

100-Bed Readiness Checklist

Ten checks before scaling past owner-managed operations.

- ☐ Appoint a full-time property manager who owns daily operations.
- ☐ Define front-desk, maintenance, and housekeeping roles explicitly.
- ☐ Automate billing, reminders, and reconciliation before scaling further.
- ☐ Scope staff system access by role.
- ☐ Set a fixed monthly reporting cadence: occupancy, collection, expenses, ageing.
- ☐ Document SOPs so operations don't depend on any one staff member's memory.
- ☐ Maintain one consolidated occupancy view across all floors or blocks.
- ☐ Assign clear accountability by floor or block, not just by general role.
- ☐ Standardize house rules and pricing logic across the property.
- ☐ Confirm the current structure is stable before adding a second property.