

The Jefferson Bed and Breakfast
Operations Plan
845 Jefferson Street
APN: 002-175-019-000

The 1917 Napa Historic Register property will be open 365 days per year to welcome guests to The City of Napa and The Napa Valley. The property is currently zoned as Commercial Office space, and therefore will not remove any housing or rental housing stock.

The on-site owner or manager of the property will reside in the lower level suite which includes a living room, dining room, bedroom and bathroom.

1. Guest Experience:

Arrival and Check-in:

- On-site staff will welcome guests upon arrival.
- Guest registration and room key distribution will be manually upon arrival, or electronic via smart device if this is the guest preference.
- Luggage handling will be provided by on-site staff.
- Introduction to property amenities and local information will be provided by on-site staff, in-room, and on guest portal once reservation is confirmed.

Breakfast Service:

- Menu planning and variations will be coordinated by the owner.
- Breakfast will be available 8:00am-10:00am daily in the dining room. The breakfast buffet will offer fresh pastries from local bakeries, local seasonal fruit, and housemade granola. Breakfast meats and eggs available from the kitchen as well as a selection of 1-2 daily rotating choices. Coffee, tea, juice and a variety of dairy and non-dairy beverages.
- Guests will be asked about dietary restrictions when making a reservation or upon arrival.
- Served to in-house guests only.

Housekeeping:

- Guest room housekeeping is available upon request for guests staying less than 3 days. Longer stay housekeeping will be discussed directly with the guest at check in.
- All guest room linens will be changed at checkout, or upon guest request.
- Common areas will be cleaned daily and touch-up after guest use.
- A sufficient amount of guest room amenities will be supplied in-room for the duration of stay.
- Guest room linens and bath towels as well as dining room and kitchen linens will be laundered by a professional linen service. There will be an on-site washer and dryer for daily needs.

Departure and Check-out:

- Guests have the option to checkout with the on-site staff member, or electronically on their smart device.
- The final bill will be presented upon checkout, and the card on file will be charged the balance due.
- Guests will be asked for feedback the day after arrival to make sure any unmet needs are addressed, as well as after checkout.

2. Staff Management:

Staff Roles and Responsibilities:

- Innkeeper/Manager will be responsible for overall operations, guest relations, staff scheduling, building and grounds maintenance
- Housekeeping staff responsibilities as noted above
- Breakfast cook will be responsible for dining and room service
- Maintenance and groundskeeping will be provided by a third party company.

Staff Training:

- Initial training program covering guest service standards, property operations, safety procedures and responsible beverage service.
- Ongoing training on new policies, menu updates, local attractions

Staff Scheduling:

- Flexible scheduling to accommodate peak seasons and variable occupancy
- Coverage for all shifts (front desk, breakfast service, housekeeping)

3. Property Maintenance:

Regular Maintenance Schedule:

- Routine inspections of rooms, common areas, and exterior
- Appliance maintenance and servicing
- Landscaping and groundskeeping

Emergency Procedures:

- Fire safety plan and drills
- Power outage protocols
- Medical emergency response

Repair and Renovation Plan:

- Budget allocation for necessary repairs and upgrades

4. Guest Communication:

Pre-Arrival Contact:

- Confirmation emails and booking details
- Pre-stay communication to address guest needs

On-Site Communication:

- Daily updates on breakfast menus and local events
- Guest feedback via electronic means or in-person.
- Guest directory with property information available in-room and online guest portal.

5. Technology and Operations Systems:

- **Booking Platform Integration:**
 - Online booking system and calendar management
 - Integration with property management software
- **Communication Systems:**
 - Guest messaging platform
 - Internal staff communication via cell phone