

RedAwning Services

Guest Communication

What Is RA Comm Hub?

The RedAwning CommHub, is an industry leading communication platform designed specifically for rental managers. In an era where communication channels have evolved beyond traditional emails to include Mobile Apps, Web Apps, Phone, Text, and Email, CommHub stands at the forefront of innovation to connect you to guests. The most important change with CommHub is that RedAwning now allows you, the host, to take

FULL control of the guest communication experience.

How Does It Work?

In the broadest sense a guest (or potential guest) can contact you from your listings on any channel (airbnb, RA.com, etc) through any method they choose (email, text, in channel message, etc) You will receive these messages and can respond to them directly from the RedAwning Portal.



I'll See All Guest Messages?

Yep! In the RA Portal you will see:

- Pre-Booking Inquiries
- Post Booking Inquiries and responses to automated messages
- During Stay Inquires
- Post Stay Messages

Customized Messaging Rules based on hundreds of criteria

Full Control of Guest Communications

Post Stay Marketing

Email Alerts

Text Alerts

Automated Document Formatting based on Channel

Cleaner & On-Site Service Messaging

Automated Responses



Show Me How It Works:



Traveler John and his family see your listing on RedAwning and are interested...but they are traveling with grandma so want to check on how many stairs they might need to walk up. They send an inquiry via RedAwning.

You receive this message via email (and also text message if you have opted in) and can respond right back via email or within the RedAwning app (direct text responses are not yet available), or you can respond directly in the RA portal under the communications tab. Once John makes his reservation you can also communicate by clicking on the individual reservation.



John decides to book your property and receives his automated booking confirmation. This communication always goes out right after booking but with comm hub you can now add custom text to personalize the message for your guest. In addition you can now control when your check in instructions are sent out as well as include attachments (properly formatted to be accepted by all channels).

John's booking is coming right up and he has asked some questions about the property and the stay - all of which you have been able to answer directly through the RedAwning CommHub. You also like all of your guests to have some more information on parking and great restaurants so you send a custom welcome message three days prior to check in. The RedAwning CommHub allows you to do this seamlessly and automatically!



Check Out Day! John's family had a great time and they were fantastic guests. You notify your cleaner (right from CommHub) that the property is ready to turn for the next guest. You also have an automated message to John thanking them for their stay and reminding them to leave a 5 star review and book again soon.

COMING SOON - Reviews are not currently in CommHub but will be by the end of the year also giving you the possibility to respond.



Sounds Great - I Want In! How Do I Start?

Please reach out to your account manager or hostsupport@redawning.com and we will work with you to make sure you are enabled and set up for success. Thank you for working with RedAwning and trusting us to serve you and your guests.



RedAwning