

## Dear fellow property managers in the Canary Islands!

Welcome to the OXMAR JET SL team, the guide to the management, maintenance, and capitalization of real estate properties on the island of Tenerife! Before we tell you in detail how we can be of help to you, ask yourself one question:

How often, in the flow of extremely important daily tasks, do you think of how to create a property management system so that everything works like a clock while you still have free time to ensure the development and growth of the company?



✓ where the maids prepare the room efficiently and on time for the arrival of guests;

✓ where the technical personnel monitor the state of the facility in a timely and efficient manner and fixes the eventual faults promptly, when necessary;

✓ where upon booking, the guests receive full information

about the property, logistics, rules of the check-in and stay, sign a lease agreement, and bear responsibility for the safety of the rented property during the period of their stay;

✓ where qualified multilingual staff meet your guests and provide them with 24/7 support;

✓ where satisfied guests write positive reviews expressing their

desire to return upon finalizing their vacation;

✓ where you can increase your first and second sales, income, and motivation to scale your assets.

✓ where your property-owning customers can know that you are their rock who works on increasing their wealth and ensuring the safety of their investments

We are sure that this happens quite often! We once faced all these questions and looked for the answers through our own experience for several years, so that today we can offer you a unique product -



# a tourist concierge service!

# What is a tourist concierge service (TCS)?

TCS is a service that allows delegating the full or partial scope of tasks related to management, maintenance, and capitalization of the real estate, together with the travel organization and assistance, to the professionals.

## What tasks does TCS cover for the property management companies?



Revision of the property before the guests' arrival



Provision of personal hygiene products for the guests



Cleaning services



Coordination of the guests' check-in / check-out



Provision of baby supplies for the guests (cribs, high chairs, bathtubs, toys, car seats, baby dishes)



Laundry services



Transfers



Dry cleaning services



Keys storage



Maintaining financial records



Provision of a Welcome Box to the guests upon their check-in



Provision of supplies for the animals (bowls, loungers)



Provision of accounting documents for the services rendered



Guided tour of the property and infrastructure for the guests



Quality control service



Information services



Personal 24/7 manager for the guests



Technical maintenance of the property



Pool maintenance



Solution of the day-to-day issues



Gardener services

If necessary, we can provide the following additional services for you:



construction / renovation work



interior design

## Additional services for your guests:



- car rental of any kind, including premium and sports vehicles
- selection of domestic staff: nannies, maids, drivers, chefs
- catering and event organization
- organization of excursions and private trips
- organization of corporate events
- translation services
- organization of leisure
- information and reference services

## Why is TCS important, convenient, and necessary?

The issue of improving service and increasing the number of second sales is commonplace for travel agents and management companies all over the world, and everyone tackles it differently. One way is to add employees to the sales department, whose tasks include accompanying tourists during and after the trip. Such employees are involved in everything related to guest accommodation and leisure, while the rest of the front office employees can focus uniquely on sales. Such people need to be found, trained, raised, and supervised. This can take years. We know this firsthand, because we have been looking for and preparing every qualified member of the OXMAR team for several years, so that today we could offer you a tool that will save you hundreds, if not thousands of hours and nerve cells, all while giving you more free and productive time for your activity, allowing to complete the following tasks:

- More time for marketing and promotion
- More time for sales
- Increase the number of regular customers
- Attract new properties under management
- Scale the company up



OXMAR



First of all, **OXMAR** is a team of people who once faced all possible difficulties while working with the tourist rental, found solutions, and successfully apply them today. In 2011 we got the first house under our management, and today we are operating more than 50 properties under our management and as outsourcers for other management companies of the Canary tourism market.

#### Our team includes:

- check-in / check-out / accommodation managers
- maids
- technical maintenance personnel
- quality control department
- accountant
- the department responsible for resolving issues of any kind

#### Our team also includes freelance specialized professionals:

- interior designers
- drivers
- chefs
- translators
- event organizers
- guides
- babysitters
- construction team



For each property, we prepare a personal quotation for the required services. A full list of services and their cost will be sent to you in a private message upon request. To this end, please contact us over email / WhatsApp / Telegram.

If you have any questions or additional information that we need to know about, please contact us:

Email: [info@oxmar.com](mailto:info@oxmar.com)  
Phone: +34 681 328 330  
(Monday-Friday from 10.00 to 20.00)



**DELEGATE TECHNICAL  
SUPPORT FOR PROFESSIONALS!**

And may there be an increase in income from new and repeated sales!