



Welcome

PAGE 4

PAGE

Our Vision

The Partnership

PAGE 7

PAGE 9

Owner Services

Guest Experience

PAGE 12

PAGE 14

Marketing Services

2



# E Komo Mai (welcome)

Because every property is unique—as are its owners, and its guests—we create an individually curated proposal just for you. This personalized approach enables us to focus on showcasing your property's distinctive appeal in a way that will attract the most desirable guests.

Our unwavering goal, from start to finish, is to provide you with superb service while also fulfilling any particular requirements you might have, so that you can always feel absolutely confident that your one-of-a-kind property is in the best possible hands.

## Our Vision

Wailani Kaua'i was born from a lifelong love for—and an extraordinary understanding of—this beautiful, idyllic island, coupled with a desire to apply our palette of skills and talents to providing an impeccably pleasant, satisfying, worry-free experience for owners and guests alike. We realize that every property, owner, and situation is different, and our carefully customized approach to every aspect of the vacation-rental process reflects that awareness.

The shared goal of the entire Wailani Kaua'i team is to render the best possible service to every client, in every way—and then to somehow find a way to do an even better job the next time.



## The Most Impeccable Service

Here at Wailani Kaua'i, we want every property owner to end up feeling that they've gotten what they paid for—and much, much more.

Our goal, quite simply, is to provide the ultimate in professional service at every turn, in a perpetually thoughtful, friendly, conscientious, and attentive way. Wailani Kaua'i's curated marketing-and-management plans offer a multi-tiered approach to achieving those ends, focusing on such essential elements as customized strategies for achieving desired rates of return; optimal maintenance of the property; and unparalleled concierge services for owners.

At Wailani Kaua'i, the bottom line isn't just a string of numbers on a spreadsheet; rather, it's an elevated level of service that can be measured in the complete satisfaction, confidence, and peace of mind of every property owner—and every vacation-rental client, as well.

For Wailani Kaua'i, the owners of every property we have the privilege of representing are a valued part of our extended 'ohana, and we will always treat them like members of our immediate families: with the utmost consideration, respect, integrity, and aloha.

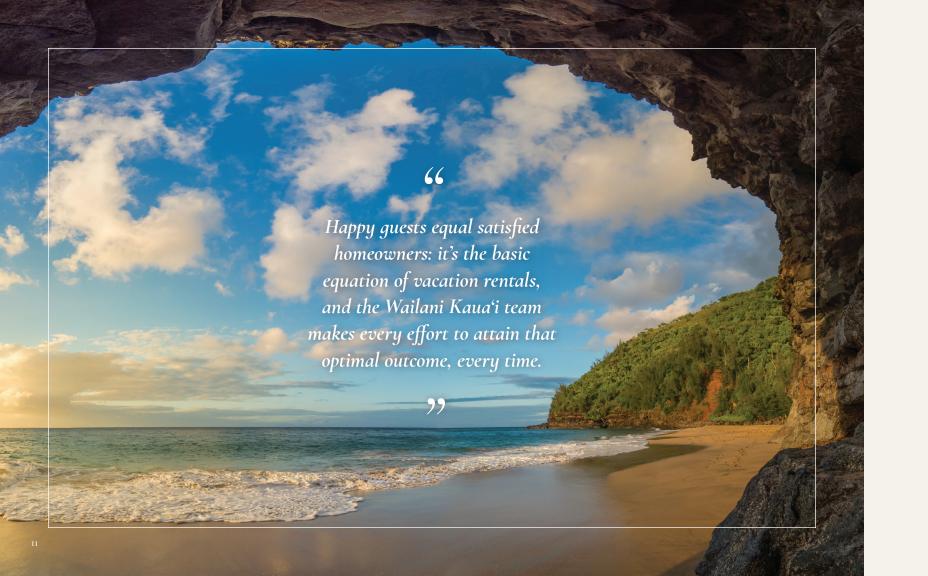
### **SERVICES PROVIDED TO OWNERS:**

- Full-time staff dedicated to meeting and exceeding owners' needs and expectations
- Housekeeping services
- Customized concierge services
- Payment of bills (including taxes)
- Prompt, thorough responses to owners' questions, requests, and concerns

- Primary point of contact for, and management of, all vendor contracts including—but not limited to—pool, yard care, alarm services, utilities, mechanical systems, pest control, etc.
- Assistance with trash disposal and recycling
- Proactive, time-and-cost-efficient approach to repairs and regular maintenance
- Comprehensive month-end statements

- Transportation services, including personalvehicle maintenance and retrieval, car rental, and taxi arrangements
- Customized preventative-maintenance program: Meticulous, systematic walk-through and inventory after each guest departure and, every month, a comprehensive assessment of the interior and exterior of the home





## The Ultimate Guest Experience

Our team includes not only professionals from the hospitality industry but also top marketing specialists, experts in high-end real estate, and award-winning copywriters: an eclectic array of skills that enables us to present properties in the most appealing way. Naturally, our cutting-edge concierge system reflects that same mixture of sophisticated knowledge,

expertise, and taste. Coupled with the predictably positive experience of staying at a delightful, fully appointed, flawlessly maintained property, our guest services virtually guarantee happy vacationers: the kind of satisfied clients who will be likely to recommend—and book return visits directly through—Wailani Kauaʻi. Needless to say, these results will also

prove profitable for owners, by making it possible to command the highest rates for a well-reviewed and sought-after property. For the Wailani Kaua'i team, matching guests with the perfect vacation lodgings, while more than fulfilling all the owners' objectives, is the ideal scenario, and we have all the tools, and the singularly focused dedication, to make it happen.

Marketing Services

Our staff includes a team of digital-marketing specialists who never stop working to reach the most optimal pool of potential guests for vacation rentals, while also doing everything possible to drive traffic to the Wailani Kaua'i website.

The marketing team's goal is to consistently increase the number of direct bookings made through the website—a highly beneficial approach for property owners, eliminating the need to pay a commission to VRBO or other external sites. Although SEO (search-engine optimization) is part of any internet-based strategy, more advanced methods are developing all the time, and the marketing team is always quick to adopt new techniques and technologies in their quest to attract the best guests and match them with the most appropriate properties.

This is just another facet of Wailani Kaua'i's commitment to providing the finest, most complete service any owner could envision—or desire.

All Wailani Kaua'i homes are automatically featured on international sites such as Airbnb and VRBO, in addition to being showcased on the Wailani Kaua'i website.







## Thank MAHALO NUI LOA YOU

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