



Can a person who doesn't exist run a coworking space?

Ben Kolp, Co-Founder & CEO at TLR Coworking (Málaga, España)



Valeria Manso



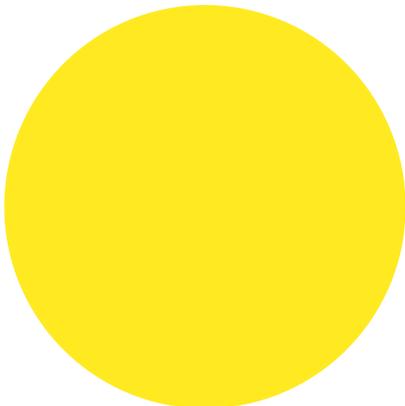
Scott Smits



Kelly O'Brien



Carlos R. Santaella



Ken Bensley



Ben Kolp



Valeria Manso



Scott Smits



Kelly O'Brien



Carlos R. Santaella



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Scott Smits



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Carlos R. Santaella



Ken Bensley



Ben Kolp

TLR Onboarding

Name: Marc Davanzo
Date: 01/02/2016

- Assign desk
- Share WiFi name and password
- Scan fingerprint: 28
- Add customer to people sheet
- Register fingerprint user ID
- Sign agreement
- Scan agreement in Google Drive
- Store agreement in Welcome Package
- Update Welcome Package
- Upload Welcome and hang it up
- Print profile and hang it up
- Add to WhatsApp
- Welcome in WhatsApp "TLR Meeting Room"
- Add to Google Calendar "TLR Parking"
- Add to Google Calendar "TLR Meeting Room"
- Add e-mail address on Wave
- Create customer in Wave
- Create first invoice
 - with credit card
- Create recurring invoice
 - with credit card
- Adapt Welcome E-Mail
- Attach agreement to Welcome E-Mail
- Add Welcome E-Mail payment papers



stripe



SignNow





zapier





SALIDA

NO FUMAR
Prohibido el uso de
cigarrillos y dispositivos
electrónicos de fumar.

Wesley



Wesley

Ben



Koen

Wesley

Ben



Carpe diem,
Ken



TLR

Sharing, thriving & laughing together.

Ken Bensley | World's Fastest Community Manager

T: +34 744 657 586

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W: tlr-coworking.com | Facebook | Coworker.com | Instagram



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10 things

Ken helps with

Ken helps with the onboarding

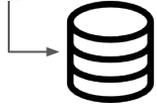


new member joins the family

Ken helps with the onboarding

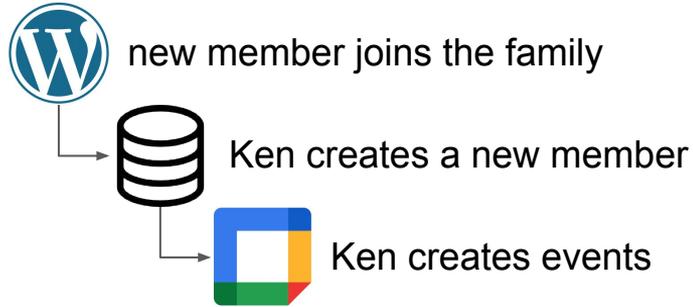


new member joins the family

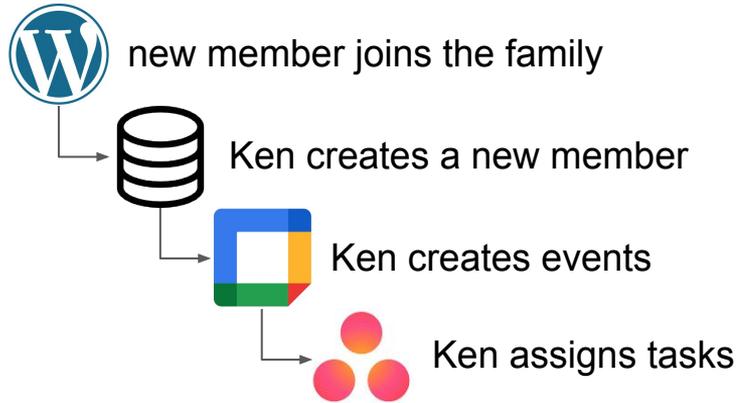


Ken creates a new member

Ken helps with the onboarding



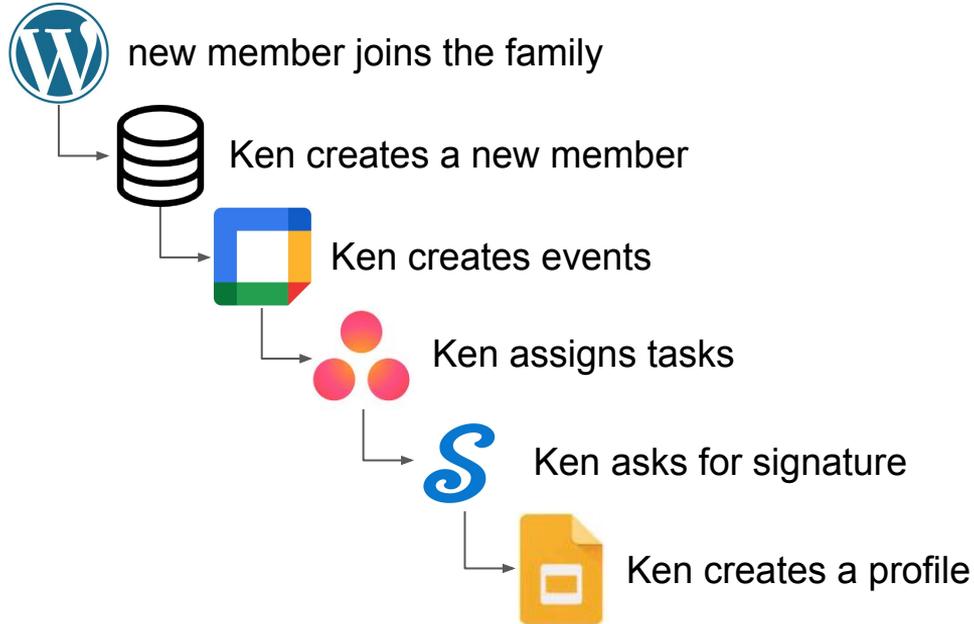
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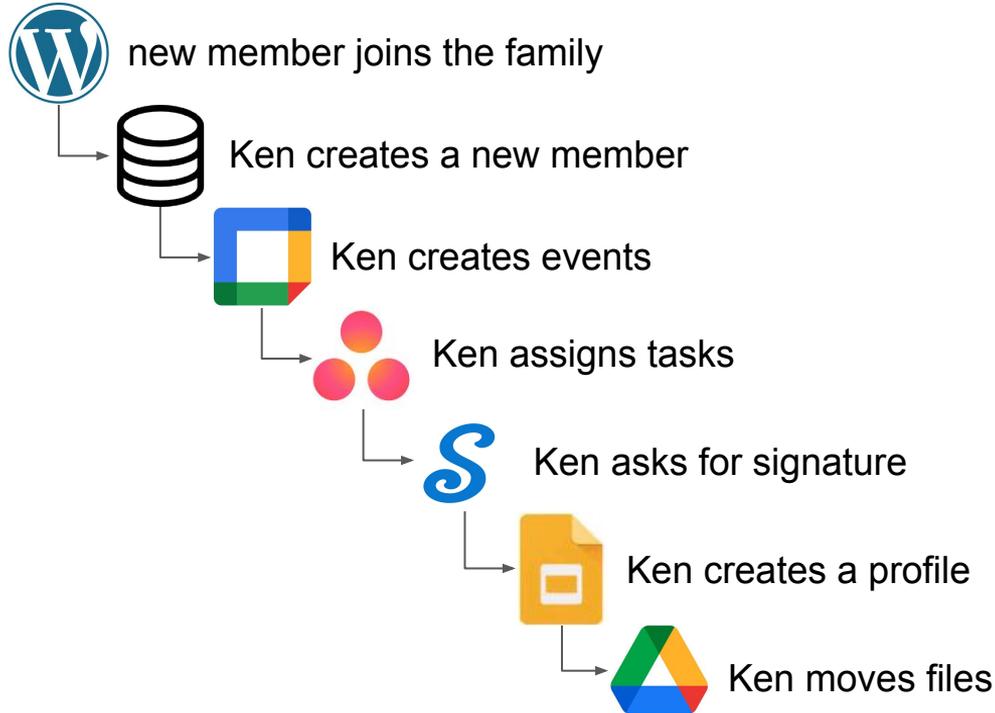
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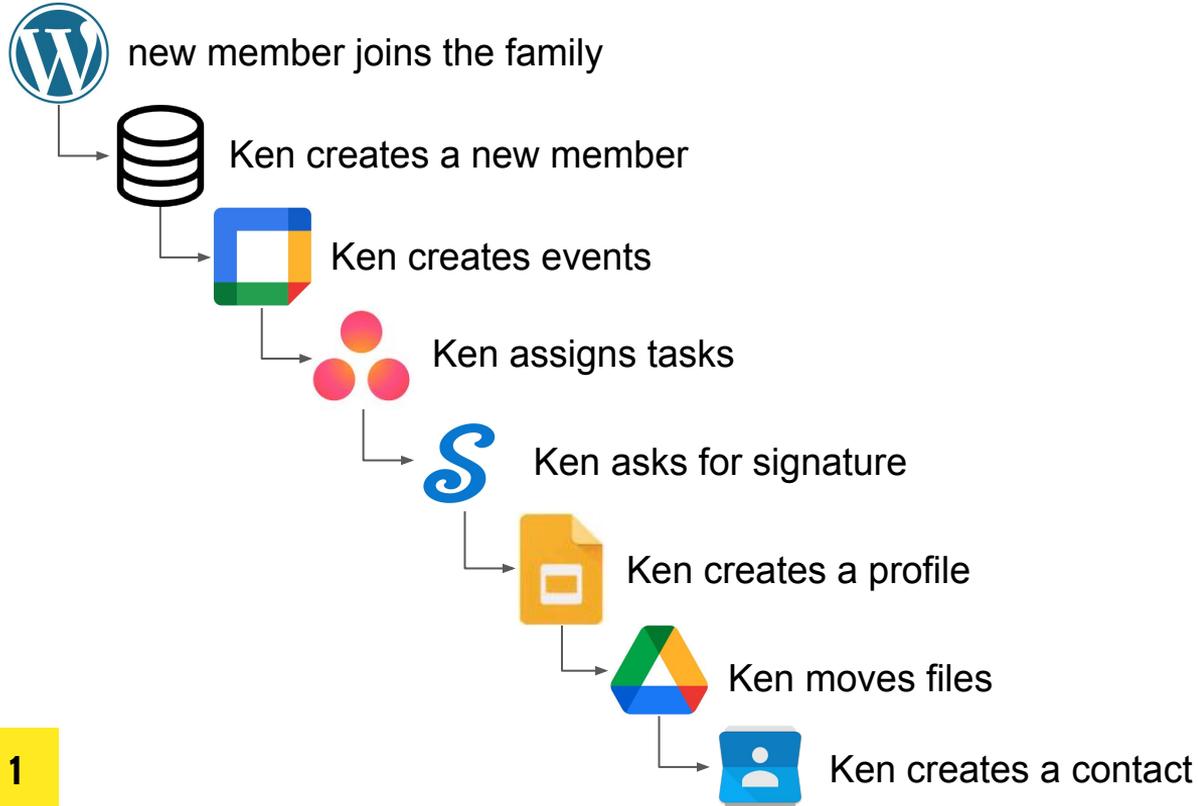
Ken helps with the onboarding



Ken helps with the onboarding



Ken helps with the onboarding



Ken manages our audience



we add a new membership

Ken manages our audience



we add a new membership



Ken filters virtual office memberships

Ken manages our audience



we add a new membership

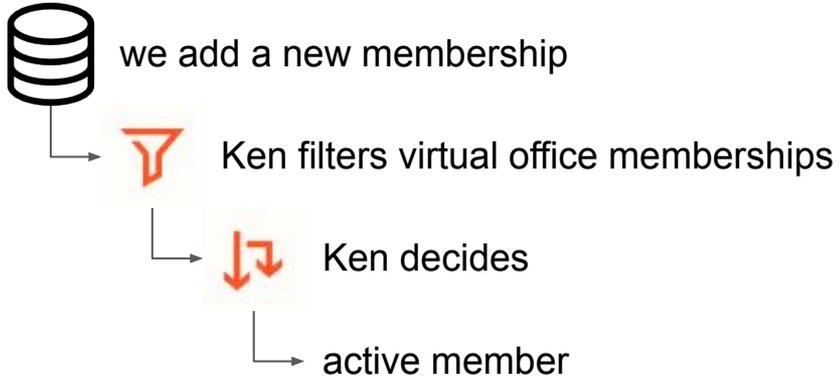


Ken filters virtual office memberships

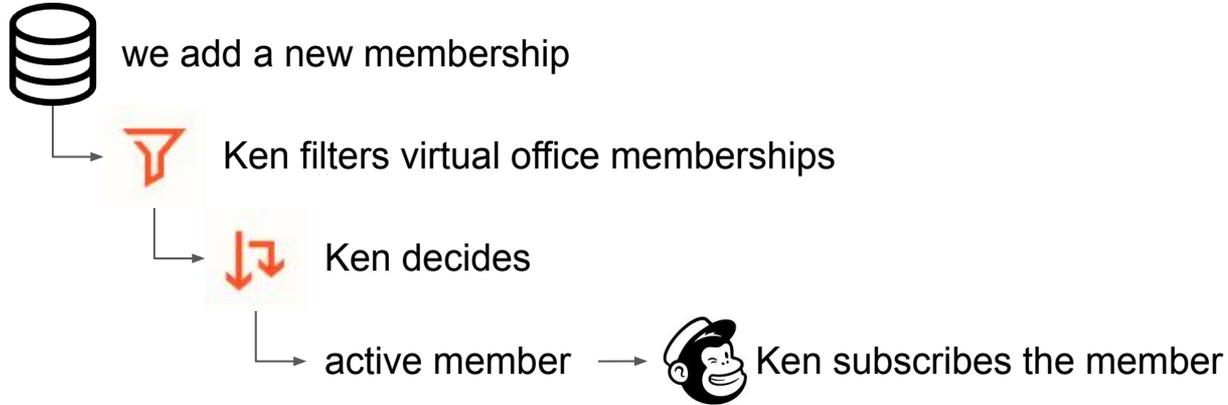


Ken decides

Ken manages our audience



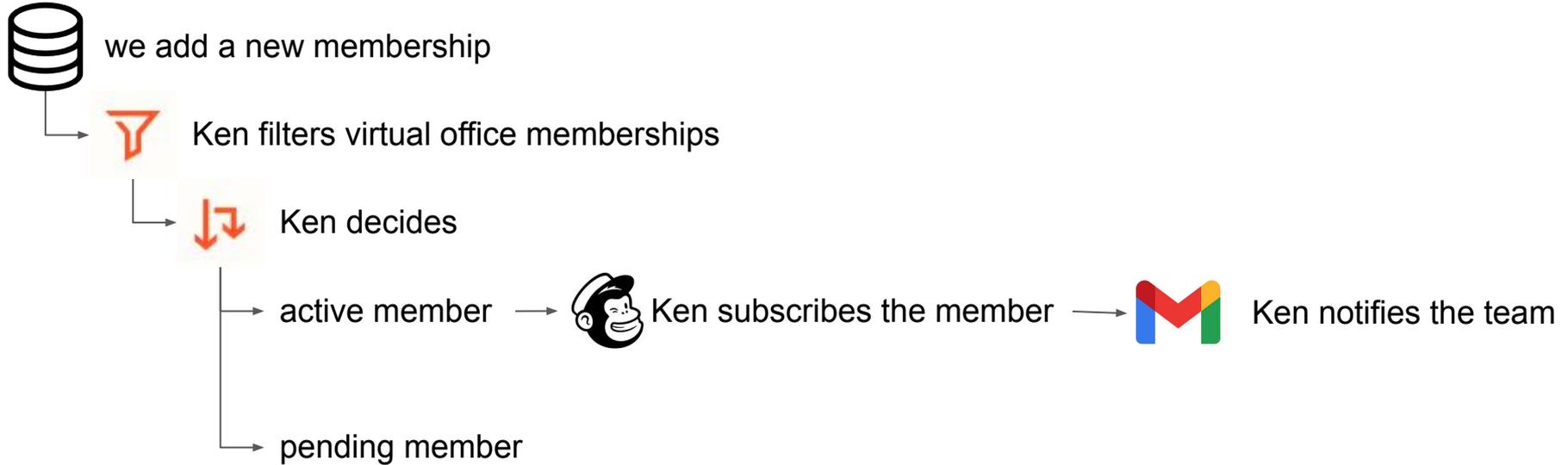
Ken manages our audience



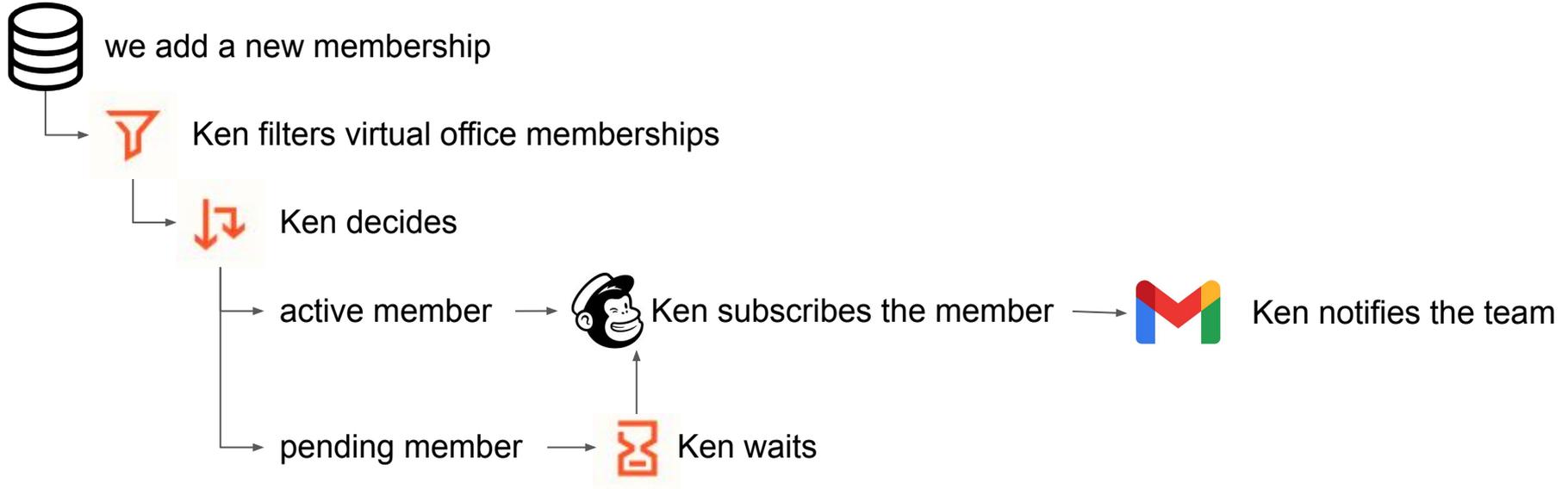
Ken manages our audience



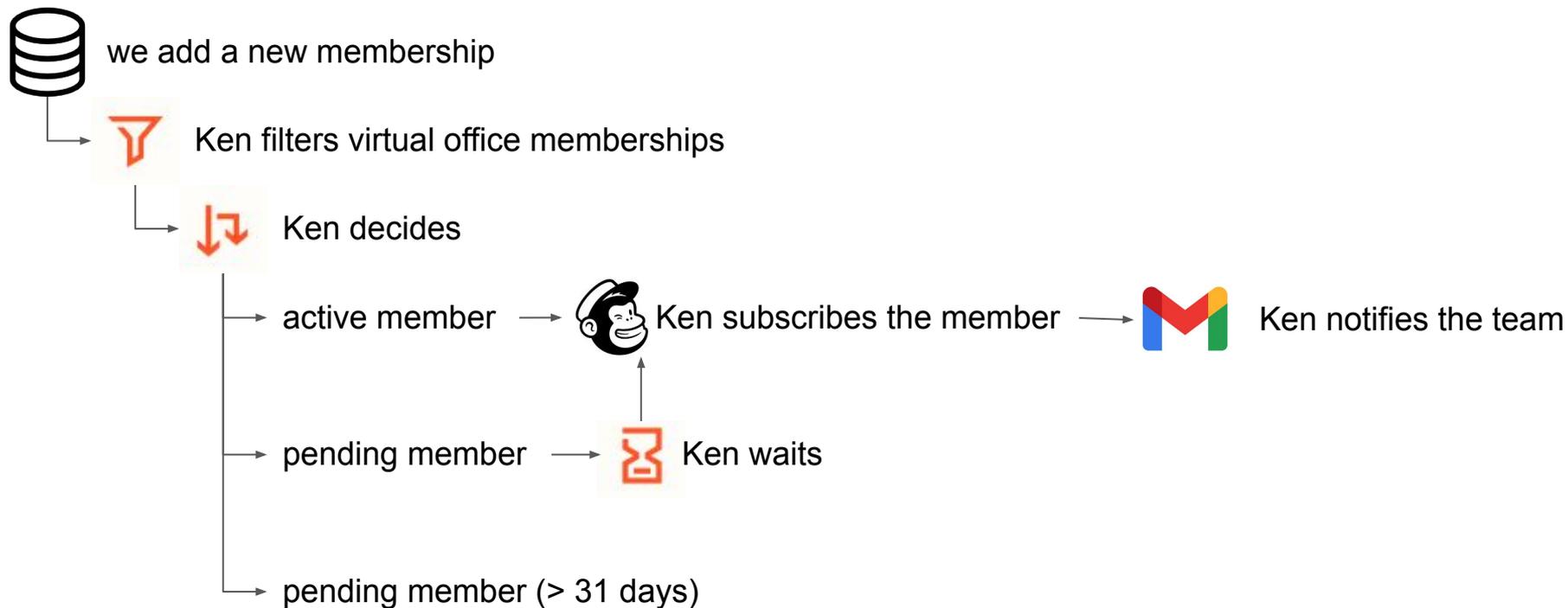
Ken manages our audience



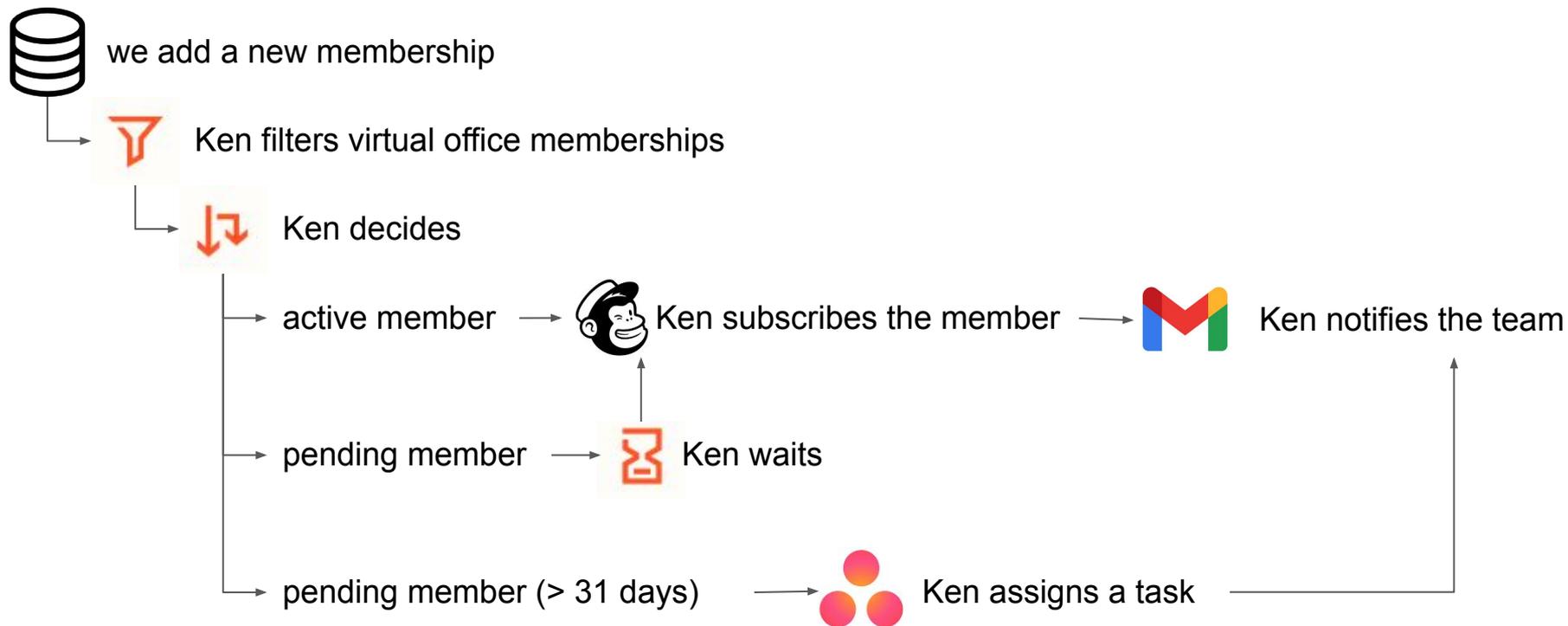
Ken manages our audience



Ken manages our audience



Ken manages our audience



Ken handles contract changes

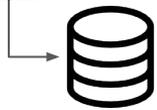


we submit a membership change

Ken handles contract changes

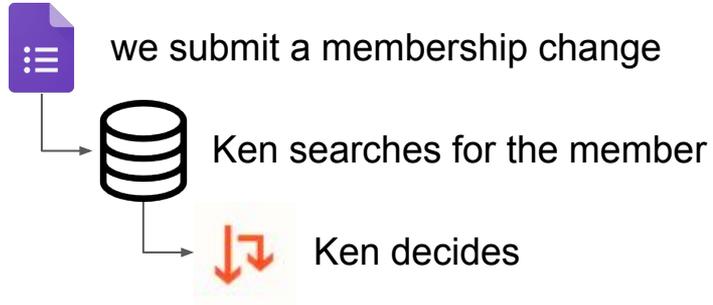


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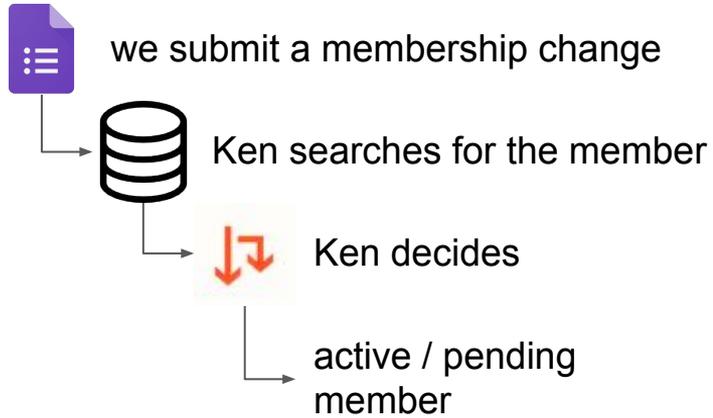


Ken searches for the member

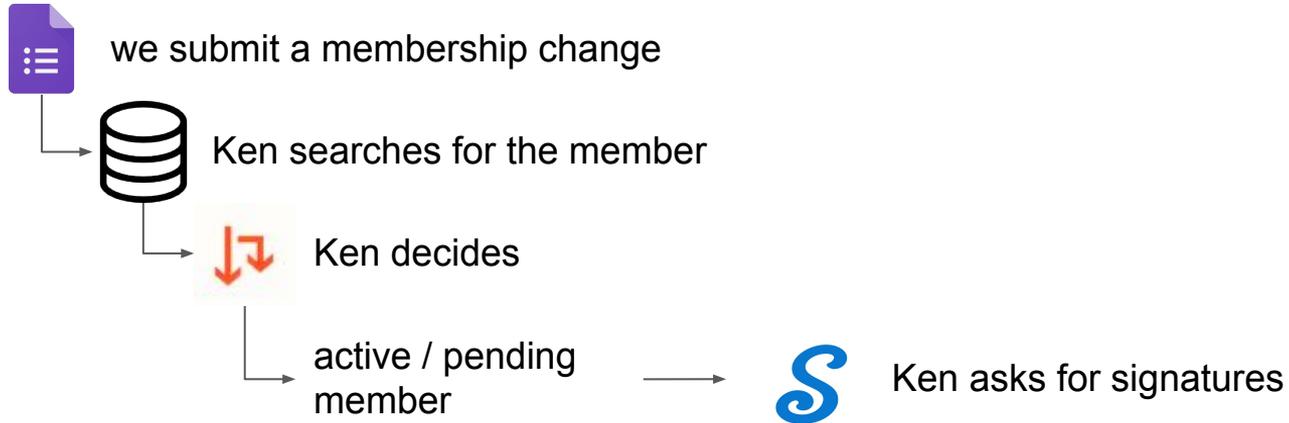
Ken handles contract changes



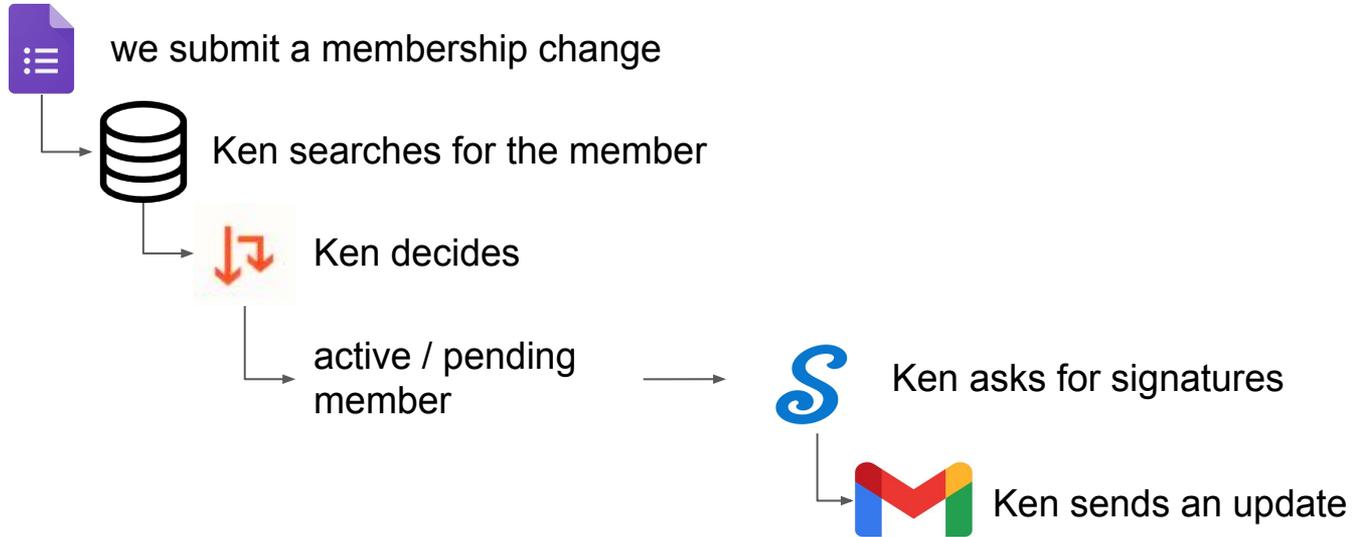
Ken handles contract changes



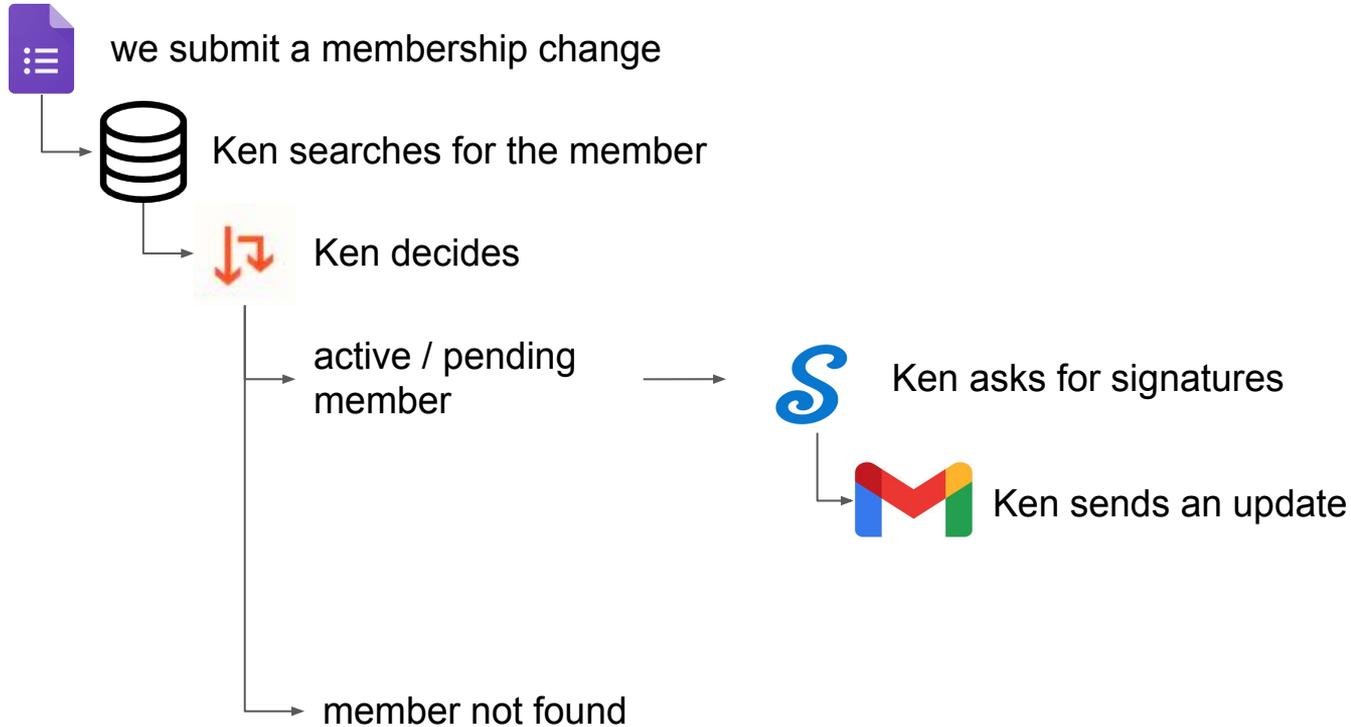
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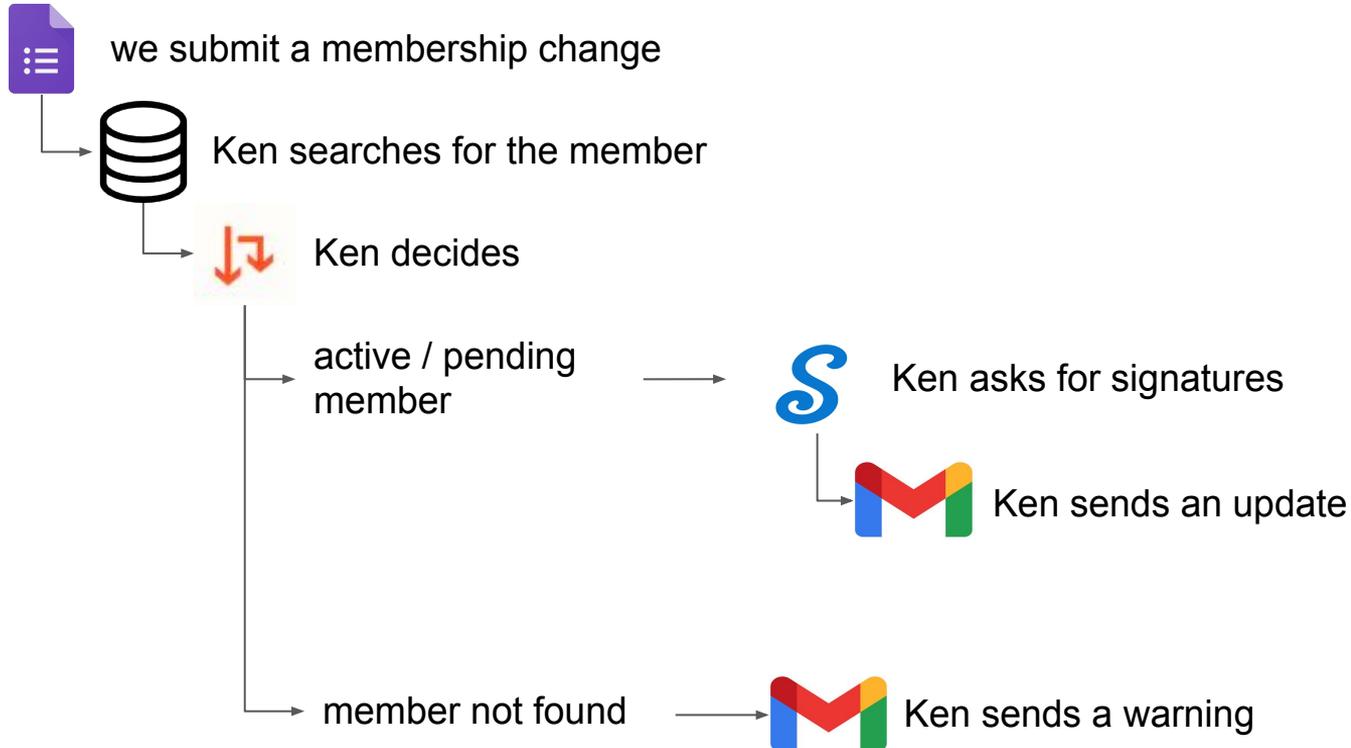
Ken handles contract changes



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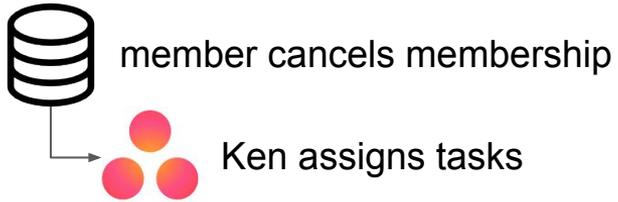


Ken helps with the offboarding

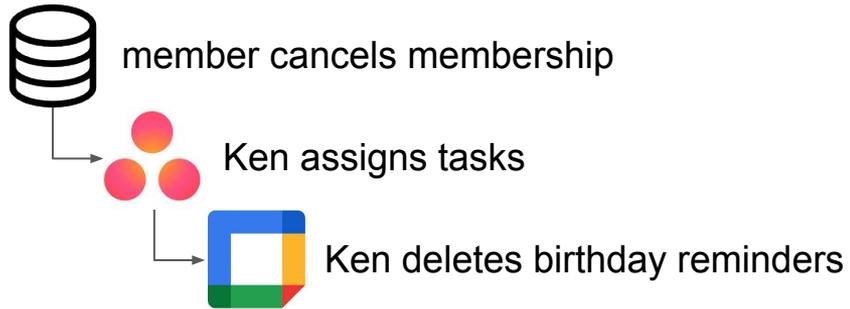


member cancels membership

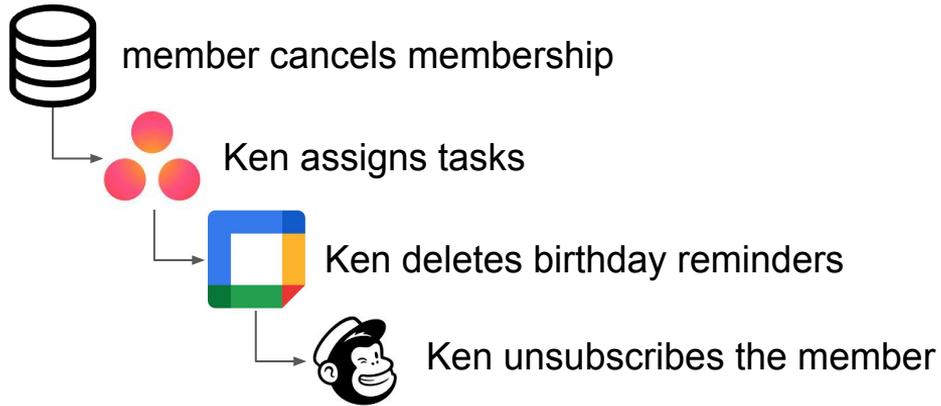
Ken helps with the offboarding



Ken helps with the offboarding



Ken helps with the offboarding

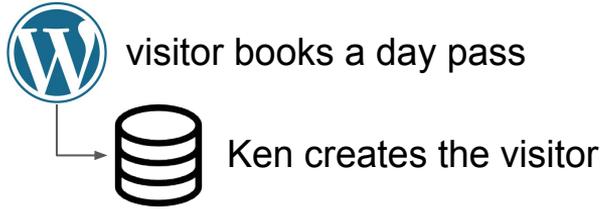


Ken confirms day passes

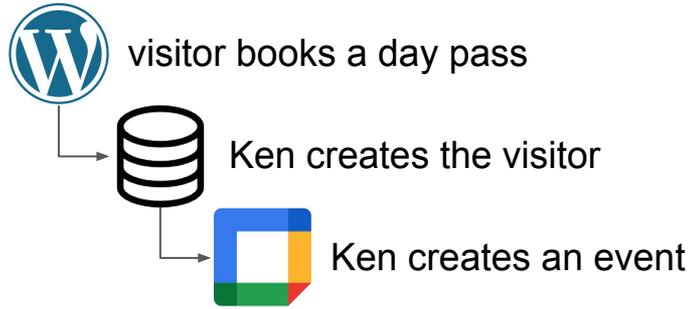


visitor books a day pass

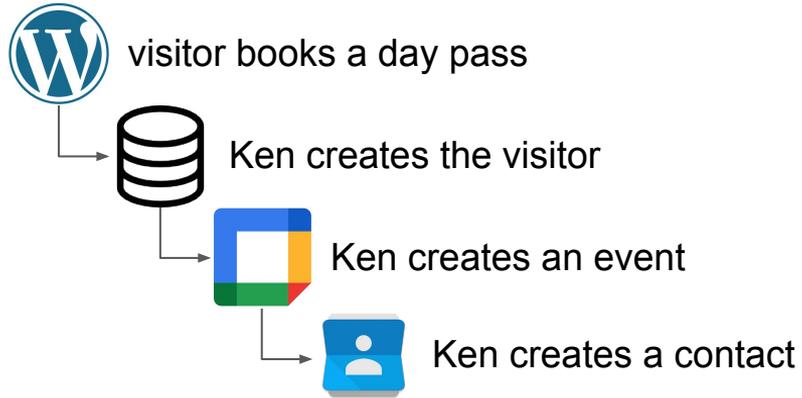
Ken confirms day passes



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Ken confirms day passes

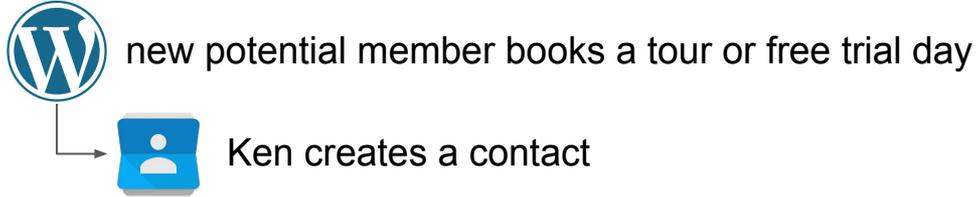


Ken manages opportunities

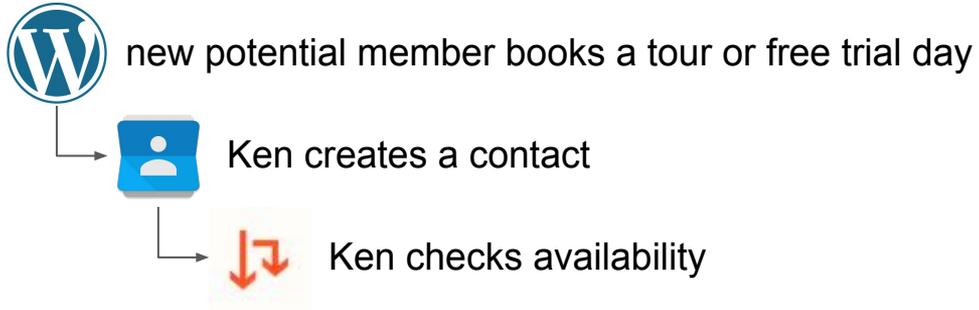


new potential member books a tour or free trial day

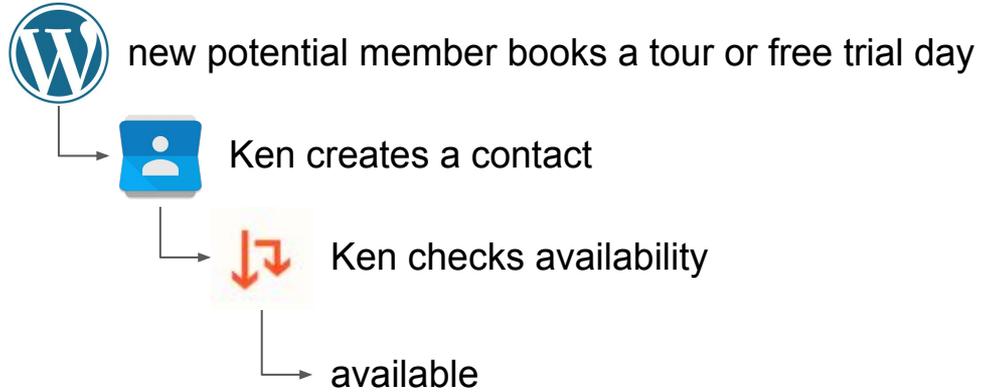
Ken manages opportunities



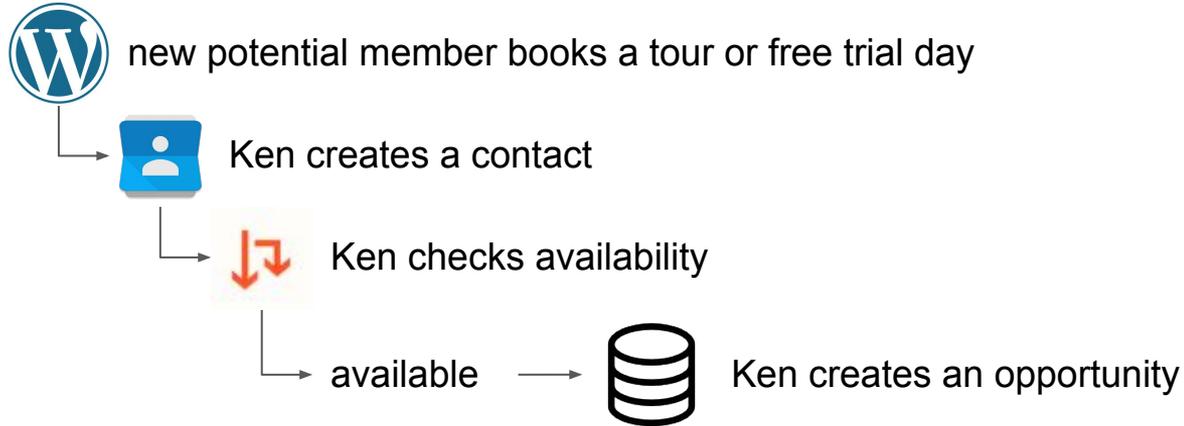
Ken manages opportunities



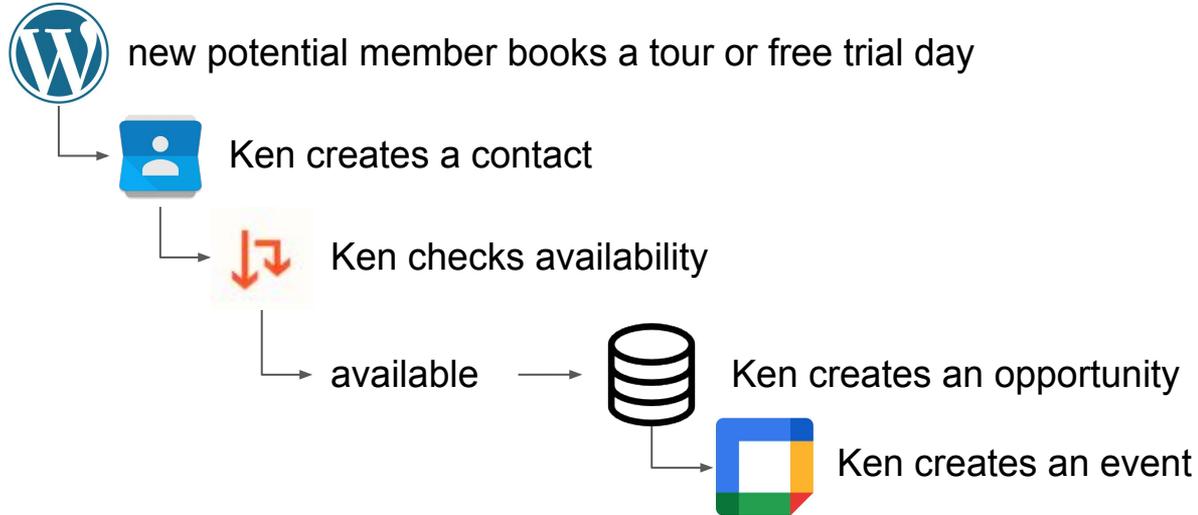
Ken manages opportunities



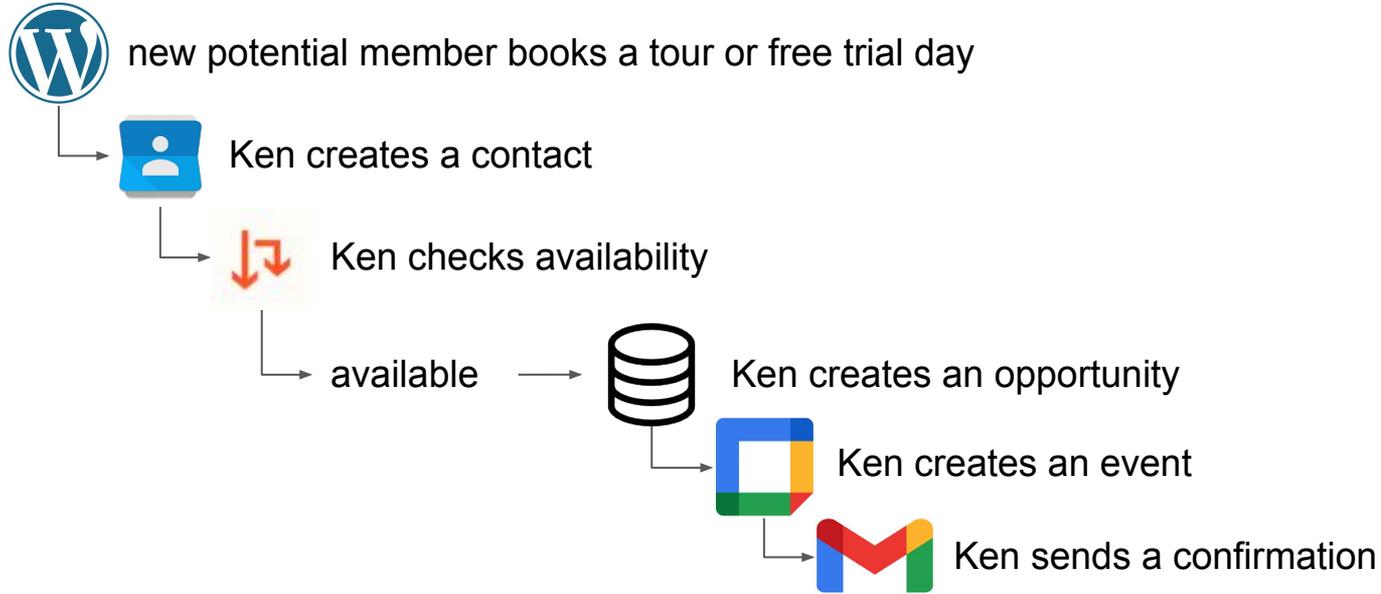
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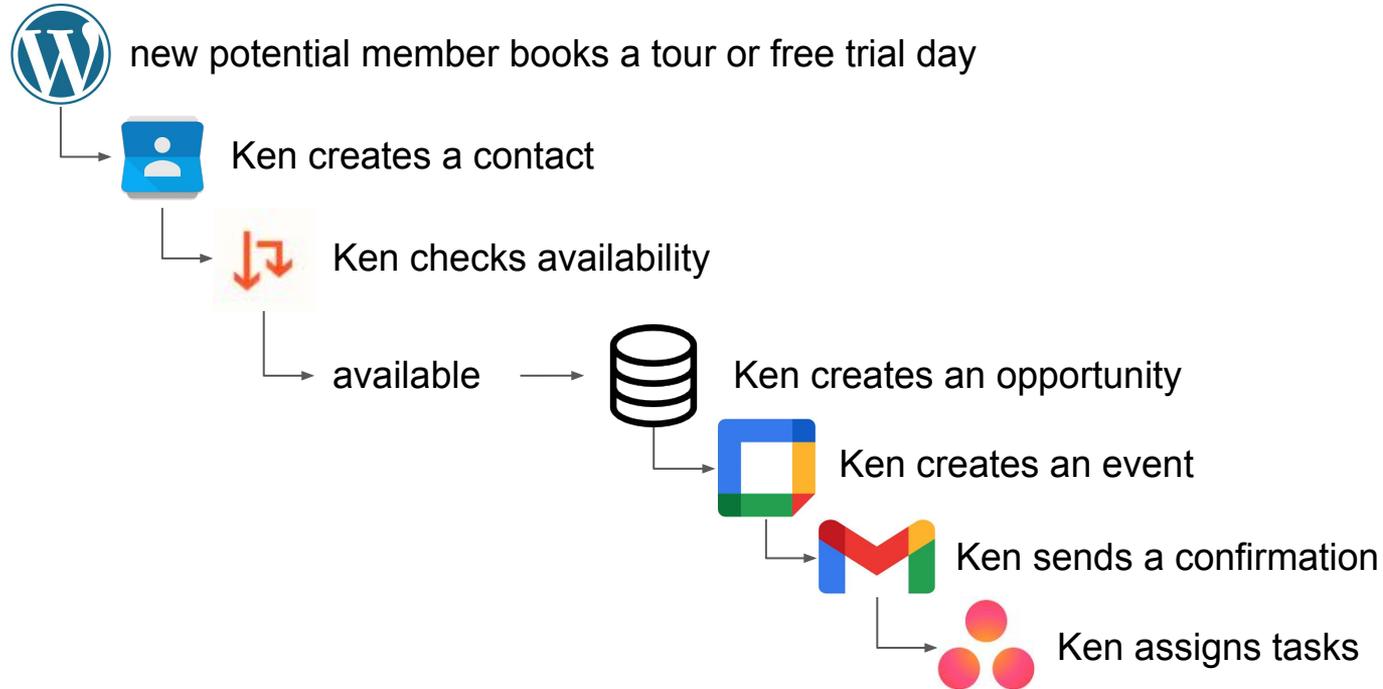
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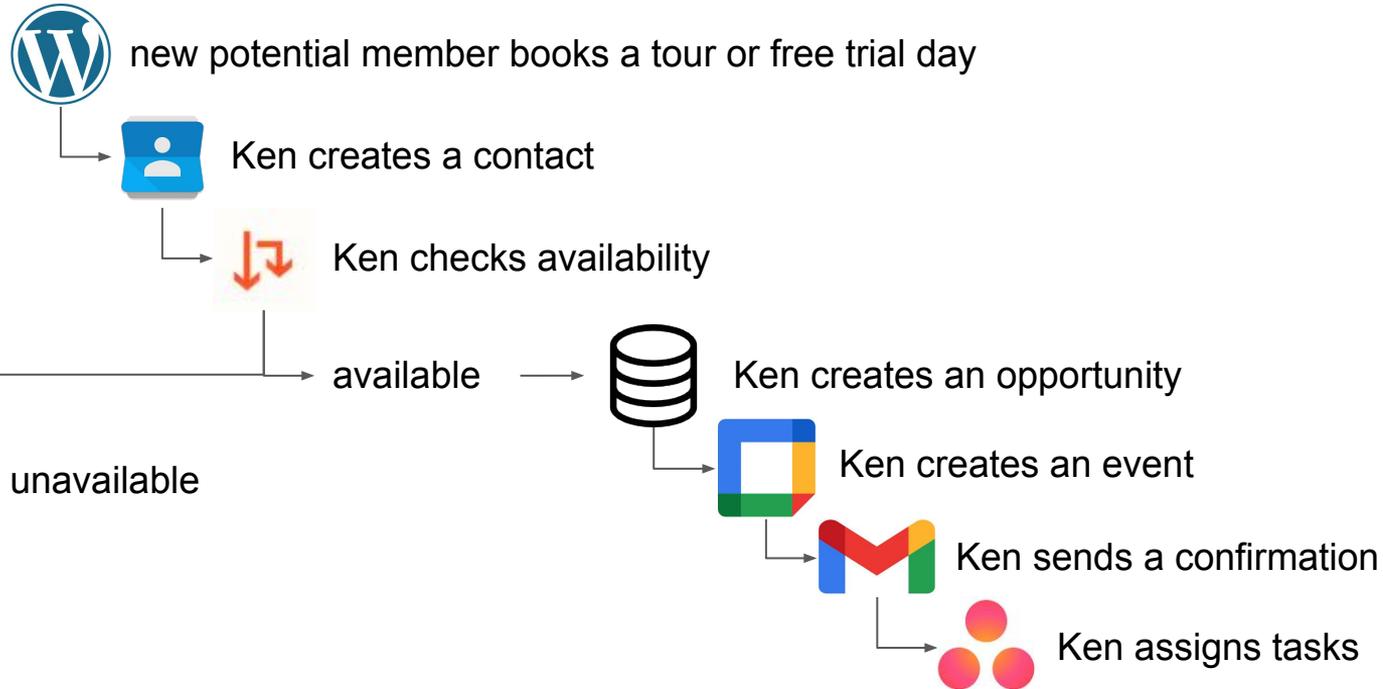
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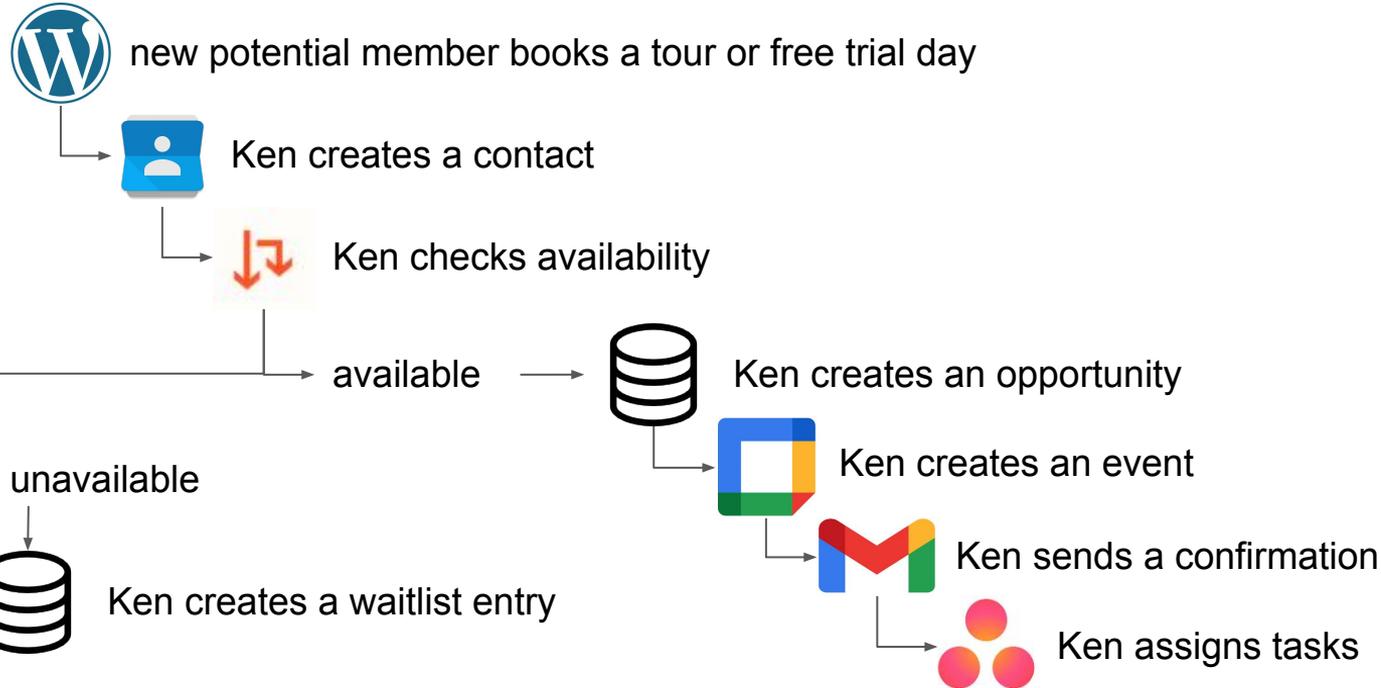
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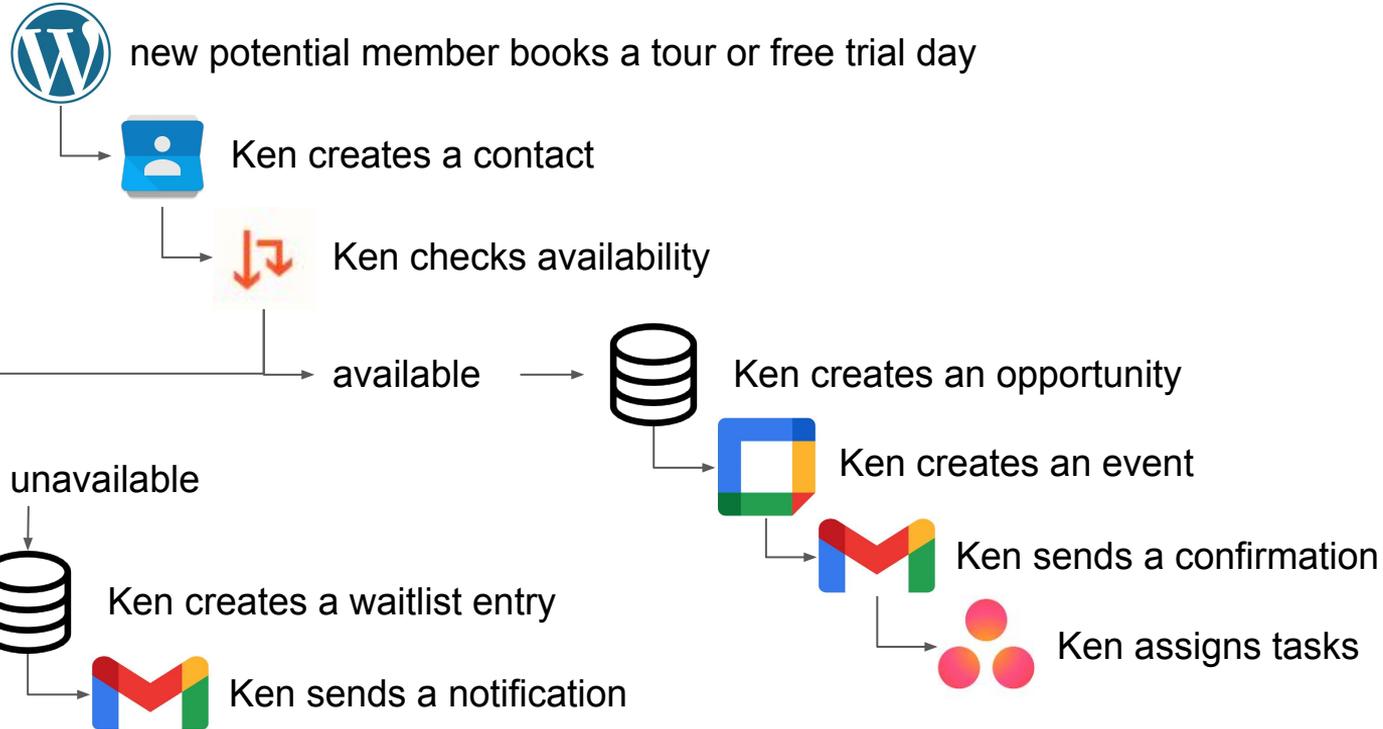
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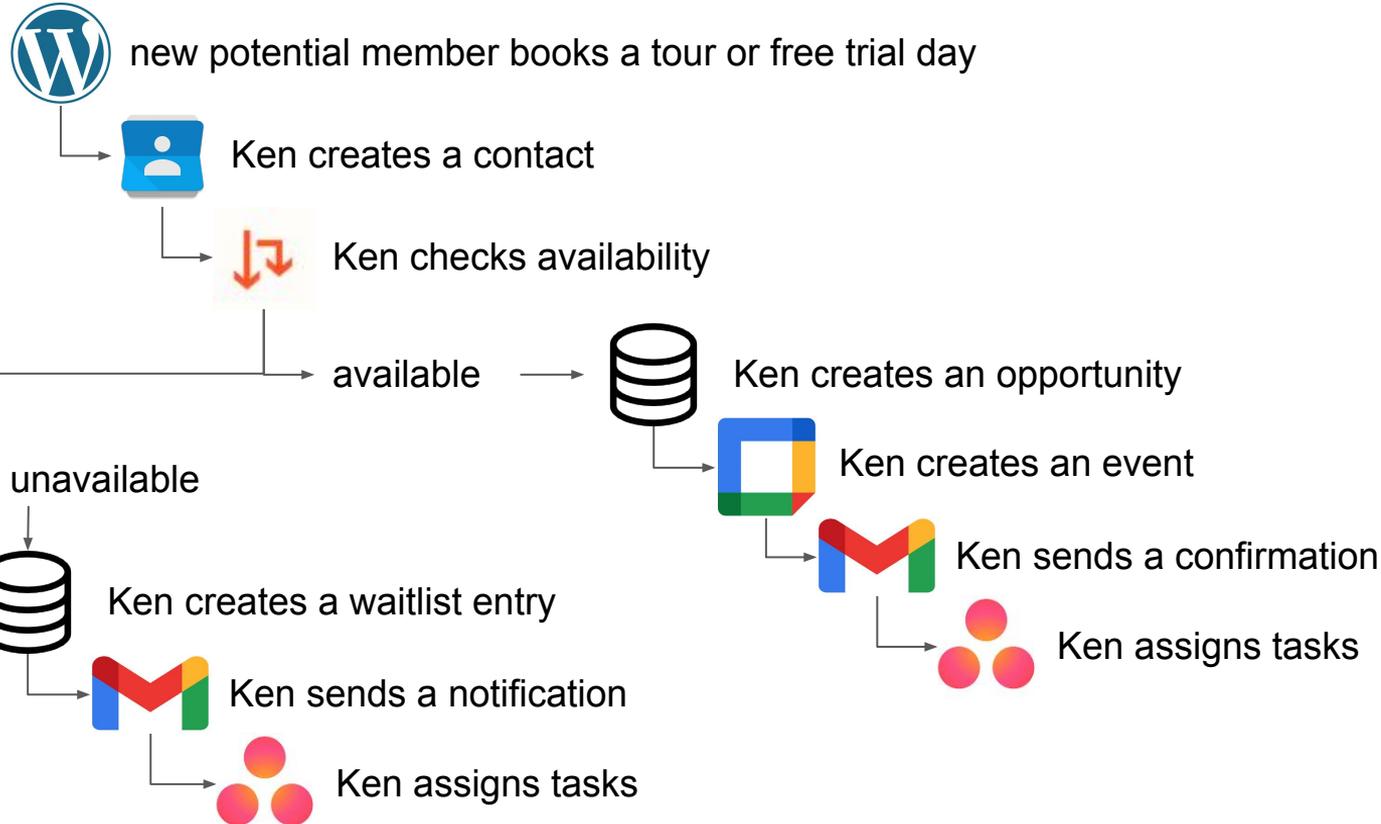
Ken manages opportunities



Ken manages opportunities



Ken manages opportunities



Ken manages opportunities

 we update the availability

 new potential member books a tour or free trial day

 Ken creates a contact

 Ken checks availability

available →  Ken creates an opportunity

 Ken creates an event

 Ken sends a confirmation

 Ken assigns tasks

unavailable

 Ken creates a waitlist entry

 Ken sends a notification

 Ken assigns tasks

Ken shares invoices



we label emails

Ken shares invoices

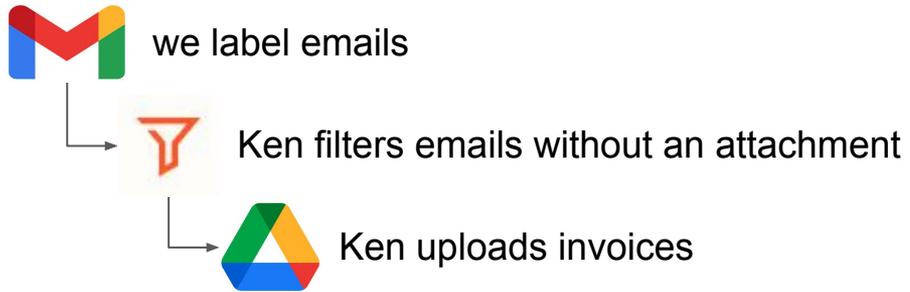


we label emails

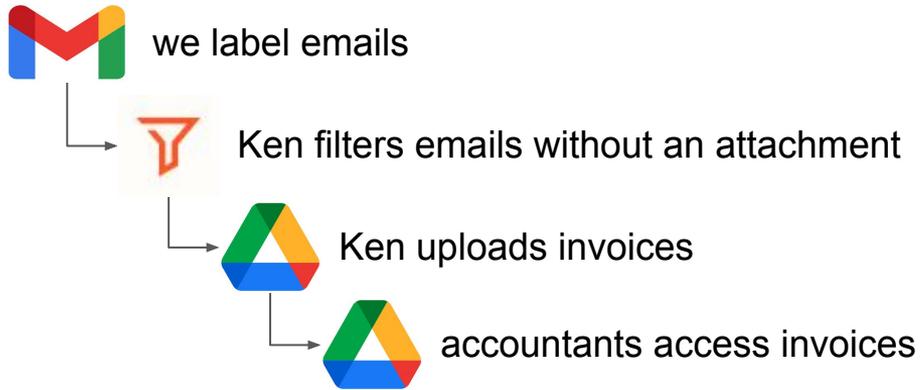


Ken filters emails without an attachment

Ken shares invoices



Ken shares invoices



Ken co-organises events



23rd day of the month

Ken co-organises events



23rd day of the month



Ken asks for confirmation

Ken co-organises events



23rd day of the month



Ken asks for confirmation



we confirm the date

Ken co-organises events

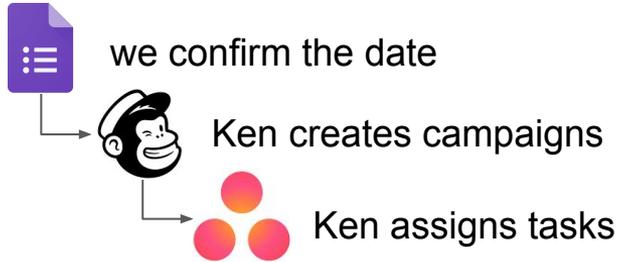
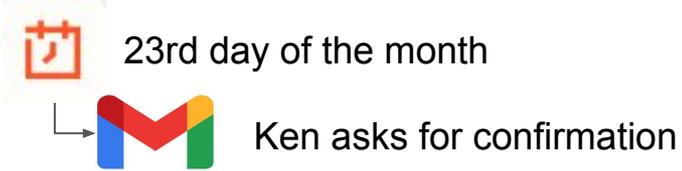
 23rd day of the month

 Ken asks for confirmation

 we confirm the date

 Ken creates campaigns

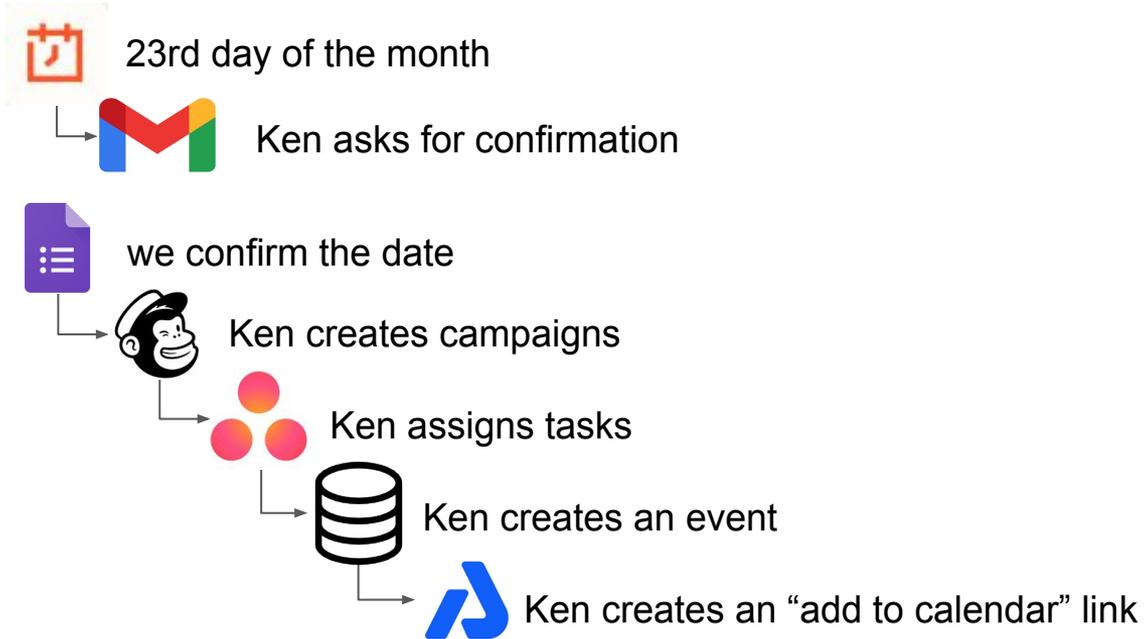
Ken co-organises events



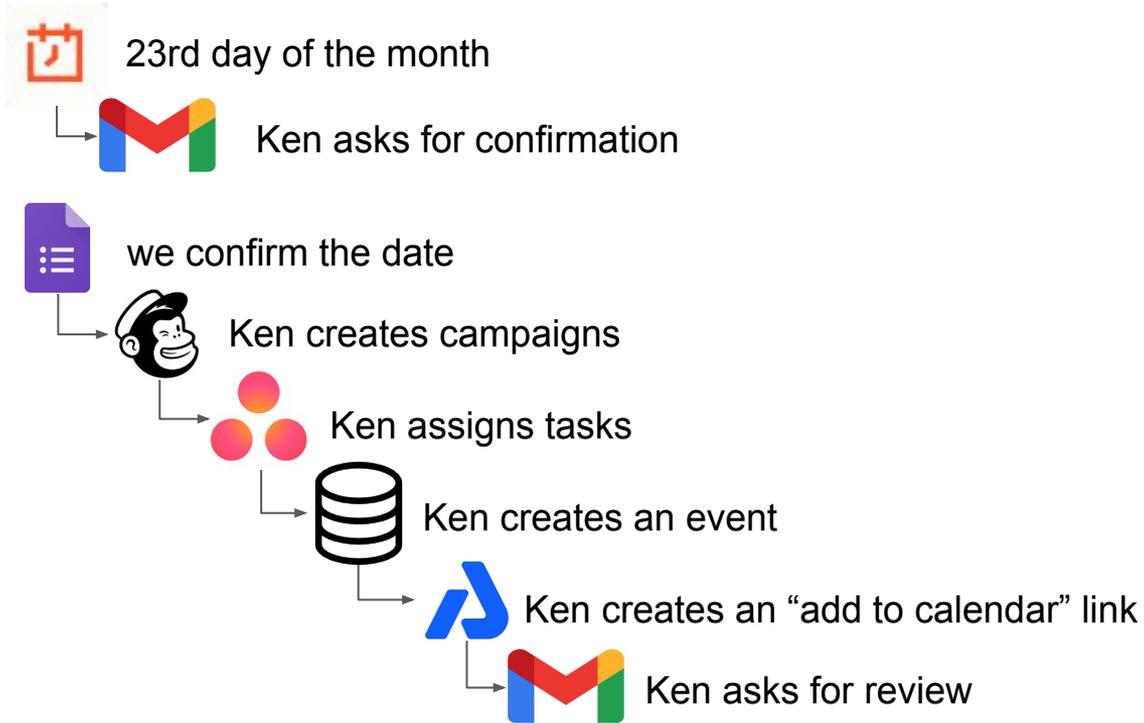
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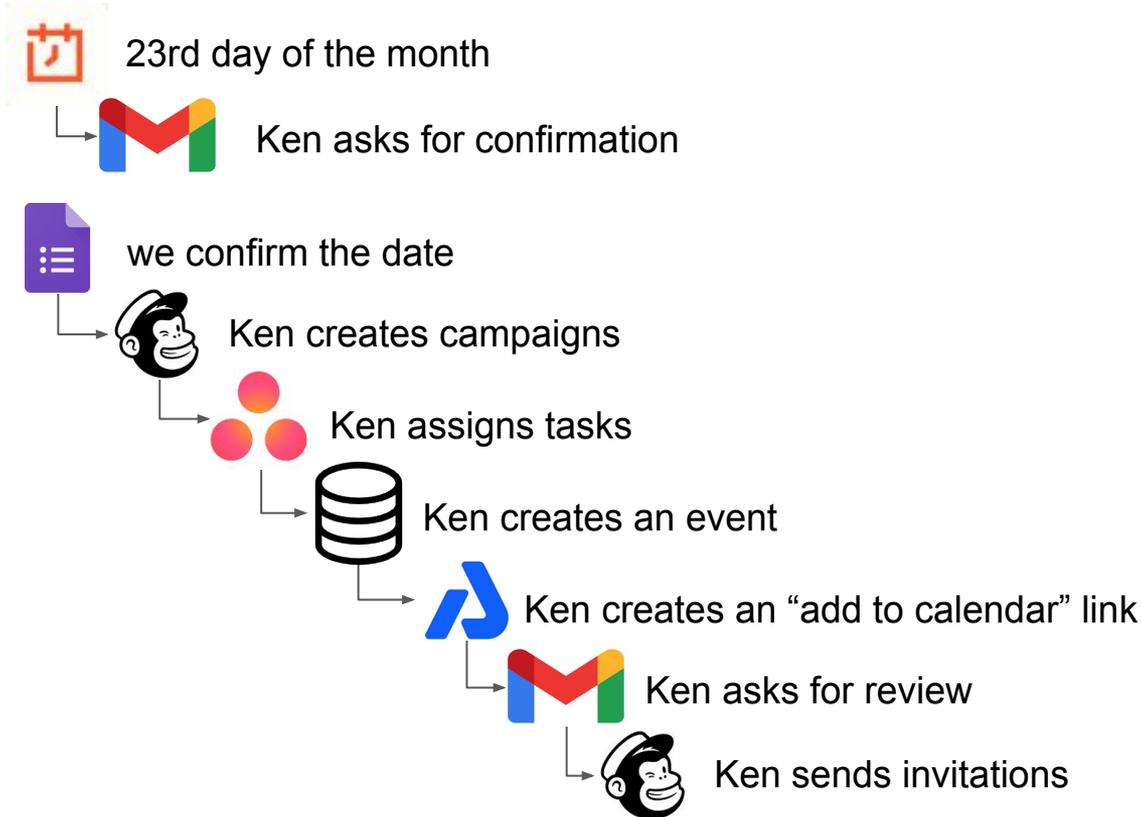
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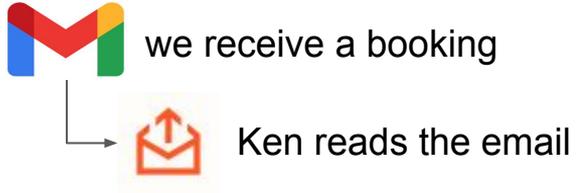
Ken co-organises events



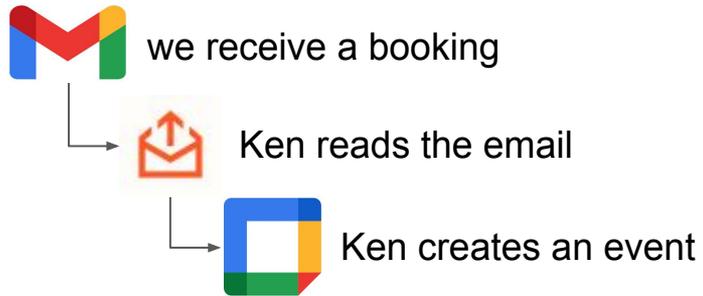
Ken notifies of broker bookings



Ken notifies of broker bookings



Ken notifies of broker bookings



Ken assigns tasks flexibly

- steps leading up to a task assignment

Ken assigns tasks flexibly

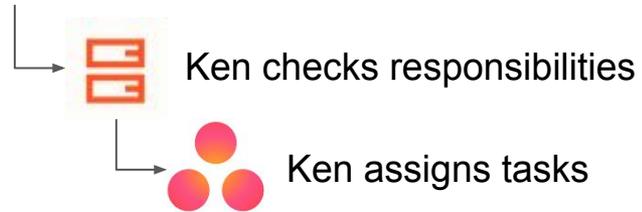
... steps leading up to a task assignment



Ken checks responsibilities

Ken assigns tasks flexibly

... steps leading up to a task assignment



Ken assigns tasks flexibly

... steps leading up to a task assignment



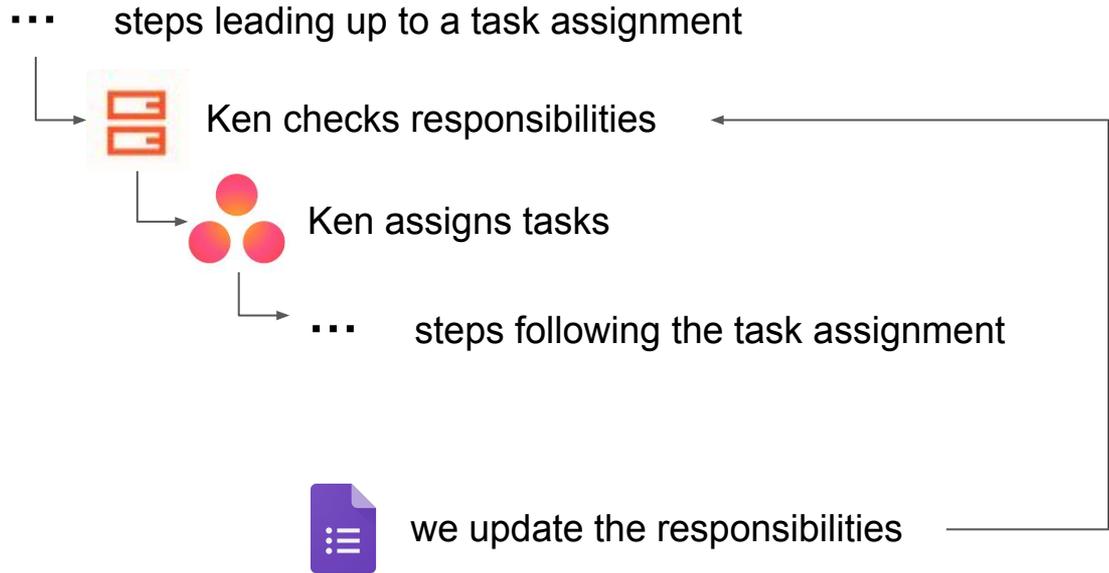
Ken checks responsibilities



Ken assigns tasks

... steps following the task assignment

Ken assigns tasks flexibly



10 things Ken helps with

communication

onboarding

contracts

offboarding

day passes

opportunities

invoices

events

brokers

assignments

Apart from that, Ken Bensley ...

**... never
sleeps.**

Apart from that, Ken Bensley ...

**... never
sleeps.**

**... doesn't
get sick.**

Apart from that, Ken Bensley ...

**... never
sleeps.**

**... doesn't
get sick.**

**... earns
€2000 per
year.**

Apart from that, Ken Bensley ...

**... never
sleeps.**

**... doesn't
get sick.**

**... earns
€2000 per
year.**

**... 's dad
is no
developer.**



Valeria Manso



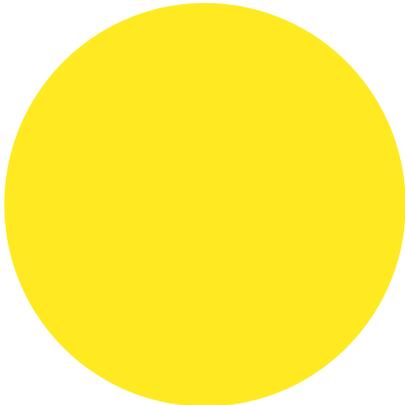
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Ken Bensley



Ben Kolp



Valeria Manso



Scott Smits



Kelly O'Brien



Carlos R. Santaella



Ken Bensley



Ben Kolp



**In summary: A person who doesn't exist
cannot run a coworking space,
but that person can help ... a lot!**