and Purchasing
- Laundry

Nancy Malikie – Gibson Mansion B&B – 4 guest room B&B

After 3pm

- Check-in and guest services for dinner arrangements
- Marketing
- Accounting and Financial Management

Mark Reichle – Southmoreland on the Plaza – 13 guest rooms

Ownership

- Breakfast and other food service when necessary
- Grocery Shopping and Purchasing
- Accounting and Financial Management
- Light Maintenance and Maintenance Mgt.
- Emails
- Event Coordination
- Marketing
- Reservation Mgt.
- Staffing and Scheduling

Shared Responsibilities (Ownership and Staff)

- Reservations
- Guest Services

Mark Reichle – Southmoreland on the Plaza – 13 guest rooms

Shared Responsibilities (Ownership and Staff) – con't

- Groundskeeping

Delegate

- Housekeeping and Room Preparation
- Laundry
- Check-in
- Evening Services
 - Turndown
 - Cooking Service
 - Concierge and Guest Management
 - Food Prep
- Event Set up

Andrea Bushweiler – 8 guest rooms, 4 cottages, 50 seat rest., winery and day Spa

Finance

- Daily close out (around 6:30am at home-has to be completed before 8am)
- Rates/yield management
- Bookkeeping
 - Enter & pay bills
 - Reconcile statement
- Reports
 - Weekly & Monthly
- Budgets

Marketing

- Email marketing
- Social media
- Scheduling other marketing opportunities (CVB co-op, radio, online)
- Updating website
- Specials & packages

Andrea Bushweiler – 8 guest rooms, 4 cottages, 50 seat rest., winery and day Spa

Catering

- Answer inquires by phone & Email
- Site visits
- Finalize details of upcoming events, send estimates, print BEO's, schedule staff
- Oversee events

Answer questions from staff & help answer phones/take reservations

What is delegated to staff:

- Housekeeping & maintenance
- Breakfast
- Guest Services/Reservations
- Scheduling (other than catering)

Questions & Answers

Nancy Malikie – 4 room B&B
Gibson Mansion B&B
Missoula, Montana
www.gibsonmansion.com

Mark Reichle – 13 room B&B
Southmoreland on the Plaza – an Urban Inn
Kansas City, Missouri
www.southmoreland.com

Andrea Bushweiler – 8 room B&B
The Lake House Inn
Geneva-on-the-Lake, Ohio
www.thelakehouseinn.com

Tom Edmondson, Principal Consultant
Inn Advisors, Innkeeping Specialists since 1992
tom@innadvisors.com



Thank you for learning with us! Please complete your evaluation and hand it to the room host before leaving the room!