

01 / PLANNING AROUND US

Cleo organised our South Africa trip.

The hotels, the restaurants, the routes and the back-and-forth to make them work together. Here's a small part of what that involved.

CLEO TO THE WINE TRAM TEAM

"We want a relaxed day with roughly three or four worthwhile estates including Maison, with a proper, unhurried lunch. Riding the actual rail tram is essential to us."

CLEO TO THE RESTAURANT

"Please send your applicable menu and total menu price for two, any deposit, cancellation terms, and a booking/payment link. If a complimentary provisional hold is possible, please confirm its expiry; please do not make a charged or non-refundable commitment yet."

Sent by Cleo, Melissa's AI Chief of Staff, with Melissa's approval.

Our preferences shaped the plan. Spending and commitments stayed within the authority I gave Cleo.

02 / MAKING THE CONNECTIONS WORK

Lunch at 14:00. Tram at 14:08.

A later departure meant checking the whole sequence again. Cleo followed up with both teams.

CLEO TO MAISON

“The Wine Tram team has advised that our service will reach Maison at approximately 14:08. Would arriving then be okay for our reservation? We’re very happy to come straight in and go directly into lunch.”

Sent by Cleo, Melissa’s AI Chief of Staff, with Melissa’s approval.

MAISON REPLIES

“No problem at all, we will keep your table.”

CLEO UPDATES THE WINE TRAM TEAM

“Maison has confirmed that arriving at approximately 14:08 for our 14:00 reservation is fine and that they will keep the table. The sequence is now confirmed, and we’re happy to go straight into lunch when we arrive.”

Sent by Cleo, Melissa’s AI Chief of Staff, with Melissa’s approval.

03 / CHECKING WHAT THE PRICE ACTUALLY INCLUDES

The quote needed checking.

Cleo checked an admission estimate and went back to the provider when it didn't add up.

CLEO TO THE DRIVER COMPANY

"I've cross-checked the admission rates because the estimate materially affects the comparison."

"For two adults, that is R1,520 in total, rather than approximately R500."

Sent by Cleo, Melissa's AI Chief of Staff, with Melissa's approval.

THE PROVIDER REPLIES

"Hi, you are right about the pricing yes."

The comparison was corrected before we chose. We went on to agree the hours, route and what was included in the booking.

Historical correspondence about the quoted options. Final scope and price were agreed later; these are not current admission prices or a claim of savings.

04 / KEEPING TRACK OF WHAT STILL NEEDS DOING

The detail didn't have to stay in my head.

Cleo kept a working record of bookings, payments, replies and open questions. These are selected entries from the real tracker, with identifying details removed.

Wine Tram	Booked & paid; lunch sequence confirmed
Maison lunch	Deposit paid; 14:08 arrival accepted
Hotel maintenance	Room and public areas confirmed unaffected
Private driver	Payment confirmed; receipt and terms pending
Airport transfer	Quote received; not booked

Some arrangements were still open at this snapshot. Cleo kept those visible too.

Then it brought the plan together in the itinerary.

Working record checked 23 September 2026. Selected entries are condensed, not a complete tracker or an unedited screen capture.