

HMobile STAFF DASHBOARD

User Guide



What is it and what is it used for?

The hotel in the palm of your hand.

Being well informed, allows you to make good decisions, avoid surprises and to have everything in the hotel under control. Staff Dashboard receives and integrates the information from the HMobile Staff modules on a simple screen and allows you to know at any time the situation of the different operations in the Hotel. You can access this information from a mobile device, from wherever you are, both inside and outside the Hotel. A connected Hotel is an informed Hotel.

- ✓ Have all the relevant operations information on a single screen..
- ✓ It indicates **urgent** and important **situations** so you can be prepared for them.

1. Login

2. Housekeeping

3. Services

4. Minibar

5. Opportunities

1. Login

2. Housekeeping

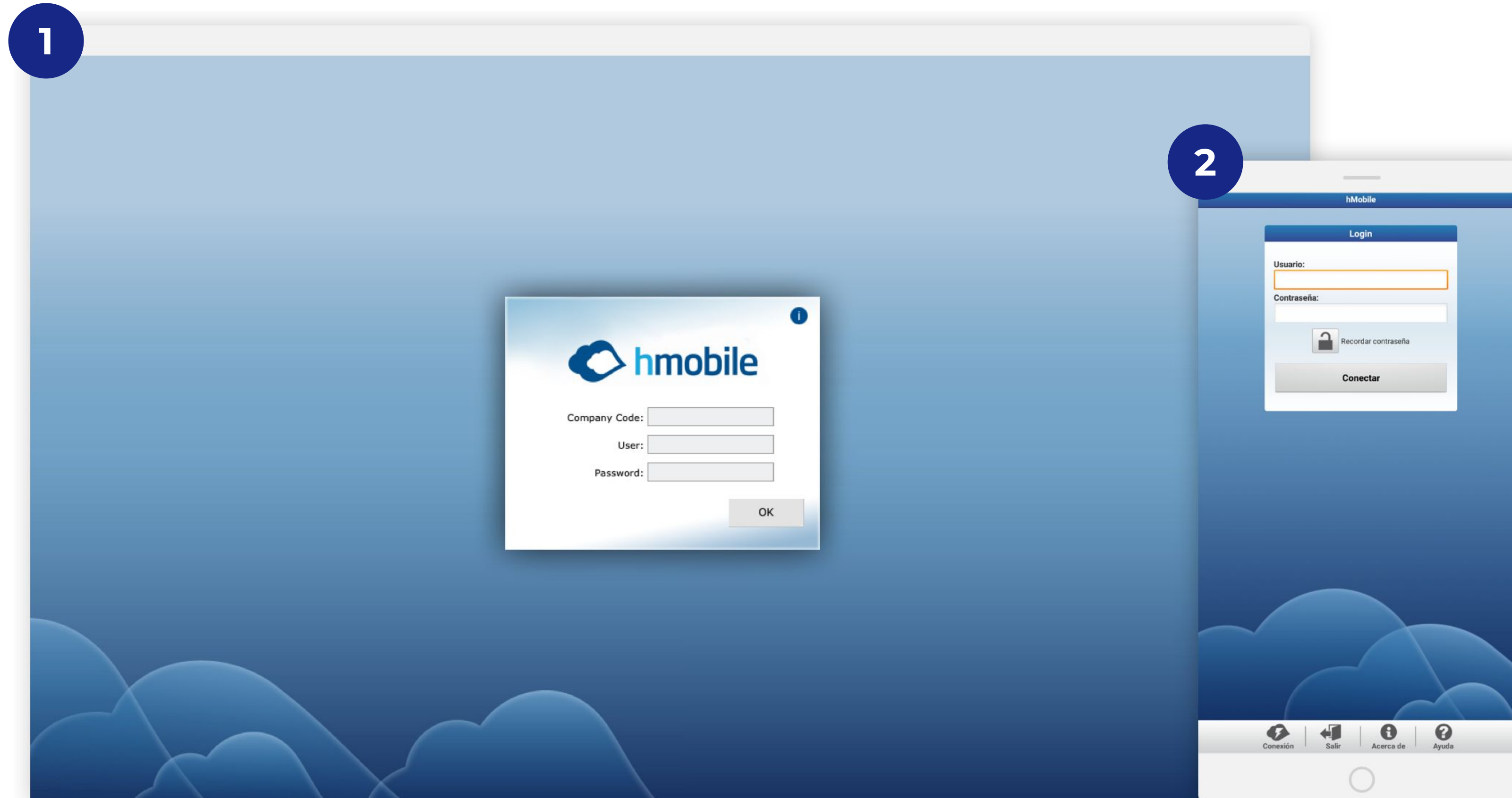
3. Services

4. Minibar

5. Opportunities

1. LOGIN

Access in a **simple way** through the **WEB** application or the **APK**.



1. WEB ACCESS

Access from any browser, from your computer, tablet or mobile phone to the web application easily.

Introduce:
Company Code
Username
Password

2. ACCESS APK

When accessing from the Android app, you have benefits such as notifications.

Introduce:
Company Code
Username
Password

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2. HOUSEKEEPING / ROOM STATUS

Check the **cleaning progress** and easily see which rooms are **available** for arriving guests.

1. HOUSEKEEPING / ROOM STATUS

You can easily see the room cleaning progress both from a PC or from a mobile device.

Click on any of the boxes and access the list of rooms that filter has applied.

1.1. Programmed Arrivals

Number of programmed arrivals for that day which haven't been checked in yet.

1.2. Clean

Number of clean and available rooms.

1.3. Urgent

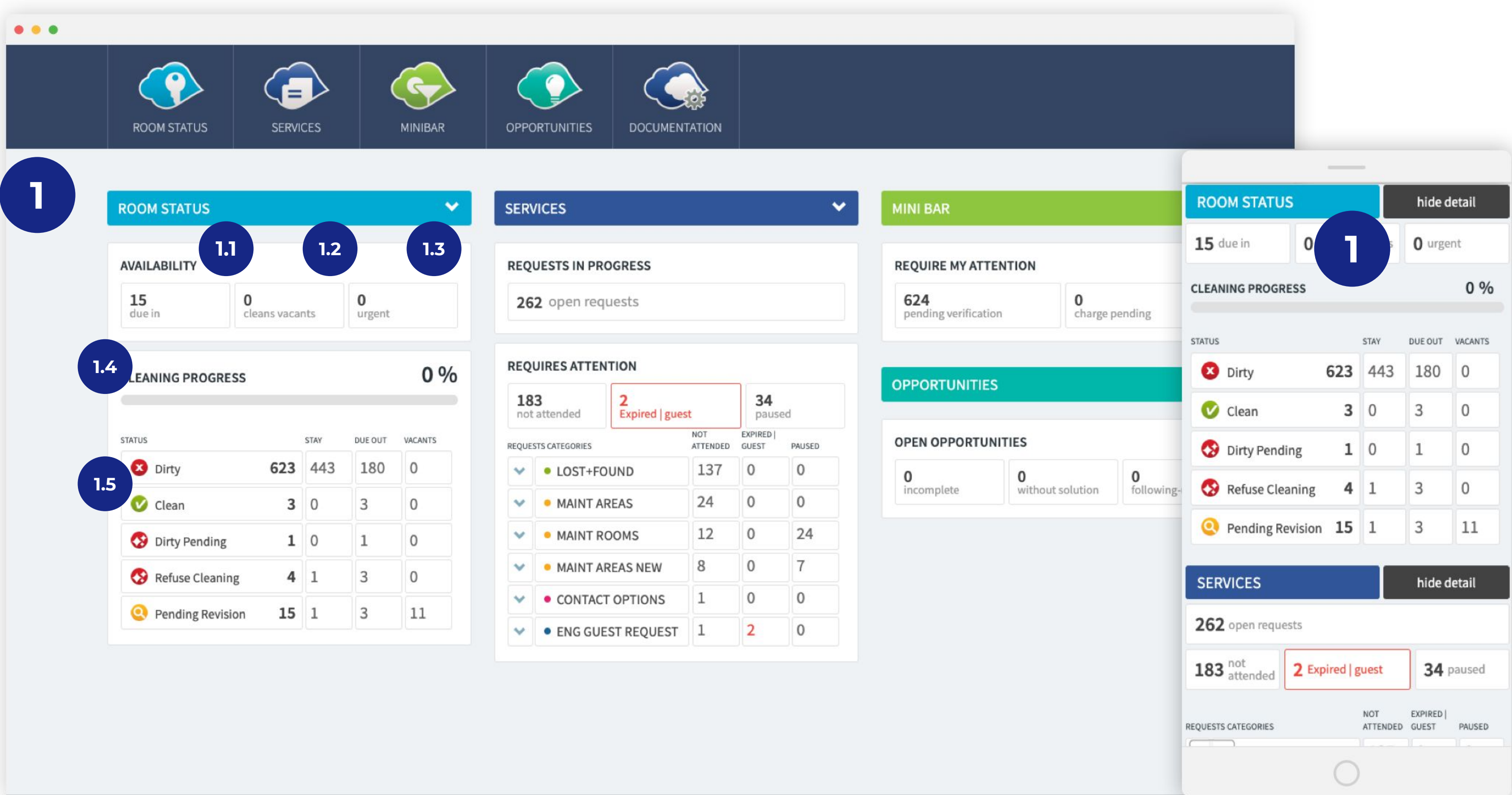
Number of rooms marked as urgent.

1.4. Progress

The percentage of cleaned rooms with regards to the total number of rooms to be cleaned that day

1.5. List of Status

Each status is shown with the total number of rooms it has. As well as the occupation details.



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3. SERVICES

Check the **Request Progress** from anywhere at anytime.

2. SERVICES

You can easily see the request progress both from a PC or from a mobile device.

Click on any of the boxes and access the list of requests that filter has applied.

2.1. Current Requests

Number of open requests in real time.

2.2. Require attention

Requests that have not been attended to yet or are the request that the user connected, is dealing with.

2.2.A. Unattended

Requests that have not been attended to yet

2.2.B. Expired | Guest

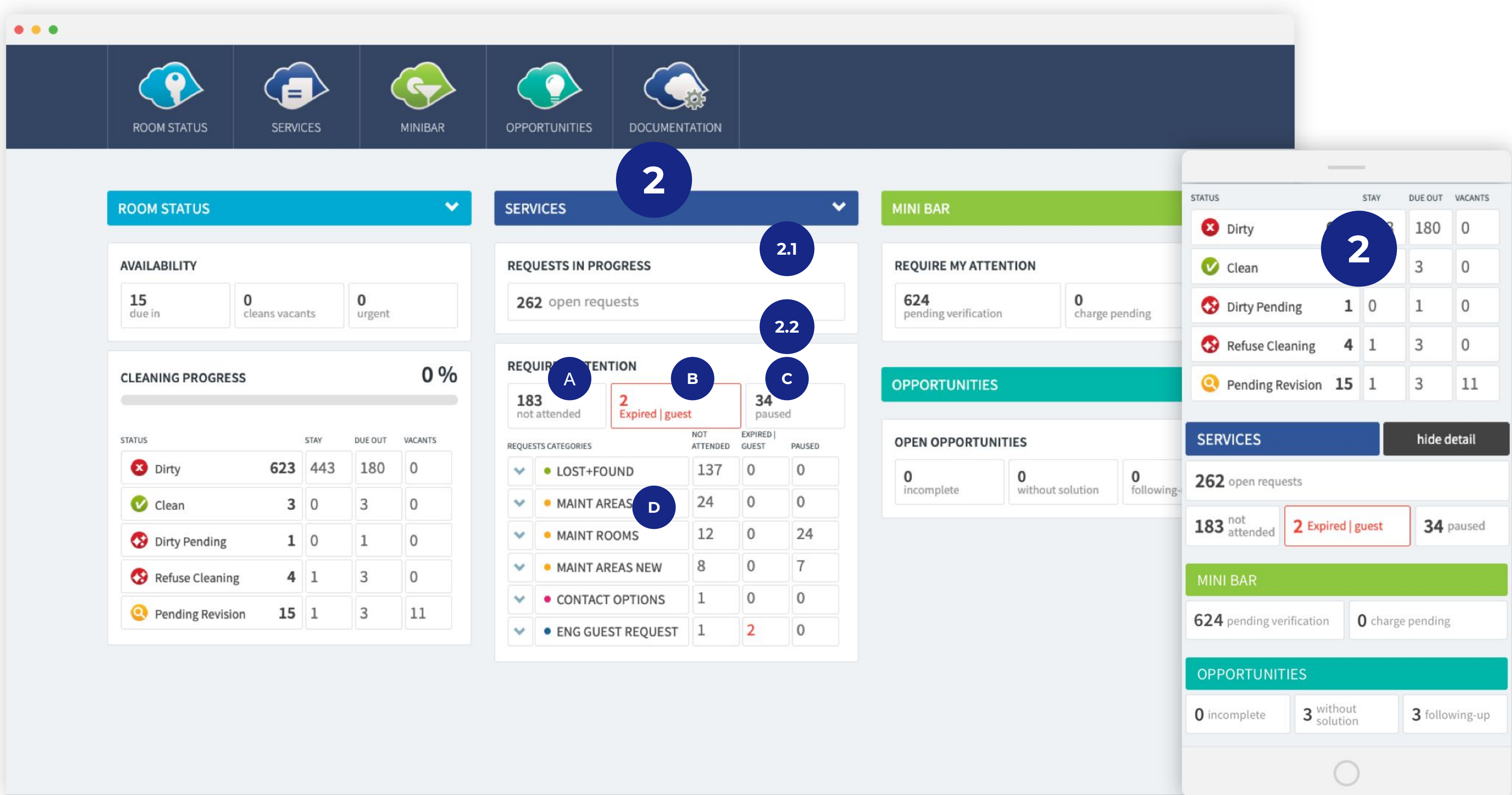
Requests that have exceeded the maximum time established or that have been requested directly from a guest

2.2.C. Paused

Requests that have been marked as "Paused" or have been stopped.

2.2.D. Type of request

Listed by the type of request or type of task.



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4. MINIBAR

Check the **Minibar status** from anywhere at anytime.

3. MINIBAR

You can easily see the minibar progress both from a PC or from a mobile device.

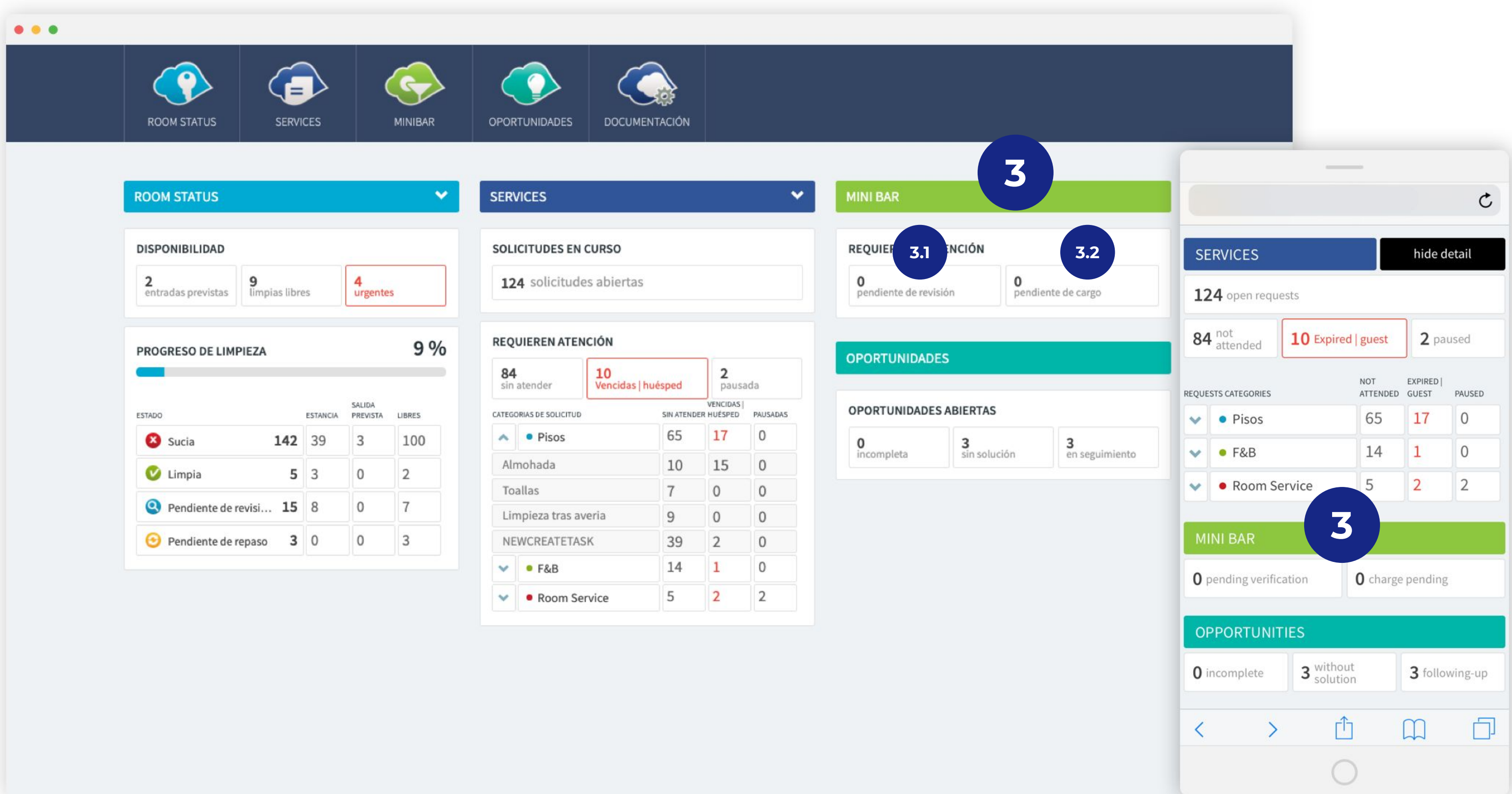
Click on any of the boxes and access the list of requests that filter has applied.

3.1. Pending Review

The minibars that haven't been checked yet.

3.2. Refilling Pending

The minibars that have been checked and the charges have been made but the refilling process hasn't been done yet.



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5. OPPORTUNITIES

Check the **complaints and incident status** from anywhere at anytime.

4. OPPORTUNITIES

You can easily see the complaints and incident progress both from a PC or from a mobile device.

Click on any of the boxes and access the list of requests that filter has applied.

4.1. Incomplete

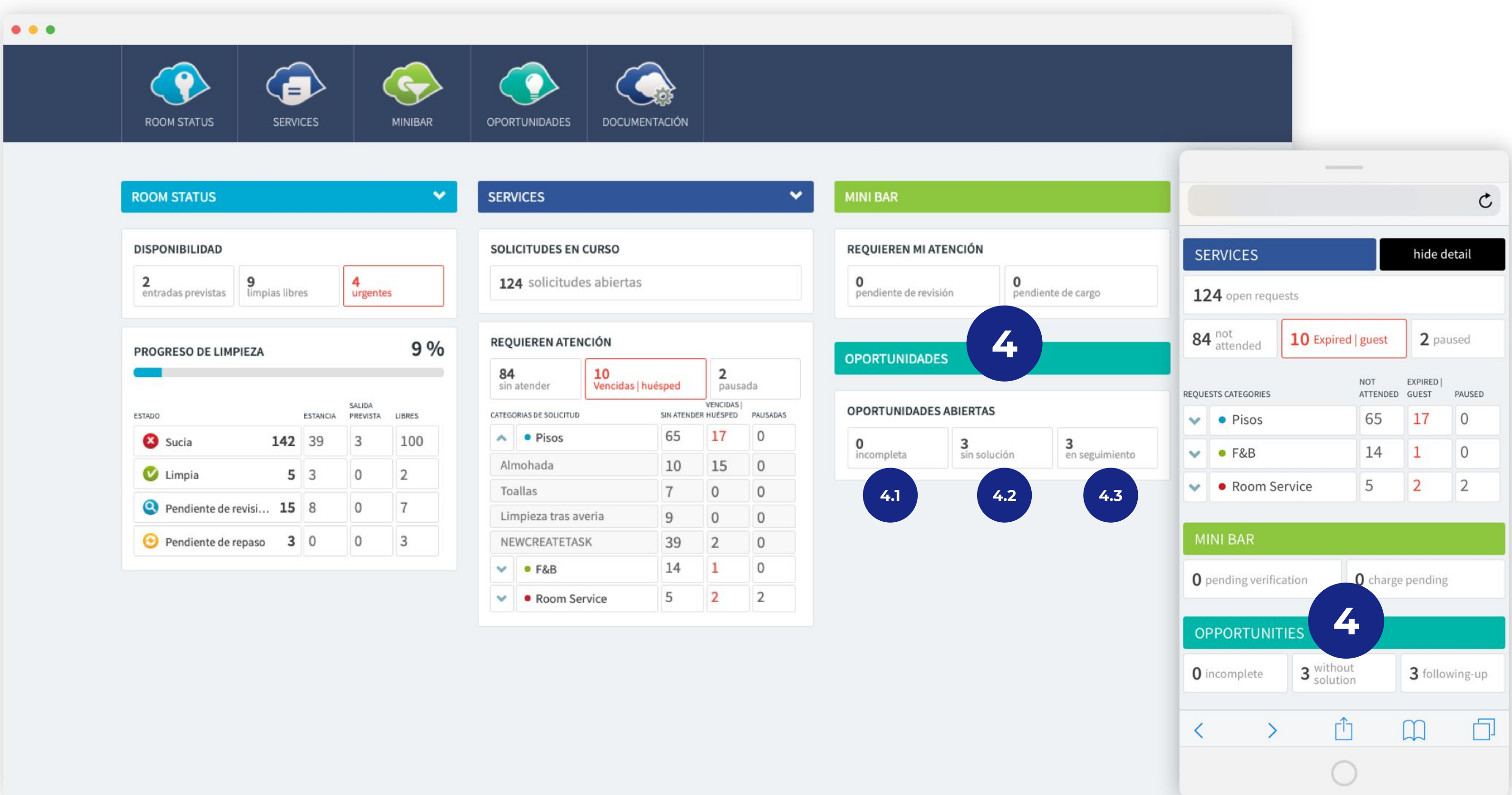
Incidents registered without all the necessary information.

4.2. No Solution

Registered incidents that haven't been solved yet and / or compensation has not been given yet.

4.3. In Process

The other incidents that are open.



“ The tools that HMobile is made up of, are very flexible and they adapt perfectly to our hotel. We have notably improved communication between departments and reduced time needed to monitor and carry out tasks. Our employees consider the information provided by the system as helpful and find it easy to update and manage. ”

Francisco González

Coronas Playa Hotel

HMobile Staff products



Our HMobile Staff platform consists of 5 modules, designed to improve employee productivity, to improve Hotel operations and to improve guest satisfaction.



staff
Housekeeping



Manages, assigns and supervises room cleaning, reducing calls and unnecessary walking around the hotel.



staff
Services



Respond to guest requests quick and coordinated.
Helps to solve incidents.



staff
Minibar



Minibars managed effectively and ensuring revenue.



staff
Opportunities



Register and analyse complaints from your customers in a fast and orderly way.



staff
Dashboard



The hotel in the palm of your hand.

Other HMobile products

Connect

The union between hotel systems

The integration engine between the PMS and the rest of the hotel systems, to provide each system and person with the information they need when they need it and without complications (installed in 90% of Spanish hotels).

Internet Manager

Internet without complications

It makes it easier to manage customer Internet connection experience and avoids problems for the employees

Insights

A global understanding of your Hotels

Knowledge and understanding of the customers needs by Brand, location and Hotel.

Mobilekey

The key mobile

Easy integration with the guest APP to have the key on their mobile phone whatever the brand of door lock used.



HMobile

Your hotel connected and in control

Would you like to try it?

2 months trial No Obligation

hmobile@hmobile.es

