



breezeway



COVID-19 Staff Communication

Templates and Examples for Staff Messages

Staff Communication During COVID-19

Over the coming months, ensuring that strict cleanliness standards are met and showcasing the professional care and maintenance that is devoted to each property is critical to the success of vacation rental managers and hospitality providers. Communicating the additional precautions you've taken at the property helps ensure the safety of your internal staff and service providers.

Here are a few templates designed for staff communication based on examples from leading rental managers. Feel free to customize these templates to fit your COVID-19 communication plan.

We hope these communication examples can help lighten your operational burden during this challenging time.

Standard Message to Internal Staff

Team,

As COVID-19 continues to impact the vacation rental industry, there are steps we can take to ensure our own safety and the safety of those who stay with us.

Implementing extra and precautionary housekeeping programs during this time will help keep ourselves, guests, and owners safe. We ask that all staff utilize our disinfect and deep clean checklist and take extra care when performing their work. Knowing that we are taking and documenting these extra efforts will help maintain our standards of care and build confidence in our service.

I know that this may cause a change to your traditional routine, but the health and safety of our staff and clients is our highest priority.

Together we can take steps to better protect ourselves and our properties. Please reach out with any questions or concerns.

Best,
[signature]

Condensed Message to Internal Staff

As COVID-19 continues to impact the vacation rental industry, there are steps we can take to ensure our own safety and the safety of those who stay with us. To ensure we are operating under the safety standards of the CDC and WHO, we ask that all staff use the protocol outlined in our new housekeeping programs. Together we can take the necessary steps to protect ourselves and our properties.

Standard Message to Service Partners

Hello [name]

As COVID-19 continues to impact the vacation rental industry, there are steps we can take to ensure our own safety and the safety of those who stay with us.

Implementing extra and precautionary housekeeping programs during this time will help keep service providers, guests, and owners safe while also helping us maintain professionalism and confidence with clients. We ask that all external service teams consider implementing the protocol from our disinfect and deep clean checklist and take extra care when performing their work. Knowing that we are taking and documenting these extra efforts will help maintain our standards of care and build confidence in our service.

I know that this may cause a change to your traditional routine, but the health and safety of our service partners and clients is our top priority.

Best,
[signature]

Condensed Message to Service Partners

As COVID-19 continues to impact the vacation rental industry, there are steps we can take to ensure your safety and the safety of those who stay with us. To ensure we are operating under the safety standards of the CDC and WHO, we ask that all service partners consider the protocol outlined in our new housekeeping programs. Together we can take the necessary steps to protect our partners and our properties.

About Breezeway

Breezeway automates property maintenance, care and service interactions to make it easy for managers to deliver the best experience to guests, tenants and owners.

Combining deep learning technology, robust property data, smart messaging, and mobile-first task management, Breezeway is bringing service optimization to the property management space. Our predictive task scheduling and quality assurance tools enable managers to improve the quality of their services, increase their operational efficiency, and transform their business.

We are serving a global customer base across a broad set of verticals, including short-term vacation managers, residential property managers, cleaning and maintenance providers, and hospitality operators. Created by the founder of FlipKey (acquired by TripAdvisor), the Breezeway team is using 85+ years of industry experience to build the future of property care.