



Module 17: Hiring, Training & Managing Your Remote Team

The Host's Playbook for Scaling Without Burnout

So far, you've been the engine of your business. In this module, we're going to build you a transmission, so you can go from first gear to overdrive without blowing the engine. We are shifting you from *doing everything* to *leading everyone*.

The Solo Host Trap: Are You Here?

The breaking point is a signal, not a failure. Be honest with yourself, do these feel familiar?



**3+ Hours/Day in
Your Inbox?**



**Stressed About
Instant Replies?**



**Losing Bookings
Due to Slow
Responses?**



**Coordination
Chaos with
Cleaners?**



**No Time Left for
Growth &
Optimization?**

Key Takeaway

If you recognize these signs, you haven't failed. You've succeeded enough to need a team. This is a growth problem, and it has a solution.

Actionable Step

Circle the top two pain points you feel right now. This is where your first hire will give you the most relief.

Your Scaling Playbook: The 4 Core Plays

From Overwhelmed Operator to Confident CEO. This module is your step-by-step system. We're going to treat this like a professional sport. You're the coach, and we're giving you the winning plays.



1. THE GAME PLAN:
Defining who to hire
and when.



2. THE TALENT DRAFT:
The system for finding and
screening A-Players.



**3. THE ONBOARDING
SYSTEM:** Training your
team
for consistent excellence.



**4. THE PERFORMANCE
DASHBOARD:**
Managing your team
with clarity and data.

Key Takeaway

Success isn't about luck; it's about having a proven playbook and running the plays consistently.

Actionable Step

Grab a notebook. As we go through each play, jot down one thing you can implement this week.

PLAY 1: Define Your Roster — Who Do You Need on Your Team?



Guest Comms VA

Manages the guest inbox, templates, automated responses, basic inquiries, and vendor follow-ups.

Best For...

Your **first hire**. Buys back your time and protects your response rate. This alone can remove 70% of the daily noise.



Co-Host (Local/Remote)

Manages day-to-day operations, check-ins, reviews, support, and problem-solving. Acts as a 'mini-you.'

Best For...

When you need someone to oversee properties and vendors on the ground or remotely.



Operations Manager

Oversees pricing, performance reporting, guest experience workflows, and remote monitoring (CCTV, noise).

Best For...

Scaling past 5-7 properties and managing multiple team members.

Key Takeaway

Don't hire a generic "helper." Hire for a specific role to solve a specific problem. Clarity is speed.

Actionable Step

Based on your pain points from Slide 2, which of these roles would provide the most immediate relief? Decide now.

PLAY 1: Your Growth-Based Hiring Roadmap

1-3 Properties:

- **HIRE FIRST:** Guest Communication VA (Part-Time, ~30 hrs/month)



3-5 Properties:

- **HIRE NEXT:** Co-Host (Revenue Share Model: 10-20%)



5-10+ Properties:

- **SCALE WITH:** Operations & Revenue Manager (Part-Time or Project-Based)



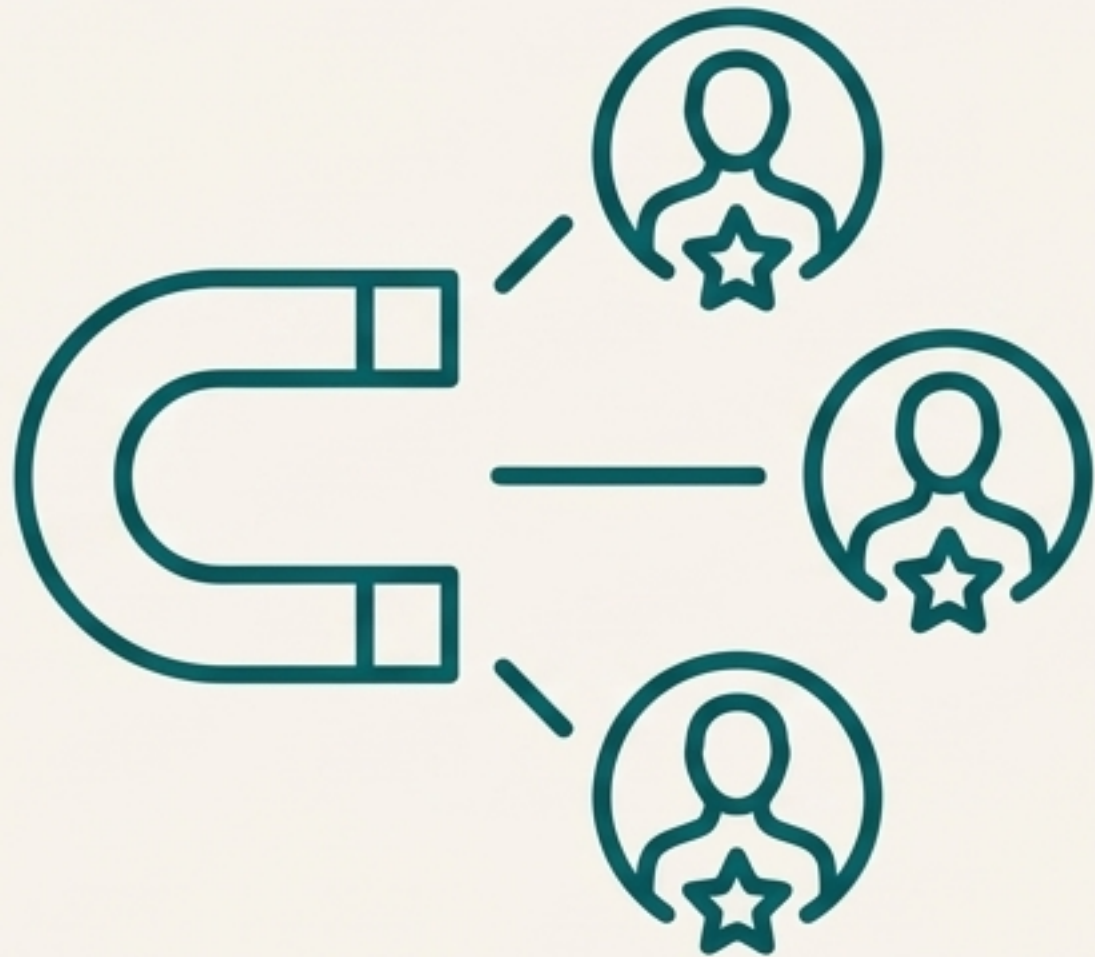
Key Takeaway

Your team should grow *with* your portfolio, not ahead of it. Start lean and solve your biggest bottleneck first: guest communication.

Actionable Step

Where are you on this roadmap? Identify your next hire based on your current (or next) property count.

PLAY 2: The Talent Draft System (Part 1) — The Job Description That Attracts A-Players



A weak job description gets you weak candidates. A great one is a filter. Think of it as the first test: if a candidate won't read a detailed description, they won't follow your detailed procedures.

Your JD MUST Include:

- ✓ **Role Summary:** What does winning look like in this role?
- ✓ **Responsibilities:** Use a clear, bulleted list. No ambiguity.
- ✓ **Must-Have Tools:** Be specific (e.g., Airbnb, Guesty, Hostaway, PriceLabs).
- ✓ **KPIs (Key Performance Indicators):** How success is measured (e.g., Response Time < 15 min, 98% Daily Task Completion).
- ✓ **Hours & Timezone:** Be explicit to avoid confusion.
- ✓ **Compensation Range:** Show you're a serious, professional employer.

Key Takeaway

A detailed Job Description respects a candidate's time and attracts professionals who value clarity and structure.

Actionable Step

Use the downloadable **JD Template** to draft a version for the role you identified. Do it this week.

PLAY 2: The Talent Draft System (Part 2) — Source & Screen Like a Pro



Post on Upwork,
OnlineJobs.ph, etc.

The 80/20
Screening Filter

A-Player

Where to Post:

- **Upwork:** Best for VAs and project-based hires.
- **OnlineJobs.ph:** Cost-effective for long-term VAs from the Philippines.
- **Local FB/Host Groups:** Ideal for finding local, on-the-ground Co-Hosts.

The 80/20 Screening Filter:

Ask every applicant to complete small 'test tasks' *before* an interview. This automated test filters out 80% of unqualified applicants.

1. **Record a 30s voice note** greeting a guest. (Tests warmth, clarity, professionalism)
2. **Write a sample response** to a guest complaining about cleanliness. (Tests problem-solving, empathy, and tone)
3. **Share their internet speed** screenshot. (Tests reliability and technical setup)

Key Takeaway

Stop wasting hours on interviews. Make candidates prove their skills upfront. Their willingness to complete these small tasks shows you who is serious.

Actionable Step

Write down the 3 test tasks you will use for your next hire.

PLAY 3: The Onboarding System — Great Teams Aren't Hired, They're Trained.



Foundation: Your SOP Playbook (Standard Operating Procedures)

Before they start, have simple guides for: **Guest Messaging Templates**, Emergency Protocols, Booking Approval Rules, and your Listing Health Checklist. Your SOPs are your business's brain.

The 3-Phase Handover:

- **Phase 1: Observation** (2-3 Days): They watch YOU work. They learn your process and tone.
- **Phase 2: Assisted Execution** (3-5 Days): THEY work while you review, coach, and provide feedback.
- **Phase 3: Independent Execution (Ongoing)**: They work solo; you trust the system and track their KPIs.

Key Takeaway

Systems and training create consistency. A great hire with no training will fail. An average hire with great training can excel.

Actionable Step

Create **ONE SOP** this week. Start with your most common guest question. Record a Loom video of you answering it and write down the steps.

PLAY 4: The Performance Dashboard — What Gets Measured, Gets Managed.



Trust, but verify. This isn't about micromanaging; it's about having a clear scoreboard. It tells your team what's important and shows them how they're winning.

Your Essential Tech Stack:

- **Communication:** Slack or WhatsApp
- **SOPs/Playbook:** Notion or Google Docs
- **Task Management:** Your PMS (Guesty/Hostaway) or Trello

The Weekly Performance Report (5-Minute Review):

Your VA or Co-Host sends a simple weekly update with:

- Average Guest Response Time
- Guest Rating Breakdown
- Pending Maintenance Issues
- Action Plan for Next Week

Key Takeaway

A lightweight, consistent check-in process builds accountability, catches problems early, and empowers your team to take ownership.

Actionable Step

Set up a weekly recurring calendar event called 'Team Performance Review' to create the habit, even before you've hired someone.

The Financials: Compensation Models — Pay Fairly to Attract & Retain Top Talent

Think of this not as an expense, but as an investment in your own time. If you pay a VA \$400/month to free up 30 hours of your time, you've just bought your time back for about \$13/hour. Is your time worth more than that?



| Role | Compensation Model | Typical Monthly Rate (USD) |
|--------------------|------------------------|----------------------------------|
| Guest Comms VA | Part-Time Salary | \$200 – \$450 |
| All-Round STR VA | Part-Time / Full-Time | \$300 – \$600 |
| Co-Host | Revenue Share | 10% – 20% of Gross Revenue |
| Operations Manager | Part-Time Salary | \$600 – \$1,200 |
| Revenue Manager | % of Revenue or Salary | 1-3% of Revenue or \$200 – \$500 |

Key Takeaway

Don't hire the cheapest option. Hire the best value. A great VA who costs \$7/hr is infinitely better than a bad one who costs \$4/hr.

Actionable Step

Use the **Compensation Planner** worksheet to budget for your first hire based on your current revenue.

The Red Zone: 5 Pitfalls to Avoid

Learning from others' mistakes is cheaper. Most bad hires are a result of a bad process, not bad people. A strong process protects you and sets your team up for success. Avoid these at all costs:



Hiring Without SOPs: This is just inviting chaos into your business.



Giving Full Access Too Quickly: Grant access progressively. Trust is earned, not given on day one.



Not Defining KPIs: Flying blind. Nobody knows what 'good' looks like.



Hiring Friends or Relatives: Blurs professional lines and makes tough conversations nearly impossible.



Not Giving Weekly Feedback: Small issues become big problems when left unaddressed.

Key Takeaway

A strong process is your best defense against common hiring failures. It protects you and sets your new team member up to succeed.

Actionable Step

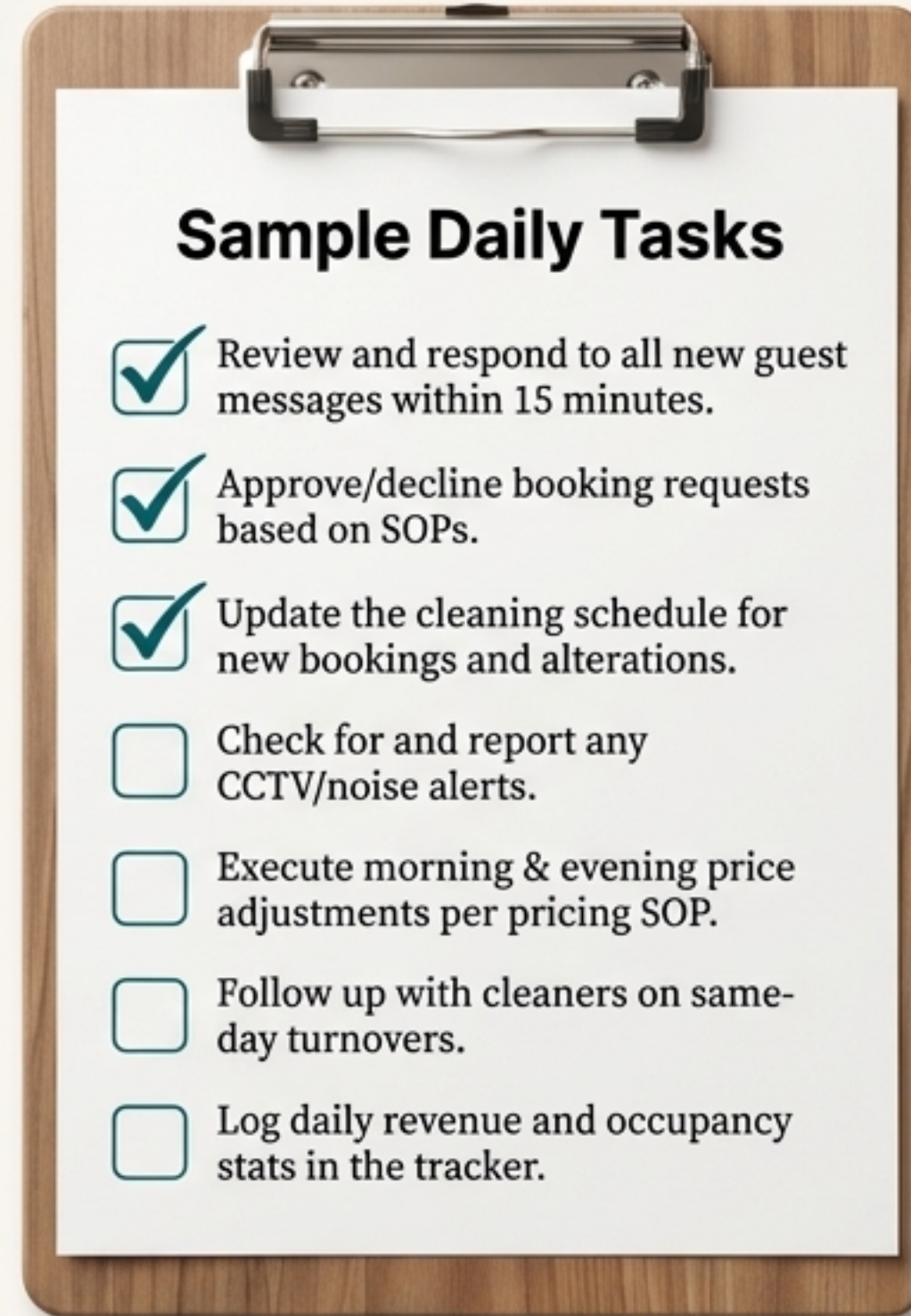
Review this list. Write down one process improvement you'll make to avoid the #1 pitfall: hiring without SOPs.

In Your Toolbox: Equip Your Team with a Daily Rhythm

Provide your VA or Co-Host with a non-negotiable daily checklist. This is your insurance policy for a great guest experience. It creates routine, reduces mental overhead, and ensures the critical tasks get done, every single day.

Key Takeaway

A daily checklist is the foundation of consistency. It ensures your standard of quality is met, regardless of who is performing the tasks.

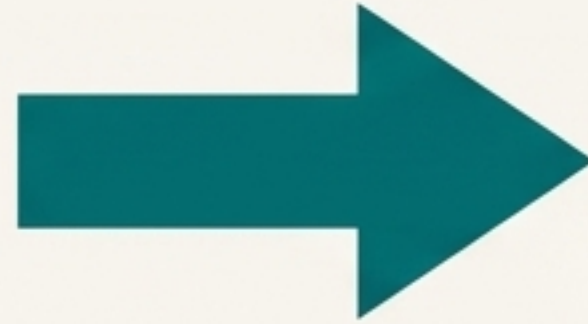


Actionable Step

Customize the **Daily Task Checklist Template** for your business. This will become a core part of your training manual.



Before



After

You Now Have the Playbook to Scale

You've Mastered:

- ✓ **The Roles:** Who to hire and in what sequence to maximize leverage.
- ✓ **The System:** A repeatable process to find, screen, and test A-Player talent.
- ✓ **The Training:** How to onboard effectively with SOPs and a 3-phase handover.
- ✓ **The Management:** How to track performance with a simple, data-driven dashboard.
- ✓ **The Pitfalls:** The common mistakes to avoid for long-term success.

Key Takeaway

You are no longer just a host. You are the architect of a hosting business that can run without you doing everything. This is the blueprint successful 7- and 8-figure operators use.



Don't Just Learn. Execute.

Knowledge is potential; action is power. Don't let this be just another module you watch. This week, commit to completing your First Hire Launchpad:

1. **DECIDE:** Choose the #1 role you will hire for next (e.g., Guest Comms VA).
2. **DRAFT:** Create the Job Description using the provided template.
3. **PREPARE:** Write your 3 screening test tasks (voice note, sample response, etc.).
4. **BUILD:** Create your first SOP bundle for that role (start with just one document!).
5. **DEFINE:** Choose the 2-3 KPIs you will track every single week.

Key Takeaway

Progress over perfection. Taking these small, concrete steps today will build the momentum you need to finally get the help you deserve.

Actionable Step

Post your commitment in the community group: “My next hire will be a [ROLE], and my first action step is [ACTION].”



You're Ready for the Next Level

What's Next?

Now that you have the system for building your team, we'll dive into advanced scaling strategies, developing a CEO mindset, and building crisis playbooks for your business.

Final Thought:

Your first hire is the single biggest unlock for your growth. Once you experience the leverage of a great team member, you will never go back to doing it all alone. It will be the best decision you make for your business—and for your life—this year.

**Congratulations on completing this module.
Now, go take action.**