



# Oklahoma Bed & Breakfast Association

## Aspiring Innkeeper Tools

### Spend a day with an Innkeeper

**Program overview**

Experience what it's like to operate a Bed & Breakfast/Inn by working with an Innkeeper for 24 hours. Includes 12 hours of shadowing the Innkeeper, observing guests and learning the business via 1 on 1 discussion.

**Price: \$260** per person, **\$25** extra person from same inn

Includes: \$125 Lodging (includes taxes & fees), \$30 Meals: Dinner, Breakfast, Lunch, \$100 Innkeeper consultation fee and \$5 OKBBA fee.

**Participant Preparation:** (1 to 2 participants per visit)

- Develop and bring a list of questions to discuss with the innkeeper.
- Develop and bring a list of "why you want to own/run a B&B."
- Use the specific bed & breakfast's reservation process to book room.

**Innkeeper Preparation:**

- Focus of visit is to gain insight on the daily routines of an innkeeper (with or without guests) and gather some tips about operating a B&B.
- Become familiar with discussion topics outlined and be prepared to lead the conversation.
- Provide a notebook for participant to take notes and document questions throughout visit.

**Flow of visit**

<b>Day 1</b> 3:00 – 9:00 PM	<b>Day 2</b> 9:00 AM to 3:00 PM
<b>3:00 PM Check in</b>	<b>9:00 AM Breakfast</b>
<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>- Check in process</li> <li>- Tour of facility and room</li> </ul>	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>- Breakfast environment (TV, self serve components, conversation, etc.)</li> <li>- Check out process</li> </ul>
<b>4:00 – 6:00 PM</b>	<b>10:00 AM – 12:00 PM</b>
<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>- What do you like most about being an Innkeeper, what do you like least?</li> <li>- Concept overview of B&amp;B e.g. design, breakfast option, target audience</li> <li>- Reservation process</li> </ul>	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>- Cleaning process (laundry &amp; rooms)</li> <li>- Guest follow up process</li> <li>- Hiring help (cleaning, landscaping, kitchen)</li> </ul>
<b>6:00 PM Dinner</b>	<b>12:00 PM Lunch</b>
<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>- Open question list</li> </ul>	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>- Open question list</li> </ul>
<b>7:00 – 9:00 PM</b>	<b>1:00 – 3:00 PM</b>
<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>- Bookkeeping/Accounting process</li> <li>- Methods of payment types &amp; process</li> </ul>	<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>- Top 5 tips from innkeeper</li> <li>- Top 5 feedback participant has for innkeeper</li> <li>- Unanswered questions</li> </ul>
	<b>Check out/wrap up, next steps</b>