

# I LOVE VACATIONS

## BUDDY PROGRAM

Employee Name/Phone Number:

Job Title/Territory:

Buddy Name/Phone Number :

### 5-Day Plan

Day	Topic	Resources Provided	Time to Complete	Buddy	Completed Date	EMPLOYEE Sign Off Initials	
DAY 1	<b>Welcome</b>						
	Tour and Provide Introductions to their Department Team and All Other Local Teams		30 min	Buddy			
	I Love Vacations Team Overview	<a href="#">LINK</a>	10 min	Buddy			
	Review All Territory Contacts	<a href="#">LINK</a>	10 min	Buddy			
	Explain all Departments in Company-ORG Chart Review-PRINT IN ADVANCE	<a href="#">LINK</a>	15 min	Buddy			
	Review Company Department Directory	<a href="#">LINK</a>	15 min	Buddy			
	Welcome Letter Review -PRINT IN ADVANCE	Review hard copy with employee	30 min	Buddy			
	Copy Government ID Documents	Buddy to copy and email to HR@ilovevacations.com	15 min	Buddy/HR			
	BREAK	N/A	15 min	N/A			
	<b>IN THE FIELD TEAM I Love Vacations University Introduction and Initial Accounts Set Up</b>						
		<a href="https://ilovevacations.com/faq_cats/in-the-field-team-new-employee-training/">https://ilovevacations.com/faq_cats/in-the-field-team-new-employee-training/</a>		30 min	Buddy		
		New Employee-Adding Email to your Phone					
		New Employee-Initial Mobile Phone Set Up					
		New Employee-Logging in to accounts the first time					
	<b>IN THE OFFICE TEAM I Love Vacations University Introduction and Initial Accounts Set Up</b>						
		<a href="https://ilovevacations.com/faq_cats/office-team-new-employee-training/">https://ilovevacations.com/faq_cats/office-team-new-employee-training/</a>		30 min	Buddy		
		New Employee-Initial Computer Set Up-Download Chrome					
		Email-How to Log into Email Account and Set up Password					
		New Employee-Adding Email Account to Computer					
		New Employee-Initial Computer Set Up-Set Up Bookmarks-Log Into Accounts					
		AVAYA-Initial Set Up and Introduction					
		Lunch on company with Buddy	N/A	1 hr	Buddy		
		DNet set up	Network Computer not a phone	15 min	Buddy/HR		
		HR Portal-Request PTO Days	<a href="#">LINK</a>	15 min	Buddy/HR		
		ILV Way Book Overview - Mission Statement/Core Values, Company Goals, Territory Goals	<a href="#">LINK</a>	30 min	Manager		
		Job Description Review-PRINT IN ADVANCE	<a href="#">LINK</a>	15 min	Manager		
	<b>Benefits-Company Handbook Overview</b>						
		Company Handbook Overview	<a href="#">LINK</a>	30 min	Buddy		
		Pay days 15th and last day of month/Pay Stubs	Review this topic in detail	15 min	Manager		
		Benefits	Review this topic in detail	15 min	Manager		
		401K	Review this topic in detail	15 min	Manager		
		Paid Holidays	Review this topic in detail	15 min	Manager		
	PTO Time Off Requests	Review this topic in detail	10 min	Manager			
	Make Up Day	<a href="#">LINK</a>	10 min	Manager			
	Employee referral Program \$500	Explain \$250 after 30 days, \$250 after 90 days	10 mn	Manager			
	Break	N/A	15 min	N/A			
<b>Engagement</b>							
	Culture Index review-Pull CI Survey for employee and Manager	Review culture index survey in detail	15 min	Manager			
	Team Meetings	Review Daily Touchbase, One on One and Company Meetings	10 min	Buddy			
	Monthly Employee Newsletter	<a href="#">LINK</a>	10 min	Buddy			
	Annual Reviews/Merit-Review annual date from start date with explaining evaluation	<a href="#">LINK</a>	10 min	Buddy			
	Take headshot photo for email footer-send to Marketing	<a href="#">LINK</a>	15 min	Buddy			

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<b>DAY 2</b>	<b>Compliance</b>					
	ILV Accountability Lists by Department	<a href="#">LINK</a>	15 min	Buddy		
	Raci Sheet Department Accountability Charts-Review All Departments	<a href="#">LINK</a>	30 min	Buddy		
	Team/Personal QTR Rocks	<a href="#">LINK</a>	30 min	Buddy		
	Break	N/A	15 min	NA		
	University Review	<a href="#">LINK</a>	2 hr	Buddy		
	Lunch on company with Manager	N/A	1 hr	Manager		
	Mileage Policy	<a href="#">LINK</a>	15 min	Buddy		
	Mileage Form	<a href="#">LINK</a>	15 min	Buddy		
	Travel Policy	<a href="#">LINK</a>	15 min	Buddy		
	Expense Report Submittal	<a href="#">LINK</a>	15 min	Buddy		
	Company Credit Card if needed-Sign Off Form	<a href="#">LINK</a>	15 min	Manager		
	OPS Forms	<a href="#">LINK</a>	30 min	Buddy		
	Workers Compensation (WC) Accident Form	<a href="#">LINK</a>	15 min	Buddy		
	Office Communication Board-Location Board	Compliance on what gets posted	15 min	Manager		
	Location Visit Recap (LVR)-Location Board	<a href="#">LINK</a>	15 min	Manager		
	Break	N/A	15 min	NA		
	<b>BD/Onboarding</b>					
	Review Business Development	Review the process	15 min	Buddy		
	Vacation Rental Referral	Vendor/Employee \$1000 where applicable	5 min	Buddy		
Rental Performance Analysis (RPA) to Owner	Explain that BD drafts RPA for Owner	10 min	Buddy			
I Love Vacations and Owner Responsibilities	<a href="#">LINK</a>	10 min	Buddy			
Owner Love Languages	<a href="#">LINK</a>	5 min	Buddy			
Management Agreement	<a href="#">LINK</a>	15 min	Buddy			
Onboarding of Homes	<a href="#">Explain the process of setting everything in systems and building the listing.</a>	15 min	Buddy			
<b>DAY 3</b>	<b>Software</b>					
BREEZEWAY-Overview	<a href="#">LINK</a>	1 hr	Buddy			
BREEZEWAY-Explain the types of inspections	Walk through each type of Inspection	30 min	Buddy			
BREEZEWAY-Explain the types of home buildouts and how they should be completed on the phone.	<a href="#">INSPECTOR</a>	15 min	Buddy			
	<a href="#">MAINTENANCE</a>	15 min	Buddy			
BREEZEWAY-Kitchen Inventory	Explain the task of a new home set up and the template	15 min	Buddy			
BREEZEWAY-How to prioritize tasks	Give Examples	30 min	Buddy			
Break	N/A	15 min	NA			
BREEZEWAY-How to report an issue and the most common types of issues	<a href="#">LINK</a>	30 min	Buddy			
BREEZEWAY-Maintenance VS Inspection Task	<a href="#">LINK</a>	30 min	Buddy			
Lunch on their own	N/A	1 hr	Self			
How to report items for Accounting on Breezeway	Give examples of common issues	1 hr	Buddy			
Explain and provide the email to send receipts to accounting	<a href="#">LINK</a>	30 min	Buddy			
Lost & Found Procedure-Review process for each office using Breezeway	<a href="#">LINK</a>	15 min	Buddy			
LYNX-Lynx Overview	<a href="#">LINK</a>	30 min	Buddy			
Break	N/A	15 min	N/A			
STREAMLINE-Overview	<a href="#">LINK</a>	15 min	Buddy			
<b>Management Operations Managers</b>						
Ordering Marketing Materials	<a href="#">LINK</a>	10 min	Buddy			
Ordering Amenities	<a href="#">LINK</a>	10 min	Buddy			
Ordering Swag	<a href="#">LINK</a>	10 min	Buddy			
Ordering Linens	<a href="#">LINK</a>	10 min	Buddy			
Bedding Sizes	Twin - Blue Sticking Queen - Green Sticking King - Red Sticking	10 min	Buddy			
Amazon Office Orders/Spending Limits	Manager Accounts	10 min	Buddy			

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<b>DAY 4</b>	<b>Day in the Life of the Role</b>					
	Standard Property Appearance Manual (SPA)	<a href="#">LINK</a>	1 hr	Manager		
	Shadowing of the role	Field or Office	3 hr	Buddy		
	Lunch on their own	N/A	1 hr	Self		
	Visit Homes	Field	4 hr	Buddy		
<b>DAY 5</b>	<b>Review Role</b>					
	Checkins/Checkouts	Verify understanding Of the process	1 hr	Buddy		
	HA Roles	Guest Call	1 hr	Manager		
	Review all training	Focus on Key Areas of Role	2 hr	Buddy		
	Lunch on their own	N/A	1 hr	Self		
	Q & A	Have New Hire gather questions	4 hr	Buddy		