1. **Introduction** 
   1. **Client Introduction**
   2. **Team Members Introduction**
2. **Client Discovery**
   1. **Questions: General**
      1. Can you tell us a bit more about your business?
      2. Can you expand on some of the current business issues and problems that you ideally want resolved by us?
      3. What are the most time-consuming tasks that your support team currently handles?
      4. What is your current process for managing bookings?
      5. What is your process for handling maintenance requests from tenants?
      6. What are the processes and current workloads of the support team for your company?
      7. How do you manage customer enquiries? How do you currently manage communication with tenants and property owners?
      8. What types of properties do you manage (e.g. apartments, single-family homes, vacation rentals)?
      9. How many properties do you currently manage?
      10. What is the average number of tenants you have per property?
   2. **Admin Side**
      1. Do you have any specific requirements for the IT admin system, such as the ability to integrate with existing software or hardware?
      2. How do you currently track rental payments and expenses?
      3. What are your biggest challenges when it comes to managing properties and tenants?
      4. Are there any specific features or functions that you would like to see in the IT admin system?

3.0 Date for Next Meeting

I want to reduce workload of the support team.