FlySpaces Space Partner Tutorial
How to Manage Your Leads

Flexible workspaces are rapidly changing the landscape for office space, and you can be a part of this fast growing trend! Much like how Airbnb offered opportunities for homeowners to generate additional revenue in the sharing economy, FlySpaces is doing the same thing for flexible workspaces. Generating revenue from your excess office space has never been easier!

Ready to manage your leads and bookings on FlySpaces? It’s easy!

To get started, log into your account on our website. click the Leads and Bookings tab on your side nav and then click Leads on the dropdown. On this page, you will see 3 tabs on the top of the page. These are Leads, Proposals, and Paid. You’ll notice that these tabs act like stages for your leads. Incoming inquiries and requests will appear in the Leads tab, requests to pay with finalized details will populate on the Proposals tab, and successful bookings will populate on the Paid tab.

Now that you understand how your Leads are all laid out, let’s get into the details of each tab.

First is the Leads tab. This is where all incoming new inquiry and visit requests to all your spaces will appear. Don’t worry, your venue contacts will receive email and sms notifications for each incoming lead. In case you you missed it, you can add multiple contacts to each venue. These contacts will be the ones to receive notifications on incoming leads, messages, and payments that go through your spaces in the respective venue. Also, you can also filter the leads based on the venue of your space by clicking the dropdown and selecting the venue you prefer.

Once a new inquiry comes in, you will have the option to accept or decline. It’s important to accept a lead to recognized that the space has acknowledged the lead and lets clients know that you have engaged them. You won’t be able to see the user’s details until you accept the inquiry. Once accepted, their details will appear and then you can start messaging the client to finalize your details.

When you click message client, you will be led to our messaging system where you can communicate directly to the client to discuss details and send attachments. Once everything is finalized between you and the client, you can click Send Proposal on the bottom right of the window. This sends the client a final-written down list of things to expect and gives them the ability to Pay.

Once sent, the proposal will populate in your Proposals tab where you will see the status of whether or not it's still pending payment or already paid. On this tab, you can also choose to edit the proposal, in case there was a mistake made or something needs to be added. Don't worry, the client will also be notified of the change.

When the client pays, you will see the lead populate in your Paid tab

And that's it. You are now equipped to effectively manage and close those leads.

But wait! Our team has some communication tips to help increase your chances in closing that lead.

Tip #1: Always Close Online
Unless the client specifically asks to visit the space, always close the loop online. Our technology makes it easier for both Client and Space to communicate, so always take advantage by using its many features.

Always Accept new incoming leads as you will not be able to communicate with the client unless you've accepted their request.

Tip #2: Introductory Messages
Once you've accepted the lead, it's always best practice to send the client a welcome message. It helps establish a communication line with the client as well as show that you are a welcoming space - open to their questions and concerns.

Also, before you send a proposal, it's best practice to let the client know that you will be sending a proposal and what they will have to do next.

Tip #3: Read Notes and Special Requests
We have a field called Notes where clients can input any additional message or information regarding the booking. It's important to always pay attention to the Notes field as clients may sometimes have special requests such as requests for added services, amenities, or maybe they're just need some additional questions answered.

Tip # 4: Reviews
After the client has booked your space, always ask if they could leave a review on your space. According to a study, up to 63% of customers are more likely to make a purchase from a site which has user reviews - so it definitely won't hurt to ask!

You can do this by sending the URL of your space to your client and asking them to leave your space a review. With these 4 communication tips, you are now even more equipped to effectively manage and close those leads. Happy closing!