

Connected Guests

HotelMGR



**CONNECTED
GUESTS**

Connected Guest - HotelMGR



Streamlining services and optimizing staff productivity can impact the overall experience of the Guests during their hotel stay. HotelMGR is a solution specifically designed to manage workflow, maintenance duties and preventative maintenance schedules at a hotel property ensuring all services are functioning and standards maintained meeting and exceeding the guest expectation.

Maids and housekeeping staff can use the bedroom telephone or the HotelMGR app to raise an automated ticket for a specific room defect such as an electrical or plumbing problem. This ticket will then be automatically issued to the most appropriately skilled resource via smart devices. Once the ticket has been accepted and the necessary remedial work completed the ticket can then be closed or referred for further follow-up work.

Escalations can be defined within the application and full management reporting capability comes as standard.

- Workflow Management
- Issue Tracking
- Issue Prioritization
- Issue Entry
- Skills-Based Dispatching
- Work Ticket Dispatch
- Work Ticket Tracking
- Multi-Lingual
- Issue Customization
- Mobile Enabled QoS Bespoke Design

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At a Glance

ISSUE TRACKING

- HotelMGR automates dispatch and track-to-completion of both maintenance and guest-related issues. HotelMGR also provides reporting capabilities that allow hotel staff members to easily see what issues are being resolved. Issues can either be scheduled (preventative) or unscheduled (ad hoc). HotelMGR will also track and dispatch any guest and VIP requests.

SKILLS-BASED DISPATCHING

- Each staff member at a property has different skills and responsibilities. These skill sets can be entered into HotelMGR, and the system will automatically dispatch issues based on these predetermined criteria.

ISSUE PRIORITIZATION

- HotelMGR is designed with default priorities and resolution timeframes, which may be overridden at any time. Prioritization aids hotel staff in resolving multiple open issues in a property-specific manner. This functionality also enables properties to resolve guest service requests before preventative maintenance requests, and ensures guest satisfaction in the most efficient ways possible.

ISSUE CUSTOMIZATION

- HotelMGR is designed with default maintenance and guest service issue categories. These customizable categories allow properties to adapt HotelMGR to their current work flow processes.

ISSUE ENTRY

- HotelMGR employs an intuitive, easy-to-use web-based interface, along with the ability for staff to enter issues through a property's phone keypads or smartphone. This allows issues to immediately be entered into the system's prioritization queue, and in turn be seamlessly resolved in the shortest amount of time possible. Work tickets are created for specific locations/rooms as issues are defined by a property's staff. As soon as an issue has been entered into HotelMGR, the clock begins. This allows tickets to be tracked even before they're accepted and assigned. Each issue is given a configurable timeframe, and if a particular issue doesn't receive a resolution confirmation the issue's status will automatically be escalated.

WORK TICKET DISPATCH

- HotelMGR will dispatch issues either by telephone, e-mail, SMS or Push Notifications. Any issue can be defined as an individual or collective assignment and HotelMGR will track abandoned, unresolved and stalled issues. A flexible set of rules can be defined for customized dispatching and assignment of work tickets.

WORK TICKET TRACKING

- HotelMGR is equipped with webbased viewable queues of all open work tickets. This allows for tracking to completion. Staff notifications include escalation of incomplete tickets. When an issue has been resolved, HotelMGR will alert the front desk and give them the option to connect to the guest who made the request to determine if they are satisfied with the resolution.