

Rio Blackwood Hospitality Operations

Remote guest support and operating coordination for short-term, furnished, mid-term and vacation-rental owners.

Focus: clear responsibilities, reliable handoffs, documented decisions and practical owner visibility.

Core support

Guest communication: approved messages, arrival and departure support, issue acknowledgment and owner escalation.

Turnover coordination: cleaner scheduling, backup coverage, completion checks, photos and supply follow-up.

Vendor coordination: repair follow-up, authorized dispatch and resolution documentation.

Owner reporting: open issues, completed work, decisions needed and recurring operating risks.

Who we support

Busy professionals and second-home owners.

Out-of-state owners who maintain reliable local vendor coverage.

New hosts establishing their operating procedures.

Owners of multiple properties seeking consistent documentation and coordination.

Small operators discussing administrative or overflow support.

Built around a defined operating process

Listing audit → Introductory call → Written scope → Owner intake and authority limits → Launch-readiness review → Ongoing support.

Founder Mario Lawrence brings mission-critical construction coordination experience: documentation, vendor accountability, scheduling, issue escalation and quality-control habits. Hospitality outcomes are reported only when documented; no occupancy, revenue or rating results are implied.

START WITH A LISTING OPERATIONS AUDIT

hospitality.rioblackwood.com

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Book a 15-minute Saturday introduction | 10 AM–2 PM Eastern

Services and coverage are subject to a written agreement, owner authorization, platform rules and applicable licensing requirements. Emergency response requires appropriate local services. This statement is not a service contract.