

HMobile

STAFF HOUSEKEEPING

User Guide



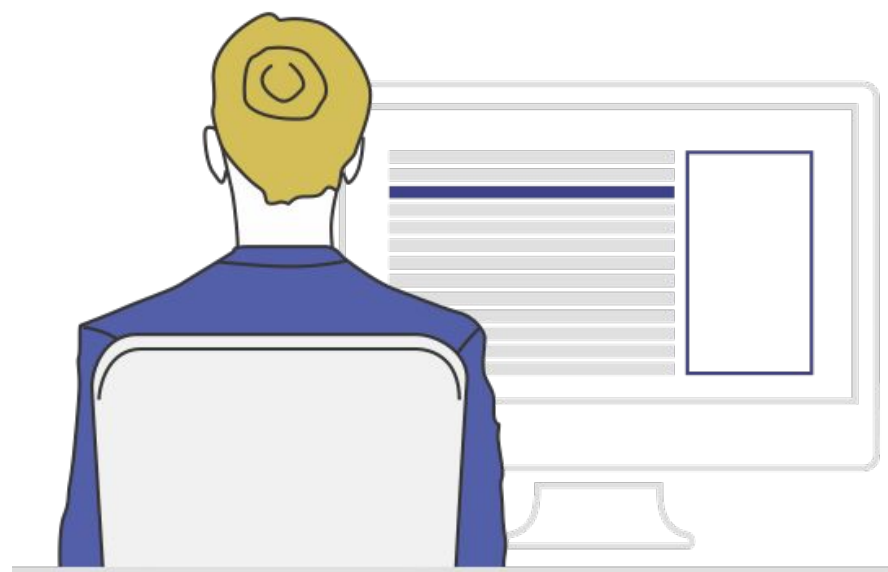
What is it and what is it used for?

Effectively manage, assign and supervise room cleaning, reducing calls and unnecessary trips to the rooms.

A room in perfect condition and delivered on time is the best start to having a satisfied guest.

Thanks to Staff Housekeeping **you will make work easier and have an efficient Housekeeping team** and guarantee the delivery of perfectly prepared rooms.

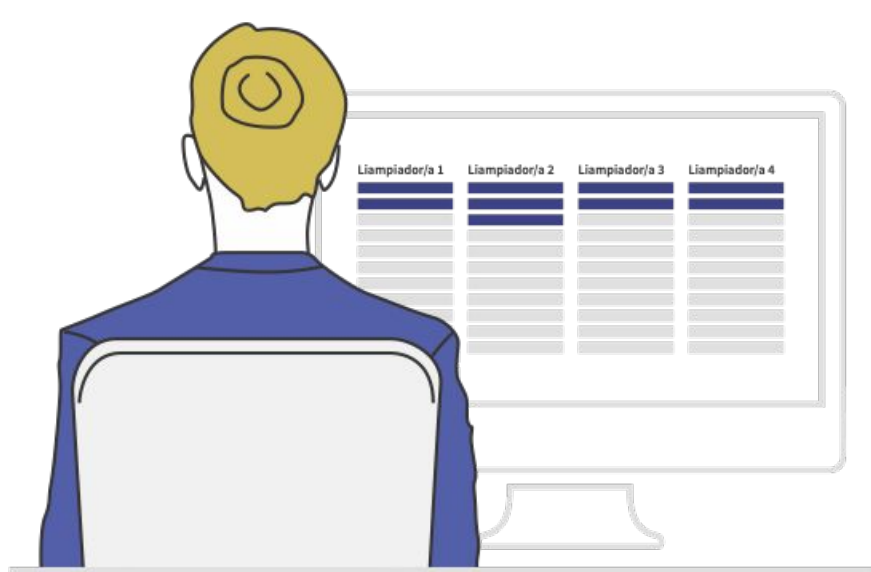
- ✓ **Reduces the time needed** to get the **rooms prepared**.
- ✓ **Optimizing the HSK Manager** and **supervisors' time** and **movements**.
- ✓ **Eliminates** the need to call and **continuously interrupt** the HSK Manager and supervisors.
- ✓ **Reduces the time dedicated** to **reviewing information about the** room, the guests and work pending.
- ✓ Obtain **time statistics** for room preparation to help with **future planning of resources**
- ✓ **Reduces the use of paper** eliminating the need to print listings and control sheets



Housekeeping manager

Organization and prioritizing

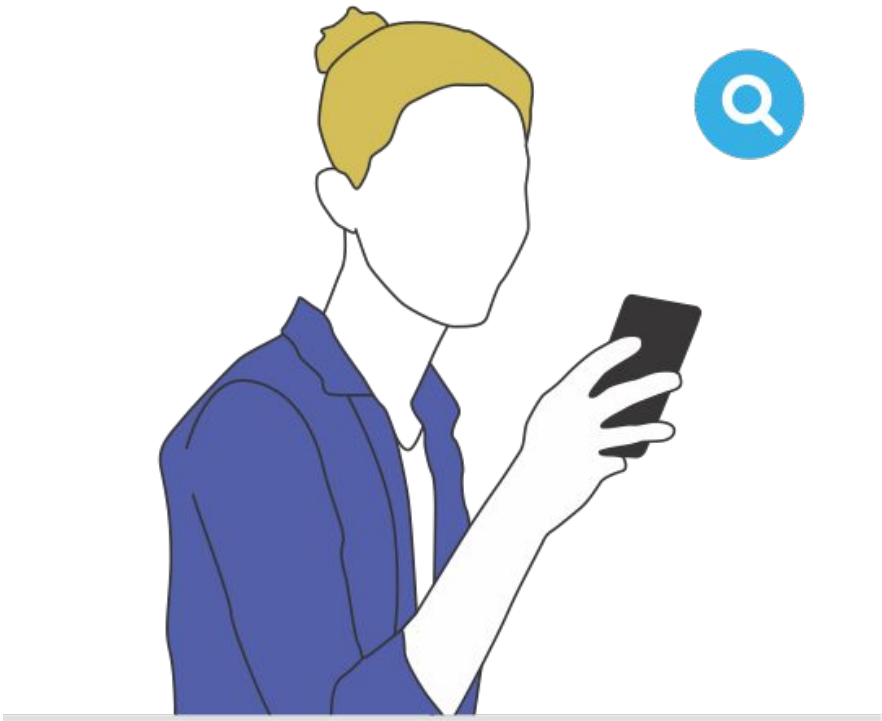
Organize and prioritize the cleaning and preparation of rooms and the rest of the hotel from a single screen. Information on the condition of the rooms, departures, arrivals, booking options, guest requests ..



Housekeeping manager

Room and area assignment

Automatically assigns rooms to the Housekeeping staff correctly and easily.

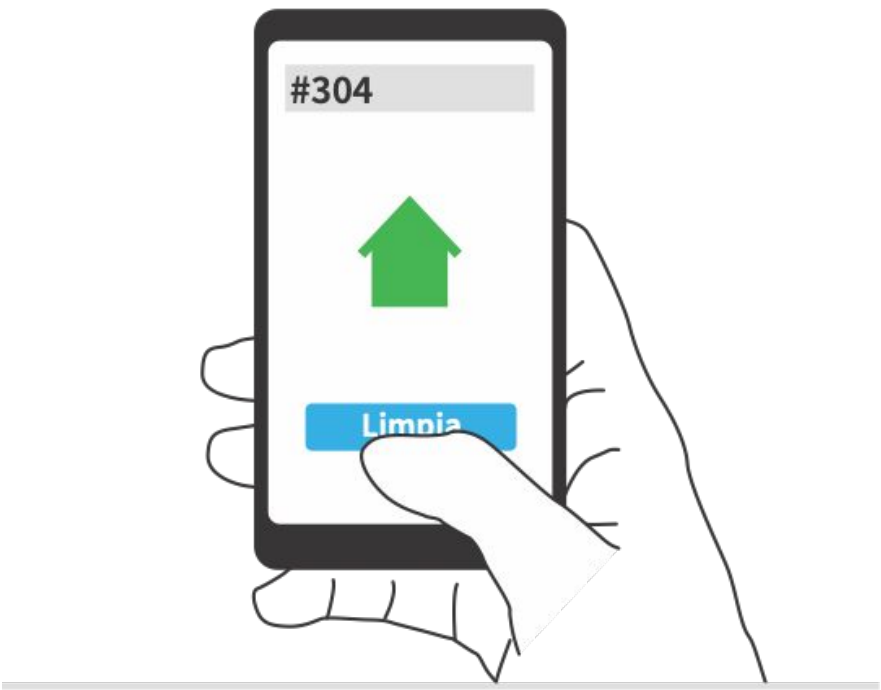


Floor Supervisor

Monitoring and supervision

Track the cleaning progress from anywhere in the hotel.

Receive warnings for urgent room requirements in case of unforeseen events and prioritize cleaning.

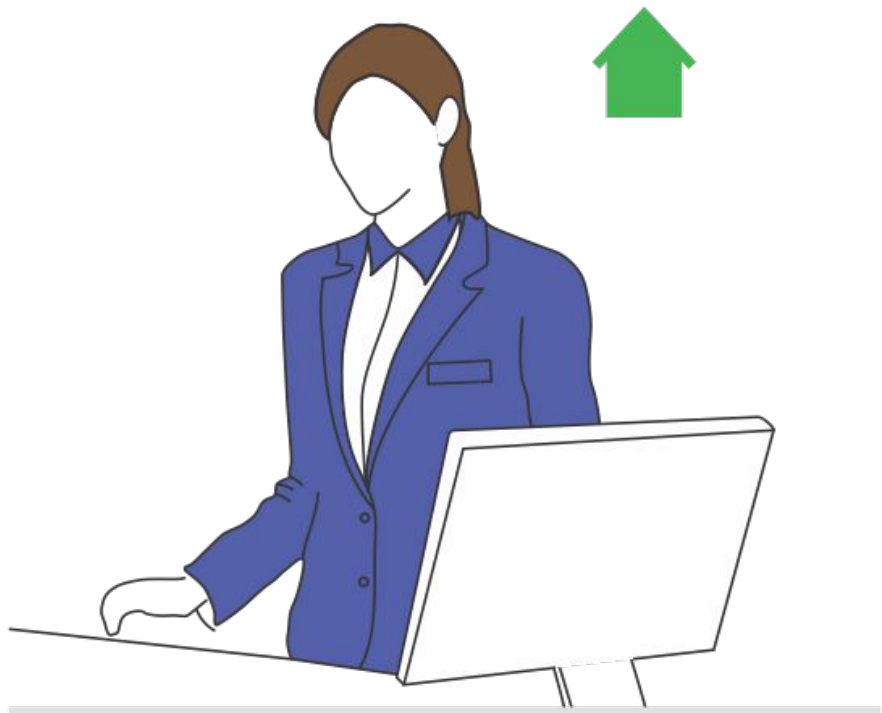


Floor Supervisor

Room confirmation

Always know what rooms are pending validation, which helps to speed up the work flow.

Validate the room at once with a click, or assign it as "pending verification"



Front Office

Communication with Front-Desk

Update in real time the information in the PMS for the Front-Office, and send a notification to the guest in the case they were waiting.

0. Configuration

1. Login

2. Room Status

3. Planning and Assignment

4. Monitoring and Validating

5. Progress Overview

6. List of Rooms

7. Reports

0. Configuration

1. Login

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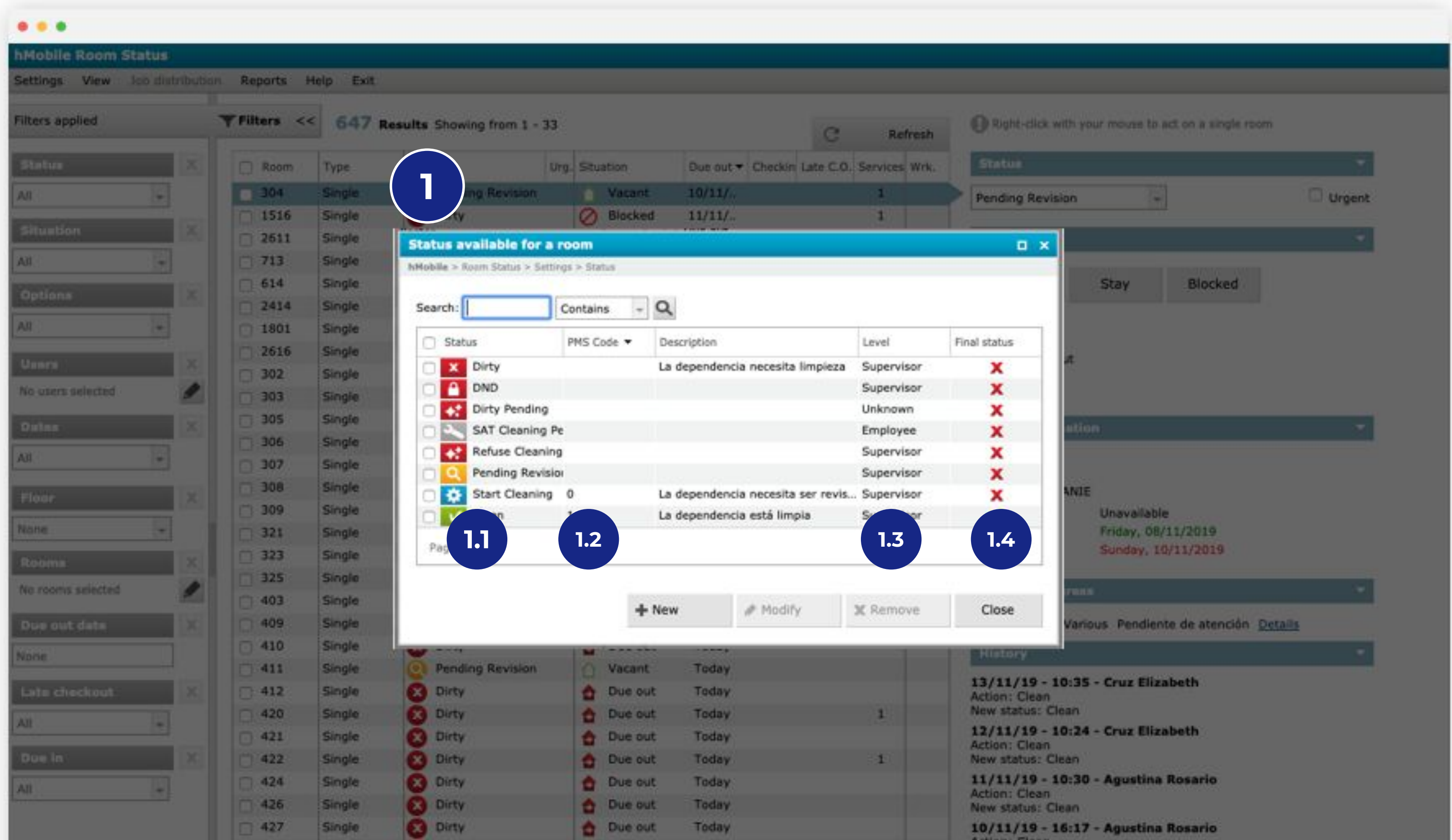
5. Progress Overview

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0. Configuration 1/4 (For Administrators users only)

Adapts and customizes the **Cleaning status, workflows and other options** to the way your hotel works, and it's needs.



1. ROOM STATUS

Edit the possible room status to adapt them to your needs.

1.1. Status

These are the different types of status in which a room can be found.

1.2. PMS code

Codes to link the HMobile Staff HOUSEKEEPING status to your PMS.

1.3. level

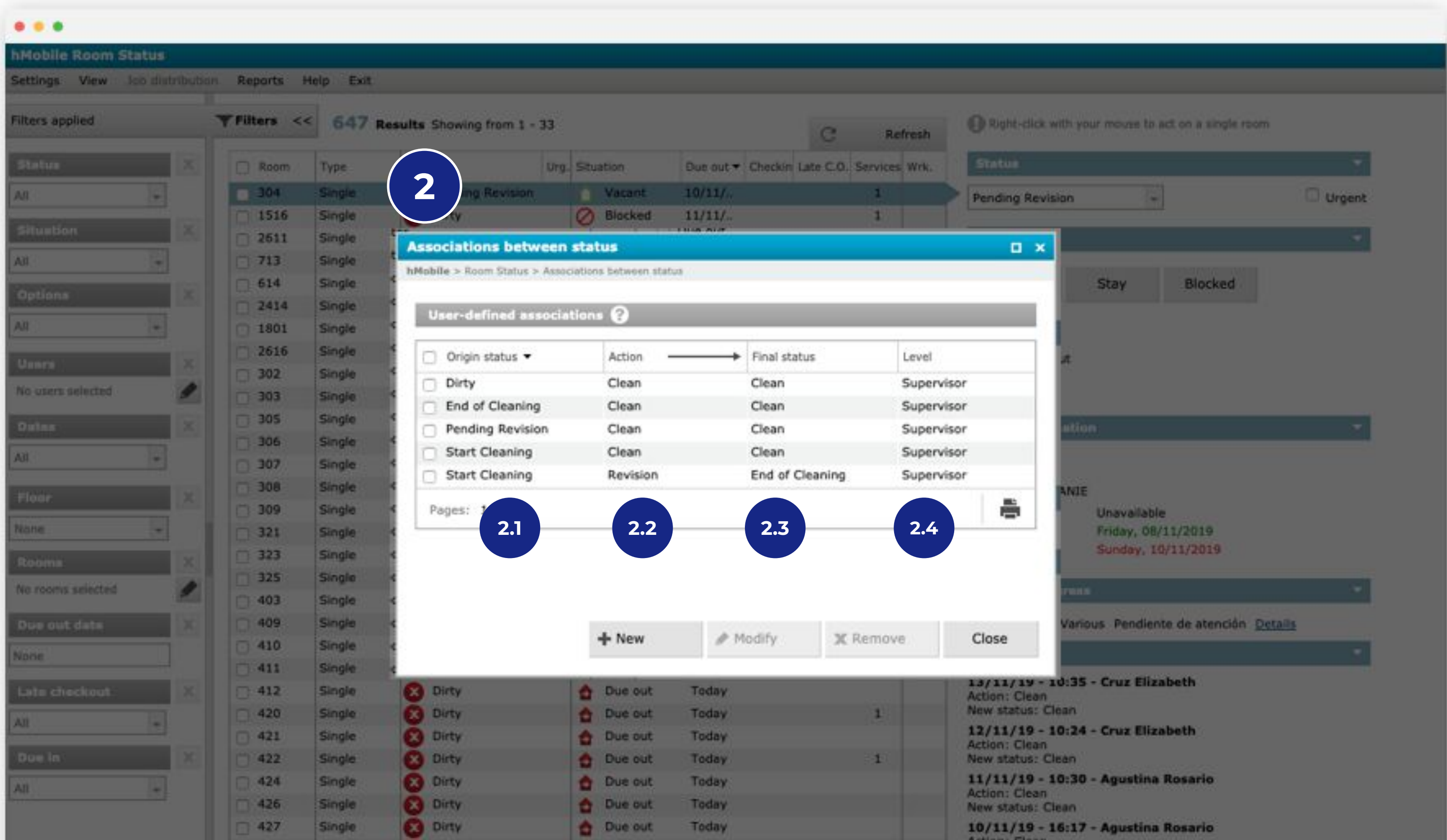
Type of users who have permission to change each status to a room.

1.4. Final status

Marked to shown whether a room is READY to give to a guest

0. CONFIGURATION 2/4 (For Administrators users only)

Adapts and customizes the Cleaning status, workflows and other options to the way your hotel works, and it's needs.



2. UNION BETWEEN STATUS

Edit workflows to adapt to the way you work in your hotel. You can define the different status a room can have, and which users will have permission to make each change.

2.1. Starting Status

The starting status a Room has.

2.2. Action

The actions to be done from the starting status of a room.

2.3. Final status

The status a room has, once the different actions have been completed.

2.4. level

Types of users who have permission to perform the different actions

0. CONFIGURATION 3/4 (For Administrators users only)

Adapts and customizes the Cleaning status, workflows and other options to the way your hotel works, and it's needs.

3. CHANGE OF SHEETS

Set the rules of Change of Sheets and this information will be shown in everyday workplan automatically.

3.1. Activate / Deactivate change of sheets

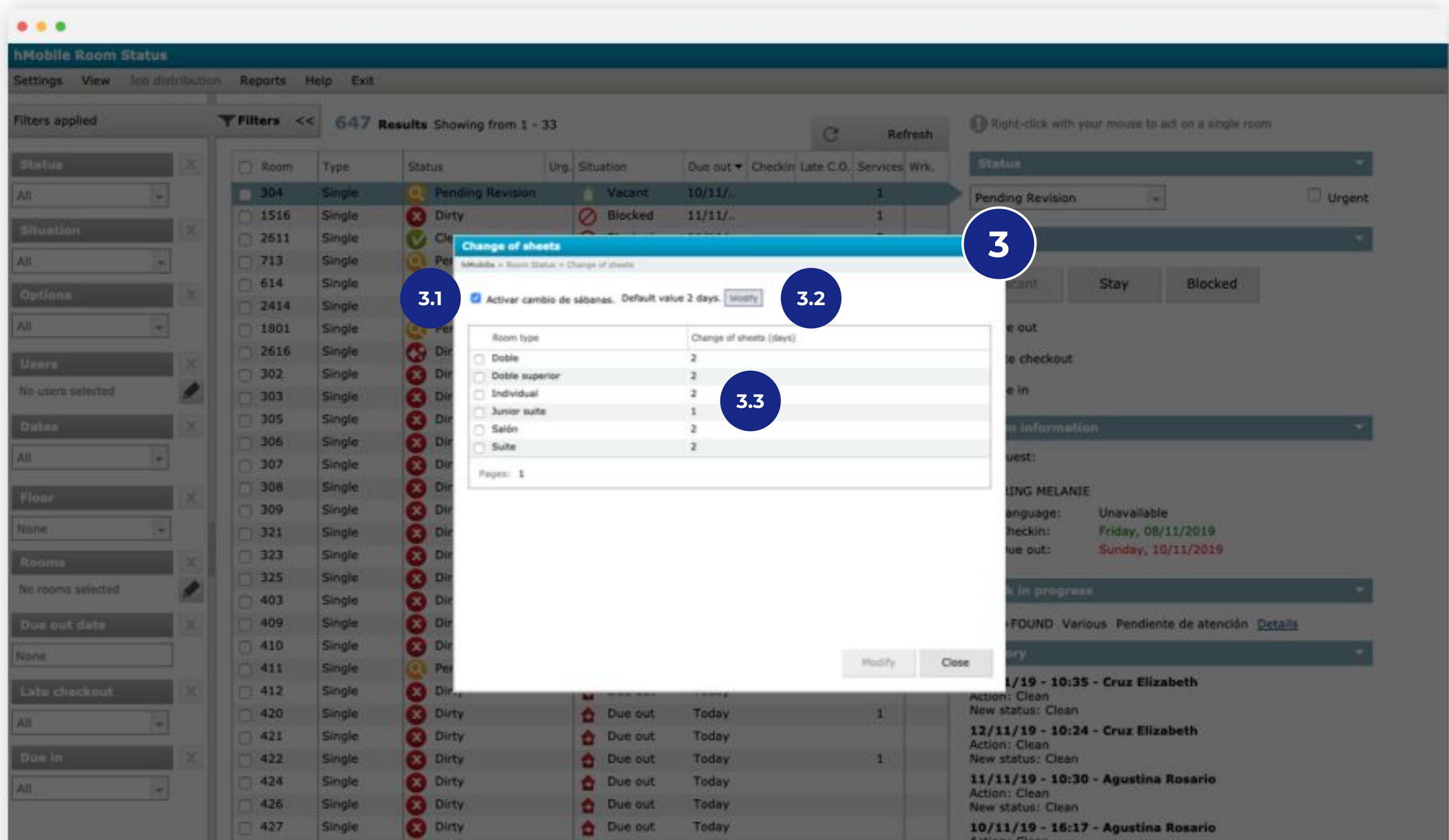
Select this options to activate or deactivate this functionality.

3.2. Default value

It indicates how many days of a client's stay must change sheets. It is a general value for all the rooms.

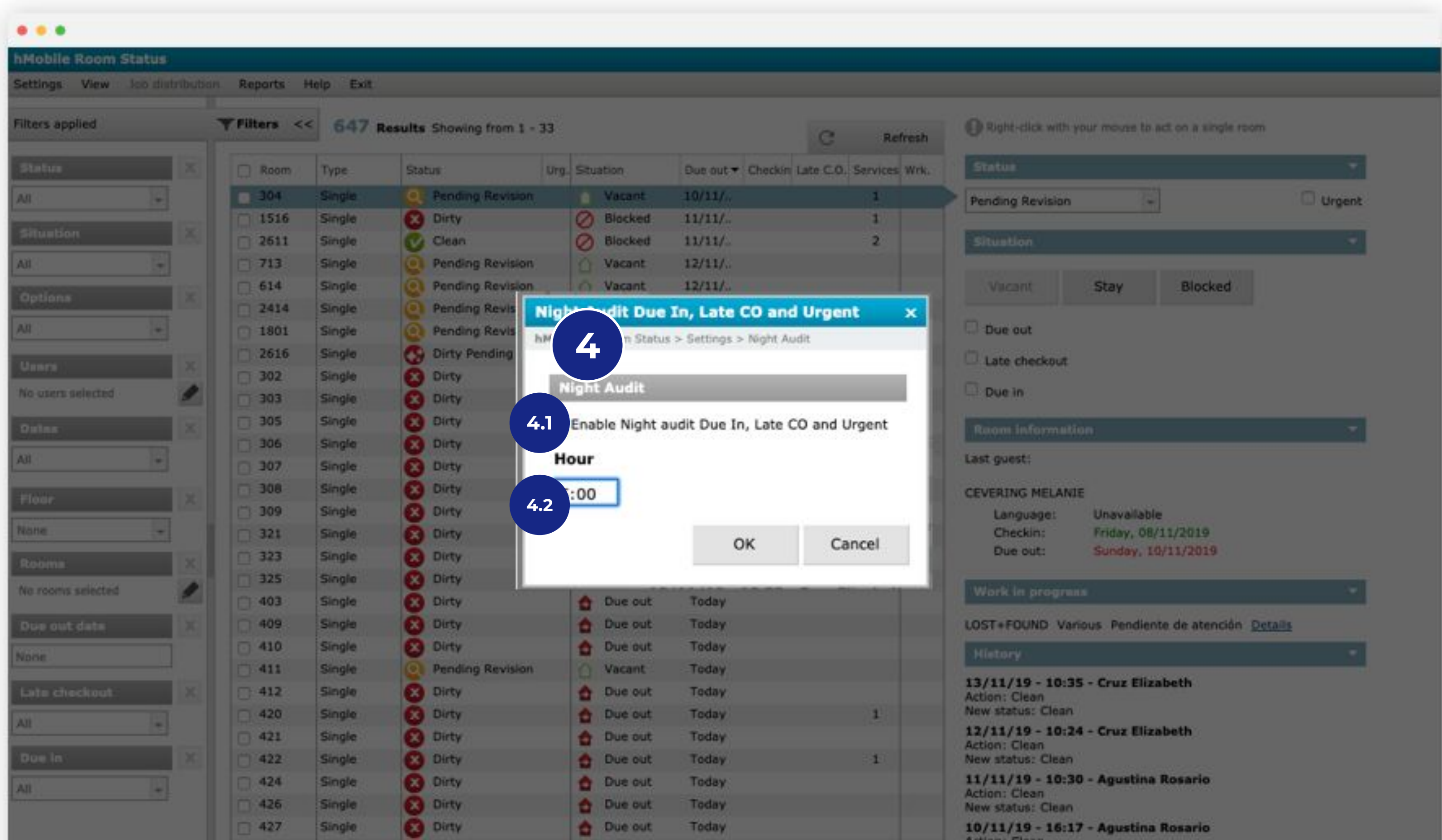
3.3. Room types

You can add exceptions to the general rule. Select the type of room you would like to change, and “click” on “Modify”.



0. CONFIGURATION 4/4 (For Administrators users only)

Adapts and customizes the Cleaning status, workflows and other options to the way your hotel works, and it's needs.



4. NIGHT AUDIT

You can configure the application so that every day it updates any additional information about the room's occupation.

4.1. Night Audit

Enable or disable this option to have more or less information:

Due In: Update the planned entries defined in the PMS.

Late CO: Update the late Check Outs defined in the PMS. If set in the PMS, it will read the time as well.

4.2. Time

Define the time that you want us to update the information from the PMS.

0. Configuration

1. Login

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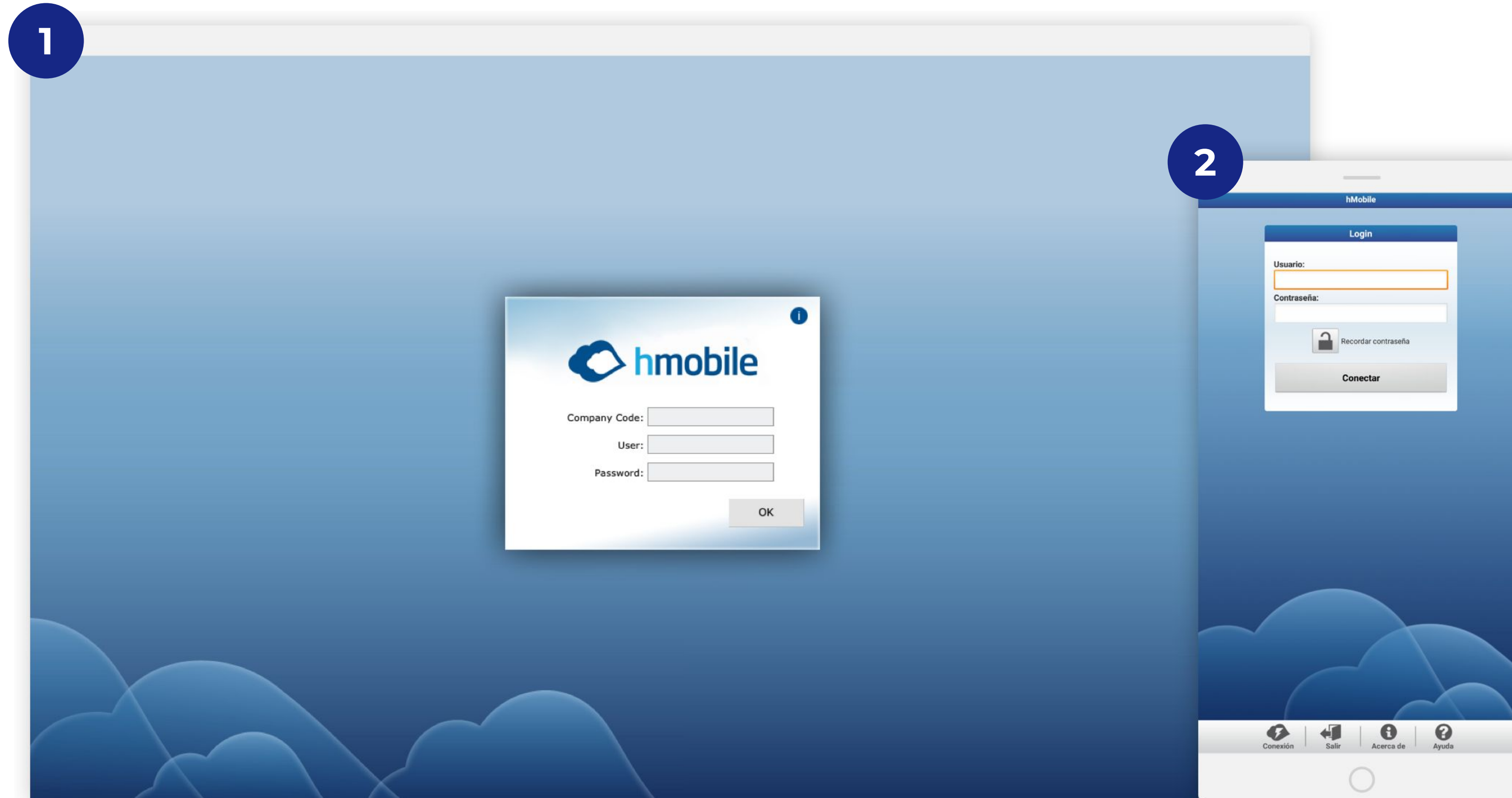
5. Progress Overview

6. List of Rooms

7. Reports

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

0. Configuration

1. Login

2. Room Status

3. Planning and Assignment

4. Monitoring and Validating











5. Progress Overview

6. List of Rooms

7. Reports

2. ROOM STATUS

A room can have **different occupancy statuses**, and **this information helps during the whole cleaning management**: planning, monitoring and reporting. These are the statuses displayed in HMobile Housekeeping

1	2
 Vacant	 P Occupied
 Occupied (Arrived today)	 Do Not Disturb
 Occupied	 Make Up Room
 Due Out	 Do Not Clean
 Occupied (Day use)	
 Checked-Out	

1. ROOM STATUS

The situation of a room reflects its occupancy status. At HMobile we differentiate these situations to facilitate understanding and decision making.

- Vacant:** The room is vacant.
- Occupied (Arrived today):** The room is occupied, and the entry was made today.
- Occupied:** The room is occupied.
- Due Out:** The room is occupied, with departure scheduled for the same day.
- Occupied (Day use):** The room is occupied, check-in has taken place today and check-out is scheduled for the same day.
- Checked-Out:** The room has been spared today.

1. ROOM STATUS

- Person in Room:** Any of the above states is combined with a "P" to indicate that the sensors in the room detect the presence of a person in the room. (This function is only available in hotels with the integration with home automation system activated.
<https://www.hmobile.es/en/integrations/>)
- Do Not Disturb, Make Up Room, Do Not Clean:** When the room is occupied, this information related to guest requests can be added.

0. Configuration

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3. PLANNING AND ASSIGNMENT 1/4

Ensures planning and assigning daily cleaning easier and fairer with our credit system.

1

1.1

1.2

1.3

1.4

1.5

1.6

Sections

Credits

Staff

Teams

Daily close

Change of sheets

IMS CREDITS

4 121

Credits by Type of Room

The types of rooms configured in the system are shown here. You can edit them by pressing the button.

Type of Room	N° of Rooms	Credits	
Single	211	1	
Double	71	1.5	
Triple	12	2	
Suite	10	2.5	
Suite Luxe	6	3	

Multiplier

You can change the credits depending on the occupation status and / or type of cleaning.

Occupation	Cleaning	Multiplier	
Due out	Dirty	x 1.5	
Stay	Dirty	x 0.5	

Add

1. CONFIGURATION for Planning and Assigning

To be able to use the Planning and Daily assigning option, you will need to follow these simple steps to configure the application to suit your needs.

1.1. Sections (Optional):

You can define sections of the hotel so when you are assigning work, certain rooms will automatically belong to those work schedules.

1.2. credits

It gives a value to each type of cleaning job (according to the type of room, type of occupation etc.) to then be able to assign work in a fairer and more balanced way.

1.3. Personnel

Define HSK Manager, supervisors and maids.

1.4. Teams (Optional)

If your hotel works with more than one cleaning team at the same time, you can define them in this section.

1.5. Daily close

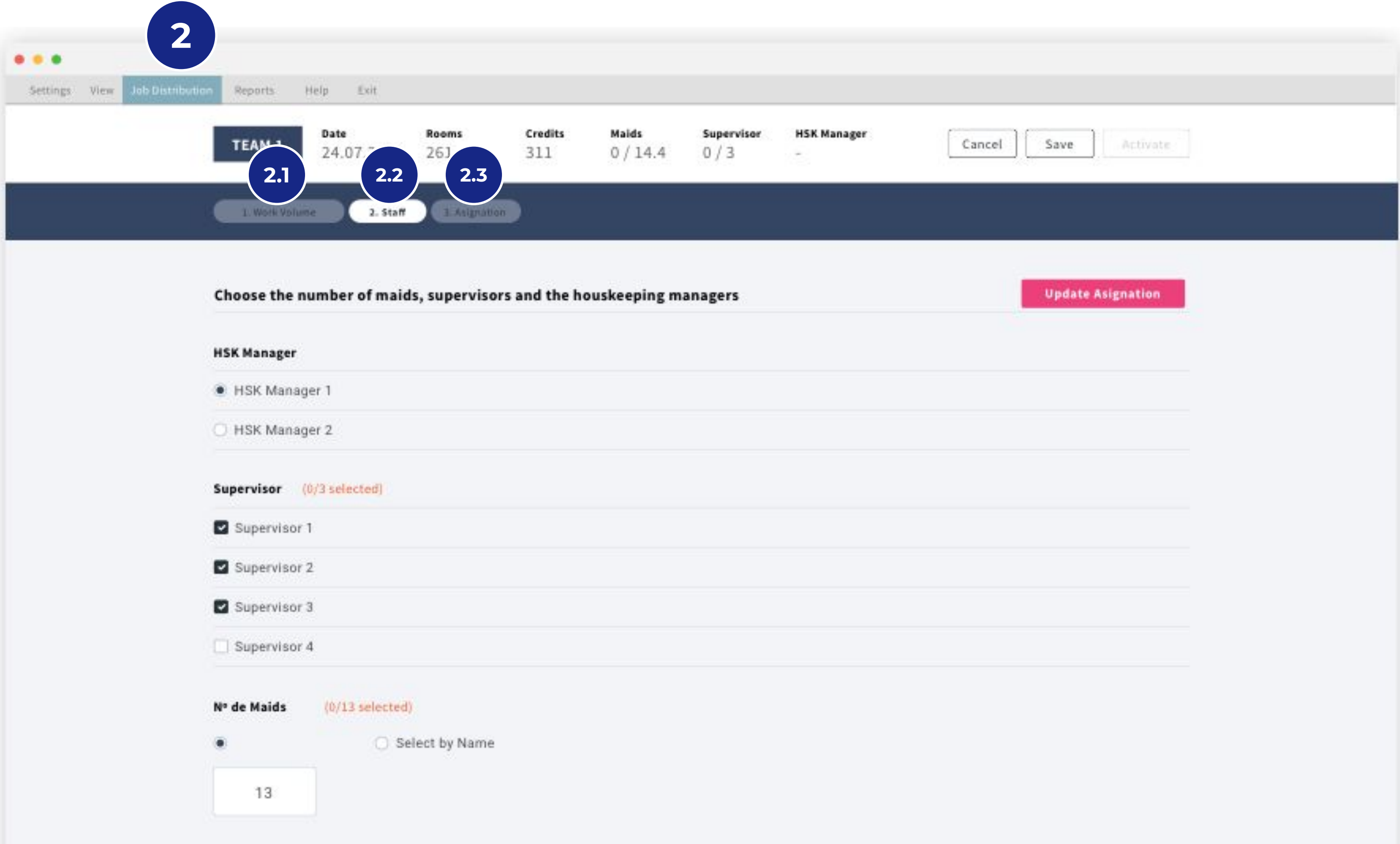
Set the time you want the daily schedule to close.

1.6. Change of sheets

Set the rules of Change of Sheets and this information will be shown in everyday workplan automatically.

3. PLANNING AND ASSIGNMENT 2/4

Plan and assign daily cleaning work in 3 easy steps.



2. PLANNING and Daily Assignment

Organizes daily cleaning work in 3 easy steps:

2.1. Workload

From a glance you will see the workload for each day with as much detail as you want.

2.2. Personnel

Choose the staff available for that day.

3.3. Assignment

The system will automatically assign the rooms to each maid in the most balanced way possible, considering the number of credits and sections of the hotel (if defined).

You can make any necessary adjustments in a very simple way.

3. PLANNING AND ASSIGNMENT 3/4

Plan and assign daily cleaning work in 3 easy steps.

3

ConfiguraciónVistaPlanificaciónInformesAyudaSalir

EQUIPO 1

Fecha24.07.2019

Habitaciones261

Créditos311

Camareras0 / 14.4

Supervisoras0 / 3

Gobernanta-

Terminar

Editar

Imprimir

4

1

Habitaciones15Créditos17

Camarera

Q Nombre supervis.

1. Piso. Zona A.

101x1→

101x1→

101x1→

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1. Piso. Zona B.

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101x1→

101x1→

2

Habitaciones18Créditos21

Maria del Car... (+2)

Q Nombre supervis.

1. Piso. Zona A.

101x1→

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1. Piso. Zona B.

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3

Habitaciones15Créditos17

Luisa Perez (-3)

Q Nombre supervis.

1. Piso. Zona A.

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4

Habitaciones19Créditos22

Maria del Car... (+2)

Q Nombre supervis.

1. Piso. Zona A.

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Habitaciones15Créditos17

Luisa Perez (-3)

Q Nombre supervis.

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Habitaciones15Créditos17

Paula Gimén. (+4)

Antonia

Q Nombre supervis.

1. Piso. Zona A.

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Habitaciones15Créditos17

Camarera

Q Nombre supervis.

1. Piso. Zona A.

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Habitaciones15Créditos17

Camarera

Q Nombre supervis.

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Habitaciones15Créditos17

Camarera

Q Nombre supervis.

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Habitaciones15Créditos17

Camarera

Q Nombre supervis.

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Habitaciones16Créditos20

Maria del Car... (+2)

Q Nombre supervis.

1. Piso. Zona A.

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Habitaciones15Créditos17

Luisa Perez (-3)

Q Nombre supervis.

1. Piso. Zona A.

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3. ASSIGNS WORK TO THE MAIDS AND SUPERVISORS

Supervisors and maids who have a mobile phone and are HMobile users, will instantly see in the application their work schedule.

If the personnel don't have mobile phones, or aren't registered users, you can print the work schedules to give to them on paper.

3.1. Finish

At any time you can stop the assignment in progress. Every night at 0:00, the assignment will stop automatically.

3.2. Edit

You can edit the schedules at any time of day (assign or remove a room, change supervisor etc ...)

3.3. Print

For those employees who don't have access to the application, you can print their schedule in a very simple way.

2. PLANNING AND ASSIGNMENT 4/4

Plan and assign daily cleaning work in 3 easy steps.

3

ConfiguraciónVistaPlanificaciónInformesAyudaSalir

EQUIPO 1

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Habitaciones261

Créditos311

Camareras0 / 14.4

Supervisoras0 / 3

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4. SCHEDULE DETAILS

To help make adjustments, you can see the following information for each rota clearly:

Number: By pressing on the number, you will see detailed information, add comments etc ..

Credits and Rooms: If the number of credits for a specific rota exceeds the maximum allowed, it's shown with a red background.

Housekeeper: Choose each maid/s for each rota

supervisor: Choose a supervisor/s for each rota

In every room:

Room number.

VIP: Displays whether the client is VIP.

Occupation: The room's occupancy status

Estimated entrance.

Late Check Out.

credits: Number of credits for that room.

0. Configuration

1. Login

2. Room Status

3. Planning and Assignment

4. Monitoring and Validating

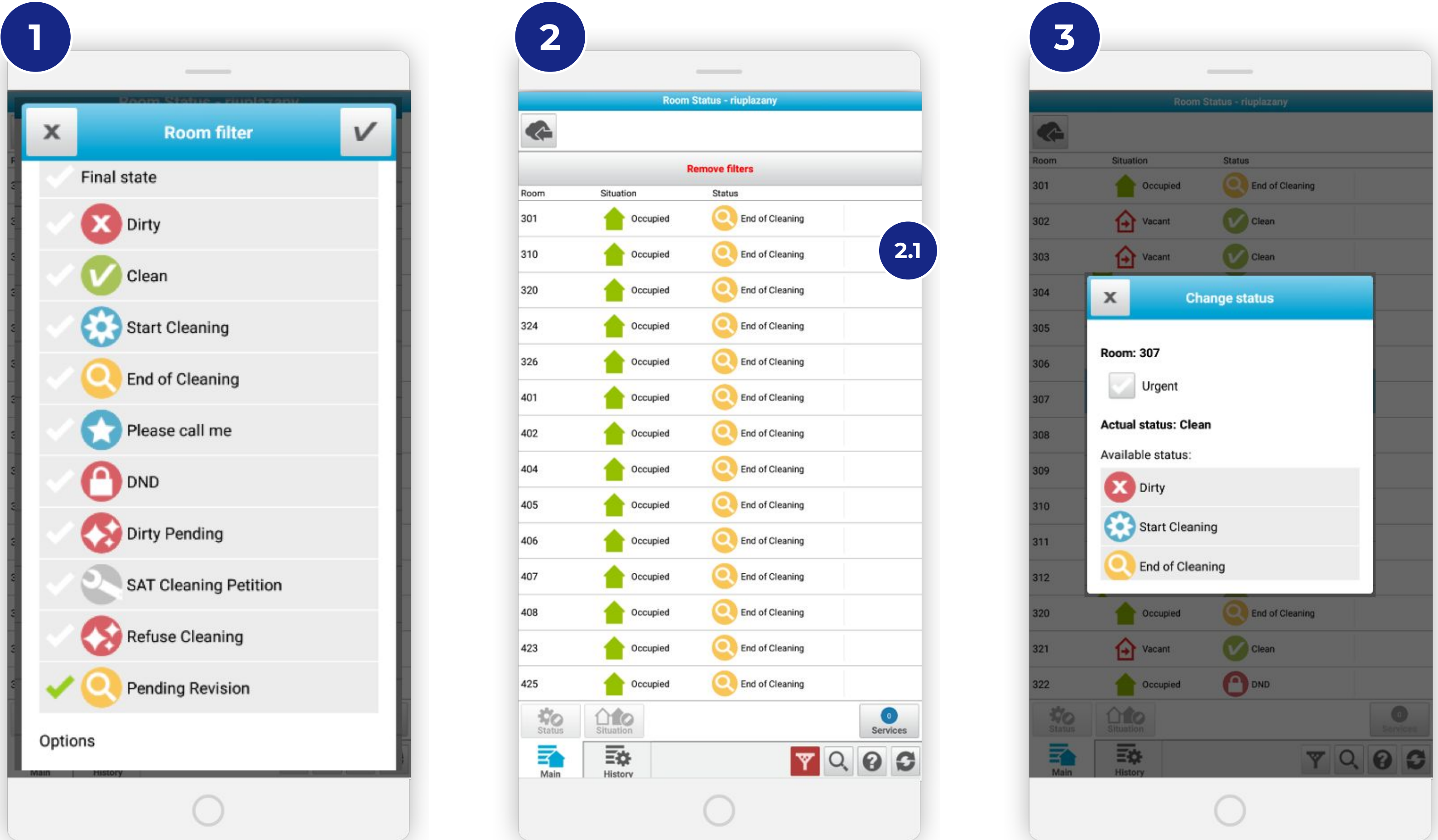
5. Progress Overview

6. List of Rooms

7. Reports

4. MONITORING AND VALIDATING 1/3

Monitor and validate the rooms in an easy and efficient way, **optimizing staff time and eliminating calls.**



1. FILTER (Pending Review)

Any maid can mark a room from their phone as pending review. The supervisor can filter the list of rooms in a very simple way to see which rooms are ready for inspection.

2. LIST OF ROOMS

From anywhere in the hotel you can see the status of each room, with the chosen filters.

2.1. DI and LCO

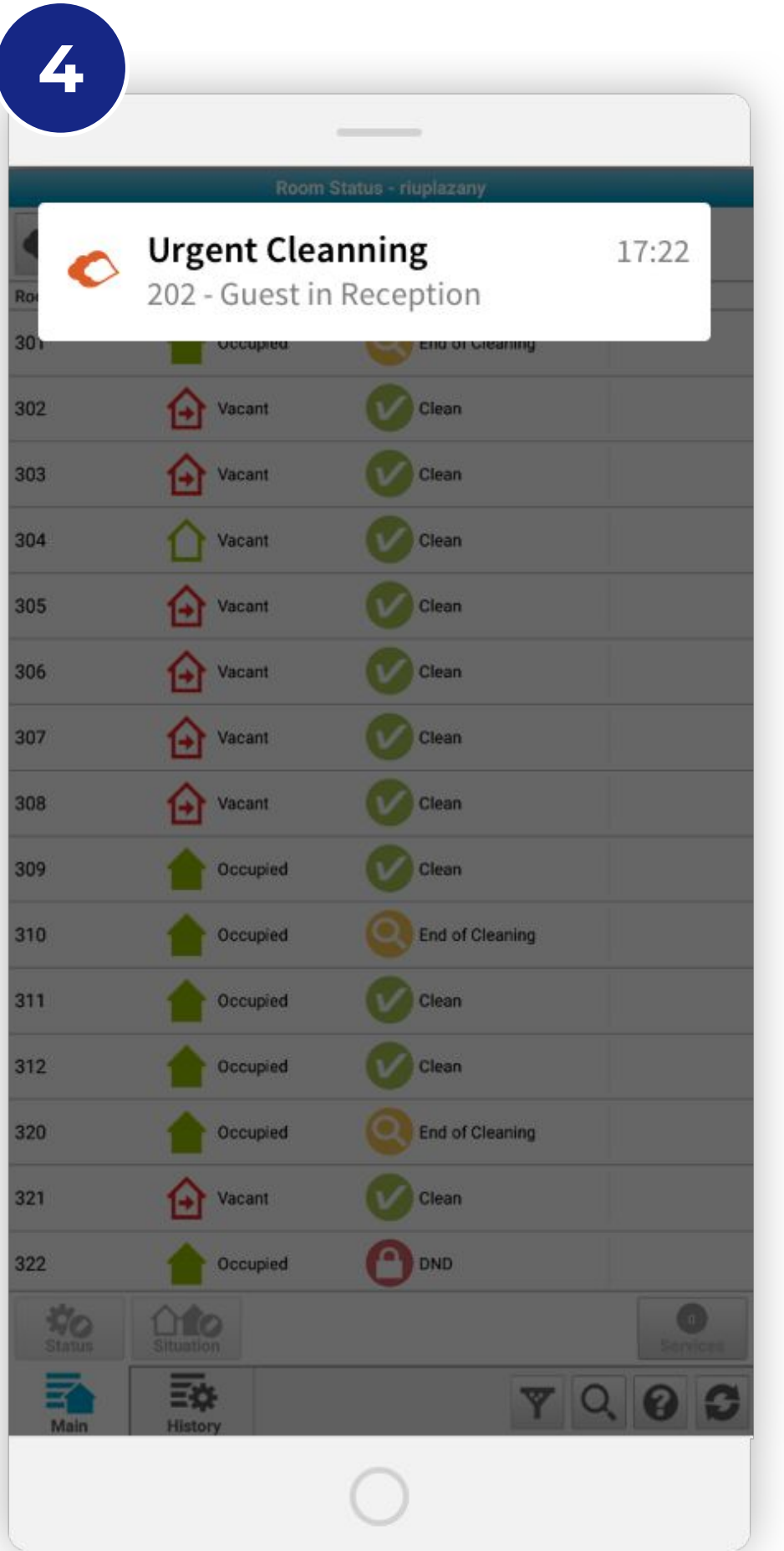
To help with decision making, in addition to the status information, you can also see if a room has a planned entry time and / or a Late Check Out.

3. CHANGING ROOM STATUS

From anywhere in the hotel, even without WiFi, you can change the status of a room. The information is instantly sent to the PMS.

4. MONITORING AND VALIDATING 2/3

Receive urgent room notifications to respond quickly and efficiently.



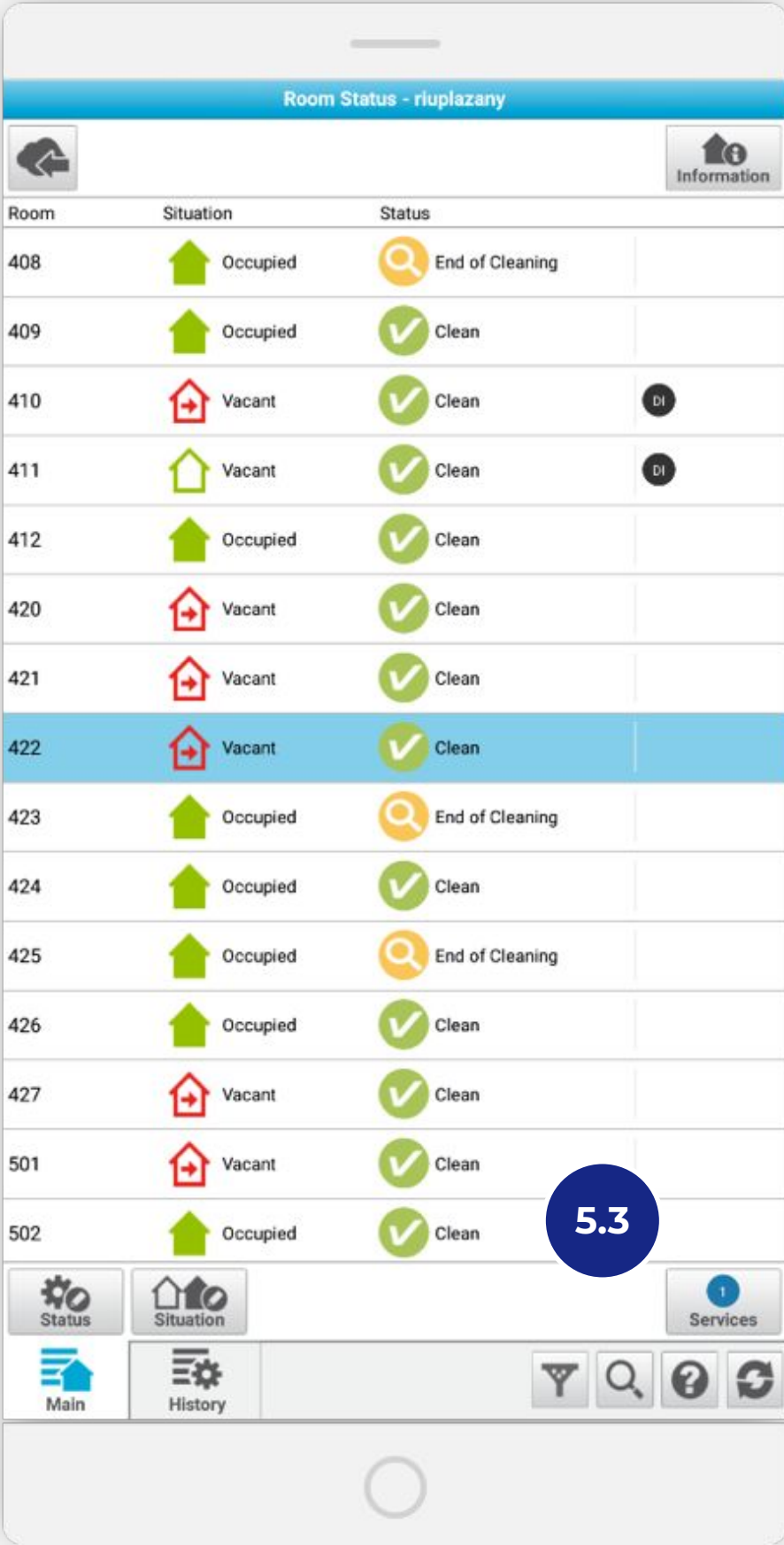
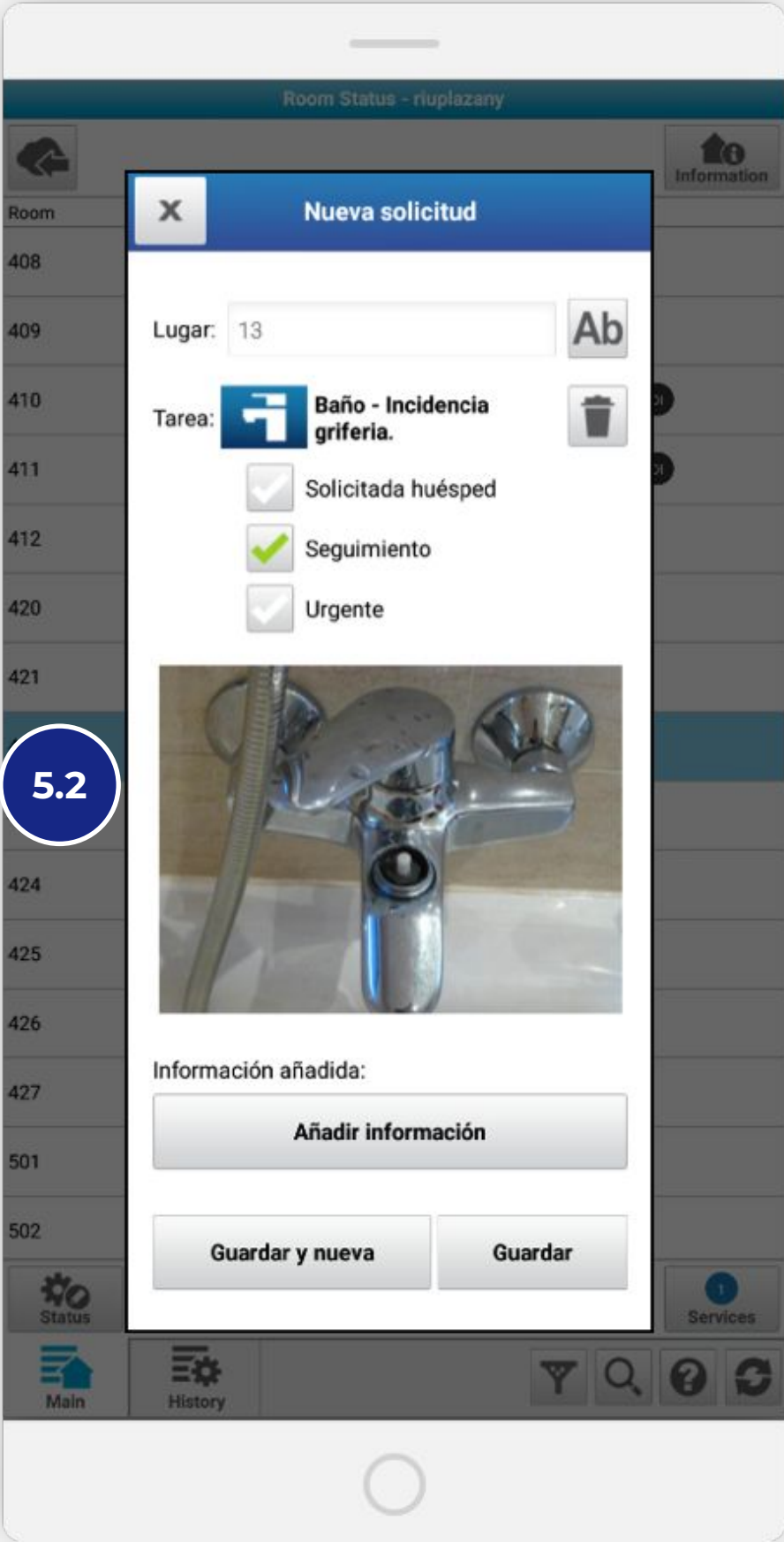
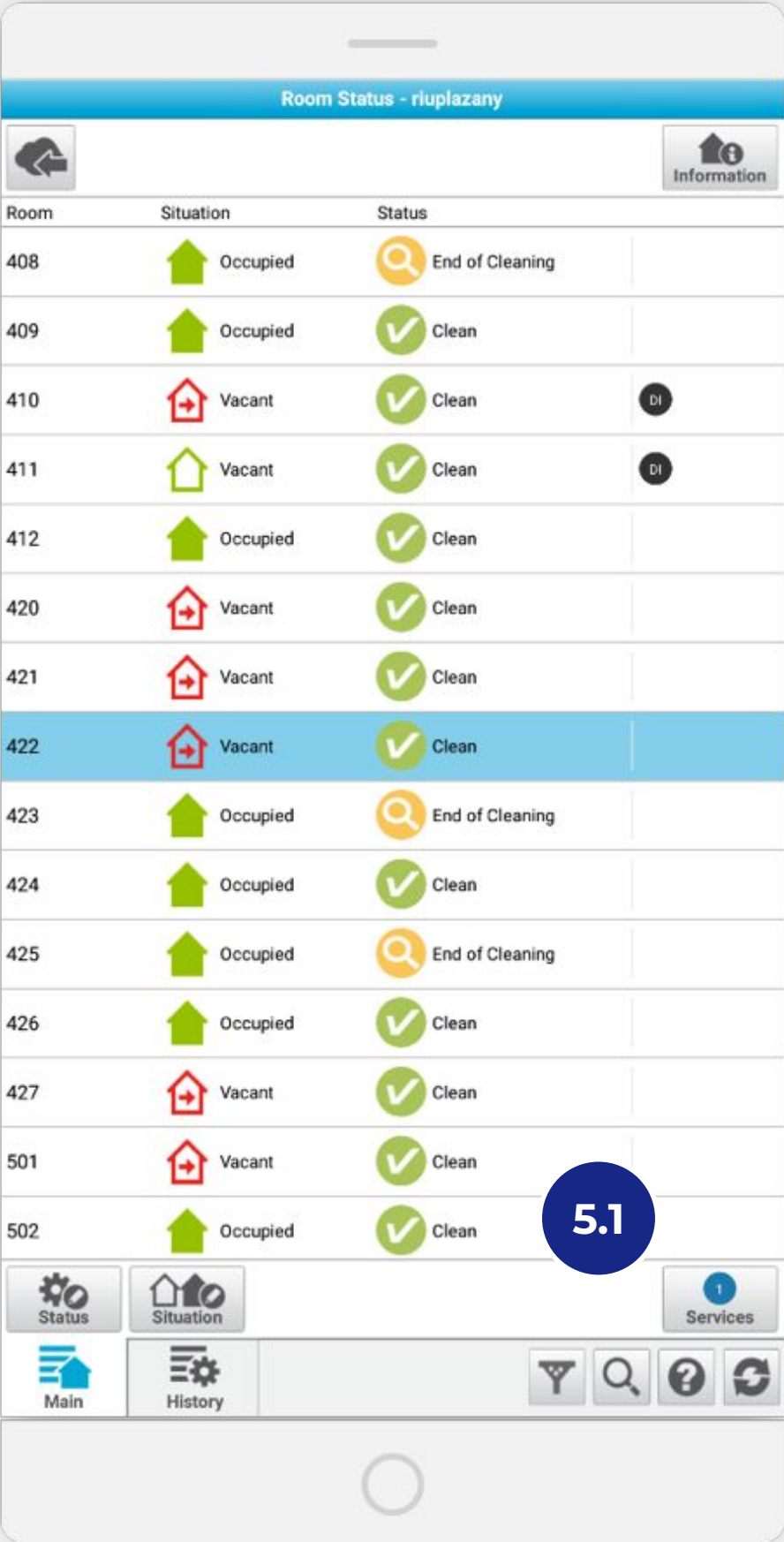
4. NOTIFICATIONS

If in reception a room is marked as urgent (for example, because the guest is waiting), the supervisor receives a notification instantly.

4. MONITORING AND VALIDATING 3/3

Reports incidents in a simply way **sending them immediately** to the Technical Service Department to help speed up solutions and to have rooms available sooner.

5



5. REPORT ROOM INCIDENTS

You can report an incident and it will be sent directly to the Technical Service Department.

5.1. report incidents

Create incidents directly from the Housekeeping application.

5.2. add details

You can add comments, photos etc. to help explain the incident clearer.

5.3. Monitor the status

You can check the status of any incident in any room with a simple click.

0. Configuration

1. Login

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5. PROGRESS OVERVIEW

See the cleaning progress from wherever you are.

1

ROOM STATUS

SERVICES

MINIBAR

DOCUMENTATION

ROOM STATUS

AVAILABILITY

0 due in

8 cleans vacants

0 urgent

CLEANING PROGRESS

31 %

STATUS	STAY	DUE OUT	VACANTS	
Dirty	20	7	10	3
Clean	10	5	2	3
Pending Review	5	1	1	3
Call Me	1	0	1	0
Coverage	8	7	0	1
Do Not Disturb	1	1	0	0

SERVICES

REQUESTS IN PROGRESS

8 open requests

REQUIRES ATTENTION

5 not attended

1 Expired | guest

0 paused

REQUESTS CATEGORIES

SSTT - Hotel

5

1

0

MINI BAR

24 pending verification

0 charge per

2

1. DASHBOARD

You will be able to see from the Dashboard how the daily cleaning progress is going easily from wherever you are.

1.1. Availability

Arrivals: Number of planned arrivals.

Available Prepared Rooms: Number of rooms that are cleaned and are available.

urgent: Number of rooms that require an urgent clean. This is mostly used for when a guest is waiting for their room.

1.2. Cleaning Progress

The Percentage of cleaned rooms listed by their status and occupation.

2. APK and iPHONE

You can check the Dashboard on your mobile phone from wherever you are, in the APK for Android users as well as the Web version for iOS users.

0. Configuration

1. Login

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5. Progress Overview

6. List of Rooms

7. Reports

6. LIST OF ROOMS

By checking the list of rooms you will have a clear view on the status of each room.

1. LIST OF ROOMS

From the list, you will easily be able to see the situation of all the rooms in the hotel. In addition to the cleaning and occupation information, you will also be able to see:

1.1. Services (Tasks and Requests)

Here you will see the number of Service tasks that a room has pending. If there are any urgent tasks to be done, the number will be displayed in a red circle.

2. DETAILS AND ACTIONS

When selecting a room, in the righthand column you will see more information such as past cleaning tasks and will be able to change the cleaning status, the occupation status, mark a late check out, etc.

3. FILTERS

Filter the list using multiple parameters to understand the status of the different rooms better.

3.1. Grouping Schedules together

If there is an active working schedule, you will be able to group schedules together, to be able to see every individual maids working progress (Available late 2019)

3

Status

All

Situation

All

Options

All

Users

No users selected

Dates

All

Floor

None

Rooms

No rooms selected

Due out date

None

Late checkout

All

3.1

hMobile Room Status

Settings View Job distribution Reports Help Exit

Filters applied Filters << 647 Results Showing from 1 - 31 Refresh

<input type="checkbox"/>	Room	Type	Status	Urg.	Situation	Due out	Checkin	Late C.O.	Services	Wrk.
<input checked="" type="checkbox"/>	304	Single	Clean		Vacant	10/11/..			1	
<input type="checkbox"/>	1516	Single	End of Cleaning		Blocked	11/11/..			1	
<input type="checkbox"/>	2611	Single	Clean		Blocked	11/11/..			1	
<input type="checkbox"/>	2616	Single	Dirty Pending		Blocked	Yester...			2	
<input type="checkbox"/>	303	Single	Clean		Due out	Today				
<input type="checkbox"/>	307	Single	Clean		Due out	Today				
<input type="checkbox"/>	321	Single	Clean		Due out	Today				
<input type="checkbox"/>	410	Single	Clean		Due out	Today				
<input type="checkbox"/>	411	Single	Clean		Vacant	Today				
<input type="checkbox"/>	420	Single	Clean		Due out	Today			1	
<input type="checkbox"/>	421	Single	Clean		Due out	Today				
<input type="checkbox"/>	505	Single	Clean		Due out	Today			1	
<input type="checkbox"/>	509	Single	Clean		Due out	Today			2	
<input type="checkbox"/>	510	Single	Clean		Due out	Today				
<input type="checkbox"/>	513	Single	Clean		Due out	Today			1	
<input type="checkbox"/>	610	Single	Clean		Due out	Today				
<input type="checkbox"/>	612	Single	Clean		Due out	Today				
<input type="checkbox"/>	709	Single	Clean		Due out	Today				
<input type="checkbox"/>	808	Single	Clean		Due out	Today				
<input type="checkbox"/>	816	Single	Clean		Due out	Today				
<input type="checkbox"/>	1011	Single	Clean		Due out	Today			1	
<input type="checkbox"/>	1110	Single	Clean		Due out	Today			2	
<input type="checkbox"/>	1117	Single	Clean		Due out	Today				
<input type="checkbox"/>	1210	Single	Clean		Due out	Today				
<input type="checkbox"/>	1413	Single	Clean		Due out	Today				
<input type="checkbox"/>	1417	Single	Clean		Due out	Today			2	
<input type="checkbox"/>	1512	Single	Clean		Due out	Today				
<input type="checkbox"/>	1517	Single	Clean		Due out	Today				
<input type="checkbox"/>	1518	Single	Clean		Due out	Today				

2

Status

Clean

☐ Urgent

Situation

Vacant Stay Blocked

Due out

Late checkout

Due in

Room information

Last guest: CEVERING MELANIE

Language: Unavailable

Checkin: Friday, 08/11/2019

Due out: Sunday, 10/11/2019

Work in progress

LOST+FOUND Various Pendiente de atención Details

History

14/11/19 - 10:42 - Cruz Elizabeth

Action: Clean

New status: Clean

13/11/19 - 10:35 - Cruz Elizabeth

Action: Clean

New status: Clean

12/11/19 - 10:24 - Cruz Elizabeth

Action: Clean

New status: Clean

11/11/19 - 10:30 - Agustina Rosario

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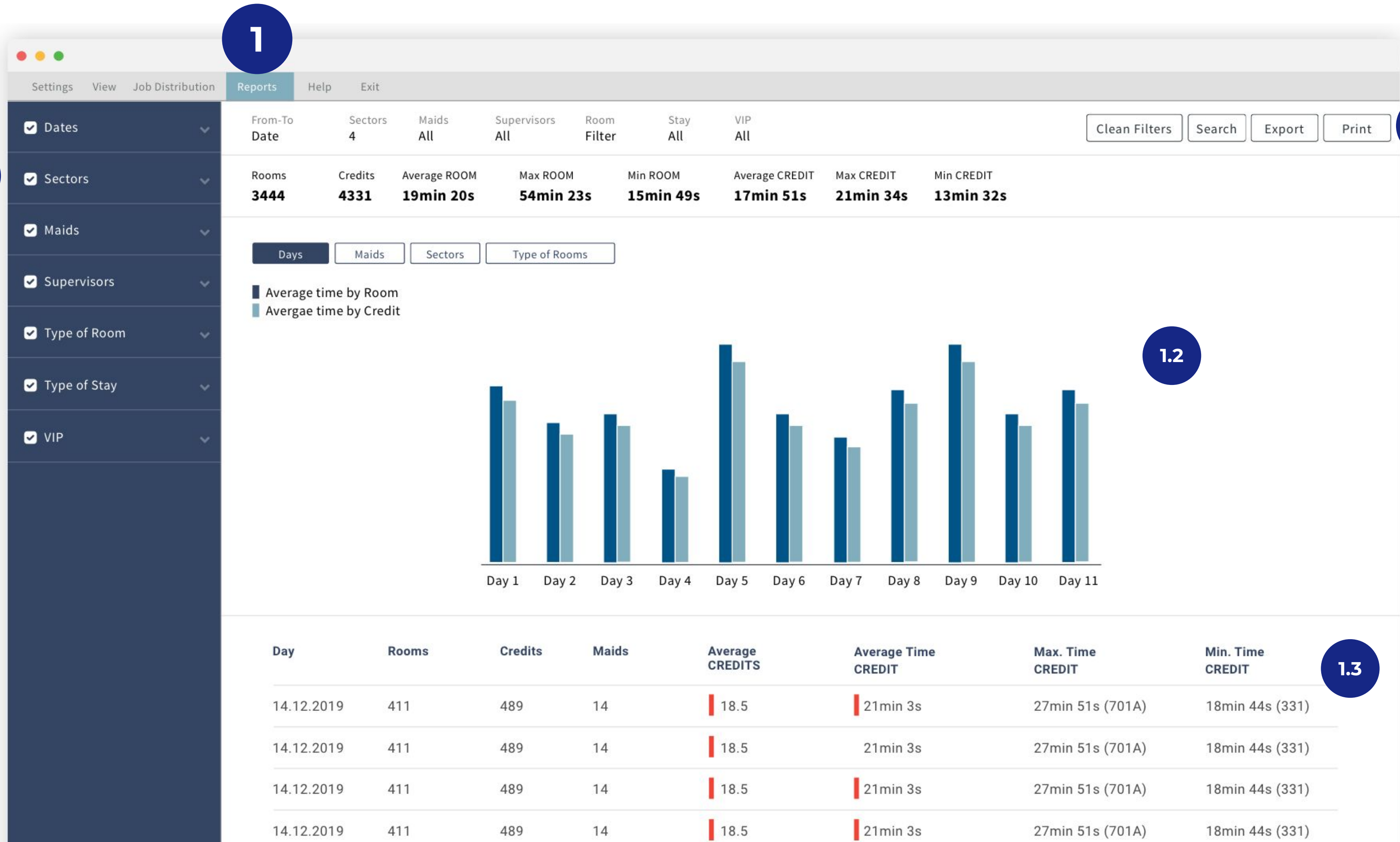
5. Progress Overview

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7. Reports

7. REPORTS

Analyzing the reports on how long it takes to prepare rooms, will help with future resources planning



1. REPORTS

There are many types of reports to analysis timing; by day, by credits, by maid, by type of room etc ...

1.1. Filters

Filters the results with the parameters you need (date, maids, room type ...)

1.2. Summary

See at a glance a summary of cleaning times.

1.3. Details

Here you find a more detailed report of cleaning times.

1.4. Print / Export

Export this to Excel to analyze results and/or use them in any way you need

STAFF HOUSEKEEPING



**Save the HSK Manager and supervisors between
10% - 15% of their time by reducing phone calls,
unnecessary walking around the hotel,
interruptions, etc.**

“ I am very happy with HMobile Staff, it has freed me from work, and communication with reception is much more fluid. ”

Head of Housekeeping
Tryp Jerez

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 trips to the rooms



staff
Services

Responds to guest requests quick and coordinated. Helping to solve incidents.



staff
Minibar

Minibars managed effectively and ensuring revenue.



staff
Opportunities

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



staff
Dashboard

The hotel in the palm of your hand.

Other products HMobile

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 in your phone

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



HMobile

Your hotel connected and under control

Would you like to try it?

2 months trial No Obligation

hmobile@hmobile.es

