

One pen. Forty-five minutes.

Map Your Team Against AI — Scorecard

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1

Tick where you are today
Not where you want to be. One tick per row.

2

Log the room
When the poll shows on screen, write the room's most common stage in the Room box.

3

Circle the gap
The row where the gap to the next stage hurts the most.

3 OR 4?

If a person has to touch it for the loop to close, you are a 3 — no matter how good the AI is in the middle. An assistant that reads your whole account and hands you a list every morning is a 3, not a 4. You still decide.

FUNCTION	1 • Unacceptable DID NOT FINISH People do everything by hand, from memory.	2 • Capable QUALIFYING A person starts and finishes each task; AI helps in the middle.	3 • Adoptive PODIUM The work runs on its own rules; a person checks the exceptions.	4 • Transformative VICTORY — AI AGENTS EXECUTE, HUMANS LEAD Work runs itself; a named person owns the rules and what goes wrong.	YOU / ROOM
Supply — acquisition & onboarding How many human hours to bring one new home from first contact to live listing?	☐ New owners come from referrals; the pitch is a conversation and a rough number; going live takes weeks of back-and-forth.	☐ Someone uses an AI assistant to draft the pitch and listing text; a person still researches, sends and chases every step.	☐ Leads are scored and followed up automatically; listing text, photo order and checklists are generated; a person reviews before go-live.	☐ First contact to live listing runs itself — outreach, revenue estimate, contract, upload — and the owner's first human conversation is with the closer.	YOU ☐ ROOM ☐
Operations When a turnover goes wrong at 4pm on a Saturday, who — or what — notices first?	☐ Schedules live in a spreadsheet or a group chat; you learn about a problem when a guest complains.	☐ AI writes the checklists and reminders; a person still assigns every job and chases every cleaner.	☐ Jobs are assigned and routed automatically from the booking calendar; issues are flagged before check-in; a person handles the exceptions.	☐ Turnovers, supplies and repairs run without a dispatcher; one person owns the rules (who, when, how much) and steps in when the system says so.	YOU ☐ ROOM ☐
Guest experience What share of guest messages does a human still type from scratch?	☐ Every message is typed by a person; replies wait for someone to be free; nothing is offered unless the guest asks.	☐ AI drafts the reply; a person reads and sends each one; a bot answers the simple questions.	☐ Routine messages are answered on their own, day and night, within rules you wrote; upsells are automatic; a person gets the ones that need judgement.	☐ The stay is managed end to end — arrival, requests, issues, extensions — with a person stepping in for emotion, complaints and review-making moments.	YOU ☐ ROOM ☐

MAP YOUR TEAM AGAINST AI – SCORECARD

FUNCTION	1 • Unacceptable	2 • Capable	3 • Adoptive	4 • Transformative	YOU / ROOM
Owner relations When the algorithm drops a peak-season rate, how does the owner find out — and from whom?	☐ Owners get a statement and a generic email once a month; they hear from you when something goes wrong, or when they call.	☐ AI drafts the monthly update and a market comparison; a person edits and sends it; hard questions still go “back to the office”.	☐ Every owner gets a plain-language monthly explanation from your pricing and booking data; a person reviews the sensitive ones; owners can ask the data.	☐ Owners at risk of leaving are spotted before they call; growth plans and explanations are automatic; the human conversation is about trust and the next property.	YOU ☐ ROOM ☐
Finance How many days after month-end do owners get their statements?	☐ Bookkeeping is manual; payouts are reconciled by hand; errors are found by owners or vendors.	☐ AI categorises transactions and matches payouts; a person checks and closes every month.	☐ Reconciliation, anomaly flags and reports run on their own; cash is forecast; a person reviews what’s flagged and signs off.	☐ The books close themselves in near real time; payouts and compliance run on rules; the finance lead spends their time on decisions, audits and negotiation.	YOU ☐ ROOM ☐
Revenue management Who reviews prices before they go live — and what would happen if nobody did for a week?	☐ Prices are set by season a few times a year; nobody looks at the market or the booking pace.	☐ A pricing tool recommends; a person applies it and sets basic rules (minimum stays, weekends); the rules are rarely revisited.	☐ Prices update daily on demand signals; each morning the tool flags which listings need a look and answers questions about your settings; a person decides.	☐ Pricing, restrictions and channel settings adjust themselves within limits agreed with owners; the revenue manager sets strategy, audits settings and tells the story.	YOU ☐ ROOM ☐

MY WEAKEST FUNCTION

Function _____

Today: 1 2 3 4

Why it hurts

WHO IN THIS ROOM IS AHEAD OF ME

Someone says they’re at a 4? Note what they did and who they are.

What they did

Name / company _____

WHO WOULD WANT IT?

The person on my team who’d actually want this to work.

Name _____

What’s in it for them

MY COMMITMENT — NEXT 2 WEEKS

Check-in on 19 Oct via the QR

Action

Owner _____ Deadline _____

Run it with your own team

The take-home guide has one page per function, a seventh function we didn’t score today, and a 45-minute team exercise.