

Are your hotel staff connected,
informed and coordinated to improve
customer satisfaction?



HMobile presents STAFF

Your hotel connected and under control





HMobile presents STAFF

An operations platform that **connects** all of the
Hotel employees and **coordinates** their activities,
allowing them to improve their **productivity** and
guest **satisfaction**





HMobile presents STAFF

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

Staff
Services

Staff
Housekeeping

Staff
Minibar

Staff
Opportunities

Staff
Dashboard



Are hotel tasks managed effectively? Are you delivering prompt service to customer requests?

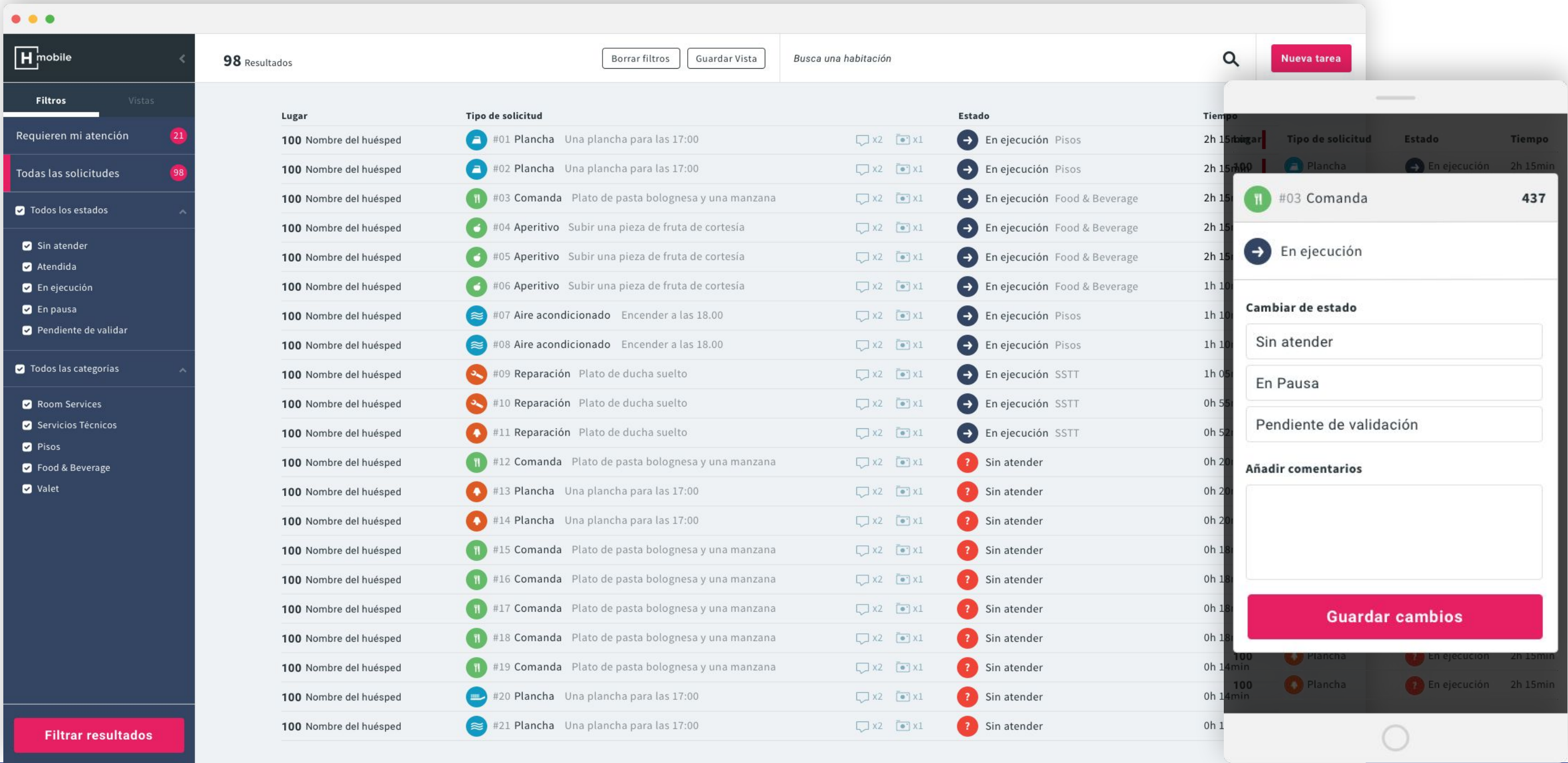
Staff
Services



Streamline the resolution of customer requests, incidents, and internal work

HMobile Services improves your team coordination, guaranteeing maximum productivity and efficiency when solving incidents and responding to customer requests.

- ✓ **Better Communication** and **coordination** between staff members, without paperwork, emails, or calls.
- ✓ **Quick registration** of customer requests and internal works.
- ✓ **Immediate notification** of requests to those responsible of their fulfillment.
- ✓ Easy **supervision** of ongoing works, **alerting** of unjustified delays or incidents.
- ✓ Guarantees the **attention of all requests**, reducing response times and **improving quality of service**.
- ✓ **Improve** response times
- ✓ **Reports** on guest requests and internal operations for **continuous improvement**.
- ✓ Manage **guest requests** received **from other systems**: gest app, corporate website, voice assistant, etc.





Guest

Guest Requests

It connects guests with the hotel staff and systems, making it easier for them to make requests from the moment they book, in whatever way they want (App, web, phone, voice ...)



Hotel staff

Incidents and internal work

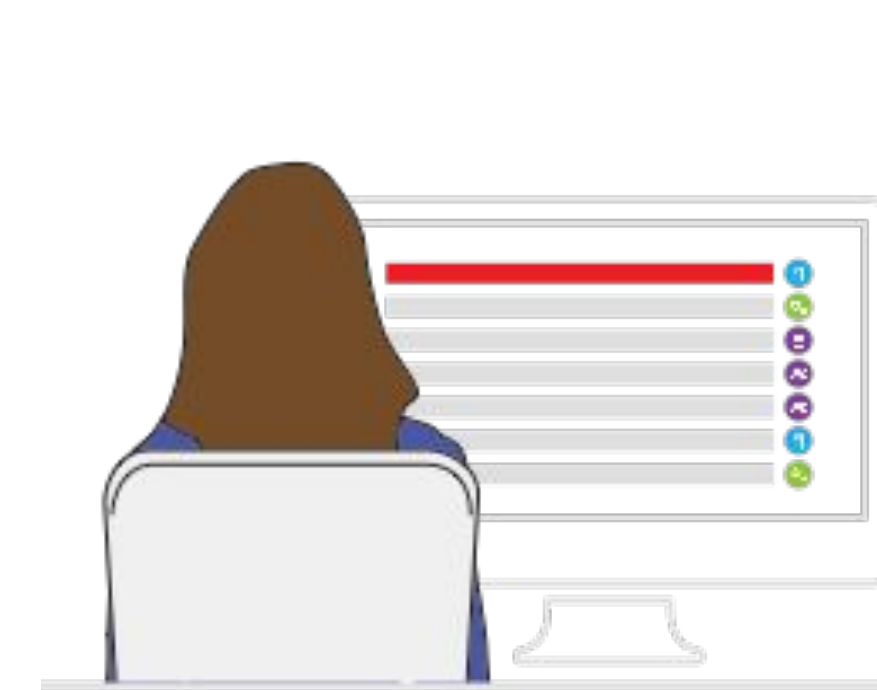
Manage hotel incidents and tasks, connecting employees, assigning tasks from one department to another automatically.



Task Executor

Carrying out tasks

Carrying out different types of tasks automatically, receiving new ones and informing once they have been done.



Front-Office

Monitoring, verifying and supervising

It guarantees the correct attention to guest requests and solving incidents: it tracks tasks in real time, defines SLA-s for different tasks ...



Department Managers

Understanding and continuous improvement

It uses all the information for daily planning and organization, to identifying proposals for continuous improvement etc ...

“Dated procedures have been improved (paper and telephone calls), requests made by the different Hotel departments (Housekeeping, F&B, Front-Office ...) as well as by the guests themselves, are received immediately by the different people in charge, decreasing the time needed to solve them and improving guest satisfaction.

From a simple request for a change of towels, to communicating an incident.”

Alfonso del Rosal Fajardo

Systems Director
ADH Hoteles

Are your rooms prepared
with care and delivered
“just in time”?

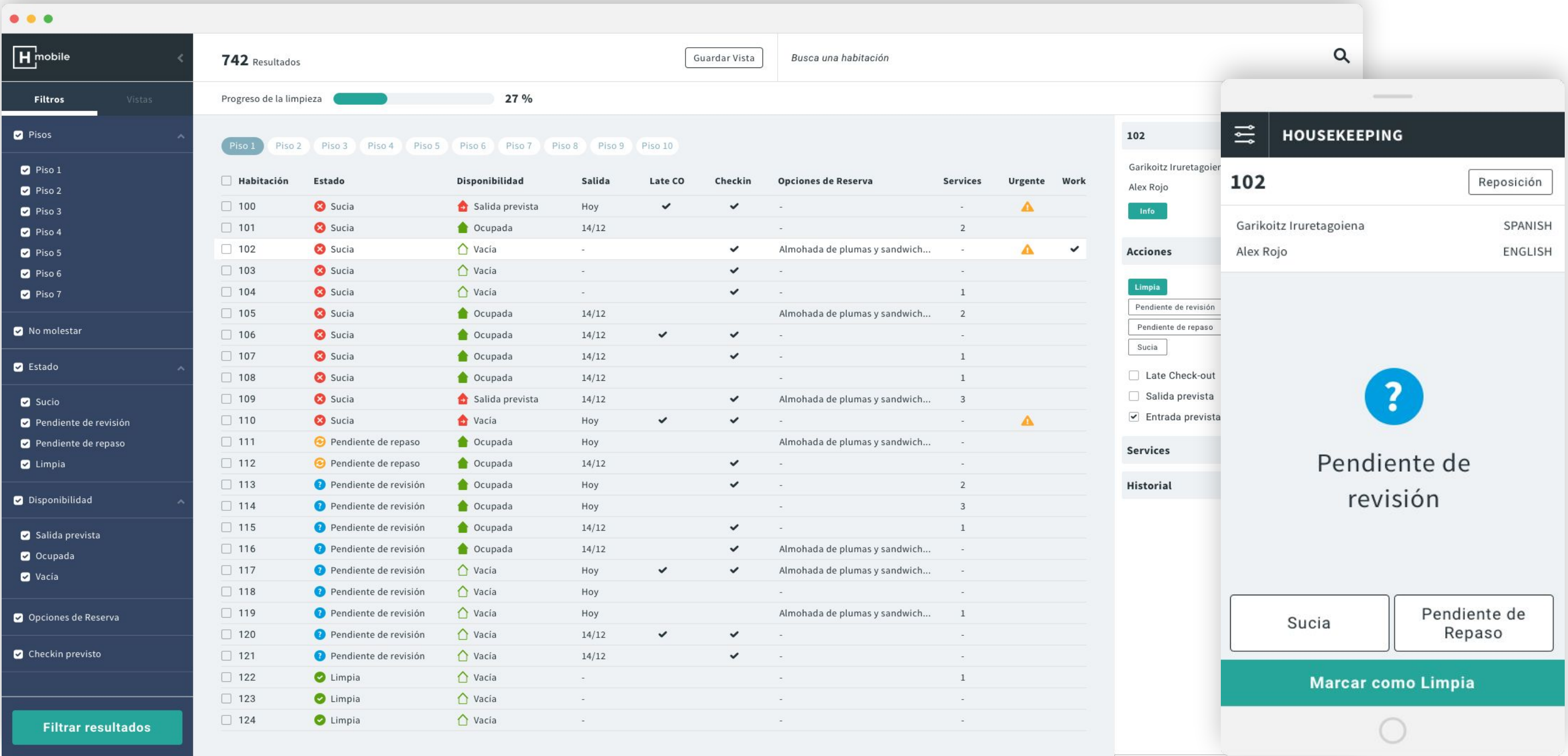
Staff
Housekeeping



Efficiently manage room cleaning, reducing unnecessary calls and walks.

A room in perfect condition and delivered on time is the best start to having a satisfied guest.
Thanks to HMobile Housekeeping you will be able to **streamline the work and efficiency of the Housekeeping team** and guarantee the delivery of **perfectly prepared rooms**.

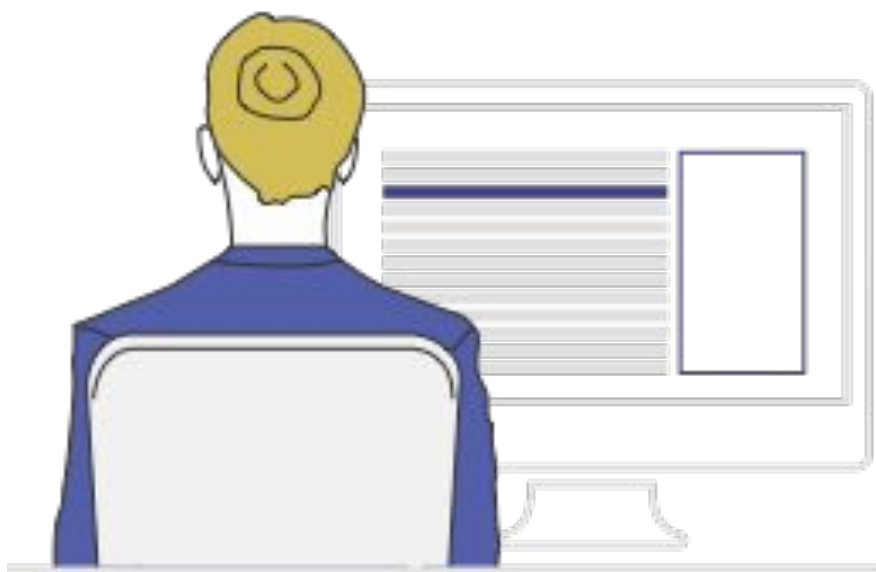
- ✓ **Shorten times** to have the **rooms ready**.
- ✓ **Optimization** of **time** and **walks** of HSK Manager and supervisors.
- ✓ **Eliminates** the need for **phone calls and interruptions** to HSK Managers and supervisors.
- ✓ **Speeds up** room **validation**, knowing which ones to validate, and doing it with just one click.
- ✓ Get room preparation work **time statistics**.
- ✓ **Reduce paper use** by eliminating the need to print checklists and check sheets.



Staff

Housekeeping

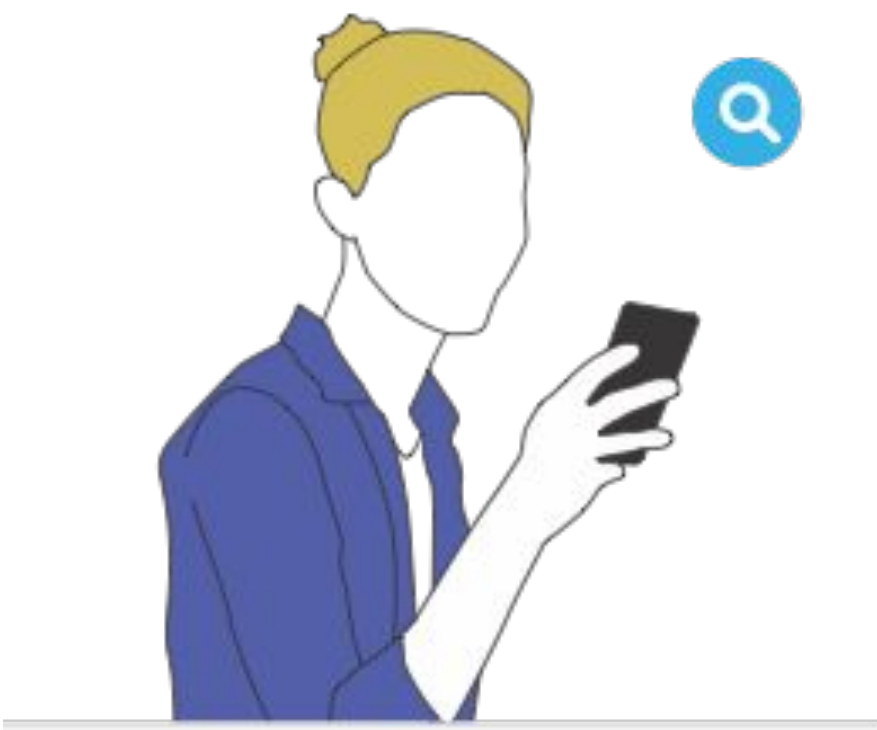
User experience



Housekeeping manager



Housekeeping manager



Floor Supervisor



Floor Supervisor



Front-Office

Organization and prioritizing

Organize and prioritize the cleaning and preparation of the rooms and the rest of the hotel from a single screen.

Information on the condition of the rooms, departures, arrivals, booking options, guest requests ..

Room and area assignment

Automatically assigns rooms to the cleaning staff correctly and in an easy way.

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.

Room confirmation

know at all times 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"

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.

“

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

Are your minibars always
full and are all your
charges billed?

Staff
Minibar

Minibars managed efficiently and under control

The minibar is one of those complements in which the guest will not ask about until they need it. Which is why it is a good reason to always have it under control. HMobile Minibar is the tool keep your minibars in order and to not leave charges without invoicing.

- ✓ **Speed up** the **refilling** process by having all the information at a glance.
- ✓ **Speed up** the **charging** process, sending them to the PMS with a click from anywhere in the hotel.
- ✓ **Improve** the **billing** process by not leaving late charges without invoicing
- ✓ **Reduce unnecessary visits** to the rooms
- ✓ **Control of setup items** that are not invoiced to the customer: cups, glasses, spoons ...
- ✓ Reports for greater control of **stocks** and consumption **statistics**
- ✓ **Reduce paper use** by eliminating the need to print lists and minibar sheets.

The screenshot displays the HMobile Minibar management interface. It features a sidebar with filters for floors (Pisos) and status (Estado). The main area shows a list of items and a table of items by room. A minibar setup screen is also visible, showing a list of items and a 'Realizar cargo' button.

Piso	Habitación	Artículo	Cargo: fecha y hora
2	201	1 Agua Mineral Cristal	15/02/2019 11:51:26
2	203	1 Leche Lala	15/02/2019 11:51:26
2	205	2 Cerveza Estrella	15/02/2019 11:51:26
2	206	1 Agua Mineral Cristal	15/02/2019 11:51:26
2	207	3 Cerveza Estrella	15/02/2019 11:51:26
2	210	1 Tequila El Gran Jurado	15/02/2019 11:51:26
2	211	1 Agua Mineral Cristal	15/02/2019 11:51:26
2	217	1 Cerveza Estrella	15/02/2019 11:51:26
3	303	1 Agua Mineral Cristal	15/02/2019 11:51:26
3	304	1 Leche Lala	15/02/2019 11:51:26
3	307	1 Agua Mineral Cristal	15/02/2019 11:51:26
3	308	1 Agua Mineral Cristal	15/02/2019 11:51:26
3	315	1 Agua Mineral Cristal	15/02/2019 11:51:26
3	322	1 Agua Mineral Cristal	15/02/2019 11:51:26
3	327	1 Agua Mineral Cristal	15/02/2019 11:51:26
4	402	1 Te Helado Lata	15/02/2019 11:51:26
4	404	1 Cerveza Estrella	15/02/2019 11:51:26
4	405	1 Leche Lala	15/02/2019 11:51:26
5	501	1 Agua Mineral Cristal	15/02/2019 11:51:26
5	503	1 Te Helado Lata	15/02/2019 11:51:26
5	506	1 Agua Mineral Cristal	15/02/2019 11:51:26
5	510	1 Leche Lala	15/02/2019 11:51:26
5	511	1 Agua Mineral Cristal	15/02/2019 11:51:26
5	512	1 Cerveza Estrella	15/02/2019 11:51:26
5	513	1 Agua Mineral Cristal	15/02/2019 11:51:26
5	520	1 Te Helado Lata	15/02/2019 11:51:26
5	523	1 Agua Mineral Cristal	15/02/2019 11:51:26
5	531	1 Te Helado Lata	15/02/2019 11:51:26

MINIBAR 203

ARTÍCULO	CANTIDAD CONSUMIDA
Leche Lala	2
Agua Mineral Cristal	1
Agua Bonafont 330ml	-
Agua Perrier	-
Nutri-Grain Frutela Fresa	-
Sprite Lata	-
Cerveza Estrella	-
Te Helado Lata	1
Agua Cristal 1lt	3
Tequila El Gran Jurado	-
Chocolatina	-
Patatas Chip	-
Cacahuetes	-

Realizar cargo



Food & Beverage



Food & Beverage



Food & Beverage



Front-Office



Food & Beverage Manager

Refilling organization

It organizes the preparation of the minibars in a quick and easy way.

Personalization options

Customize the minibars according to guests preferences.
Increasing satisfaction and increasing revenue.

Sending charges to the PMS

Send the consumption information to the PMS in a single click from your mobile phone.

Instant billing in the PMS

Increase revenue and performance of the hotel by invoicing all the minibar charges.

Understanding and continuous improvement

Use the reports to understand your guests' preferences better and improve teamwork and inventory control.

“

Never before has the Room Services department been so happy to have a system that helps and makes their work easier, when invoicing our customers minibar charges as well as with the refilling control.

”

Pedro Martín

IT Manager
Starwood España

Why not transform customer complaints into opportunities for improvement and loyalty?

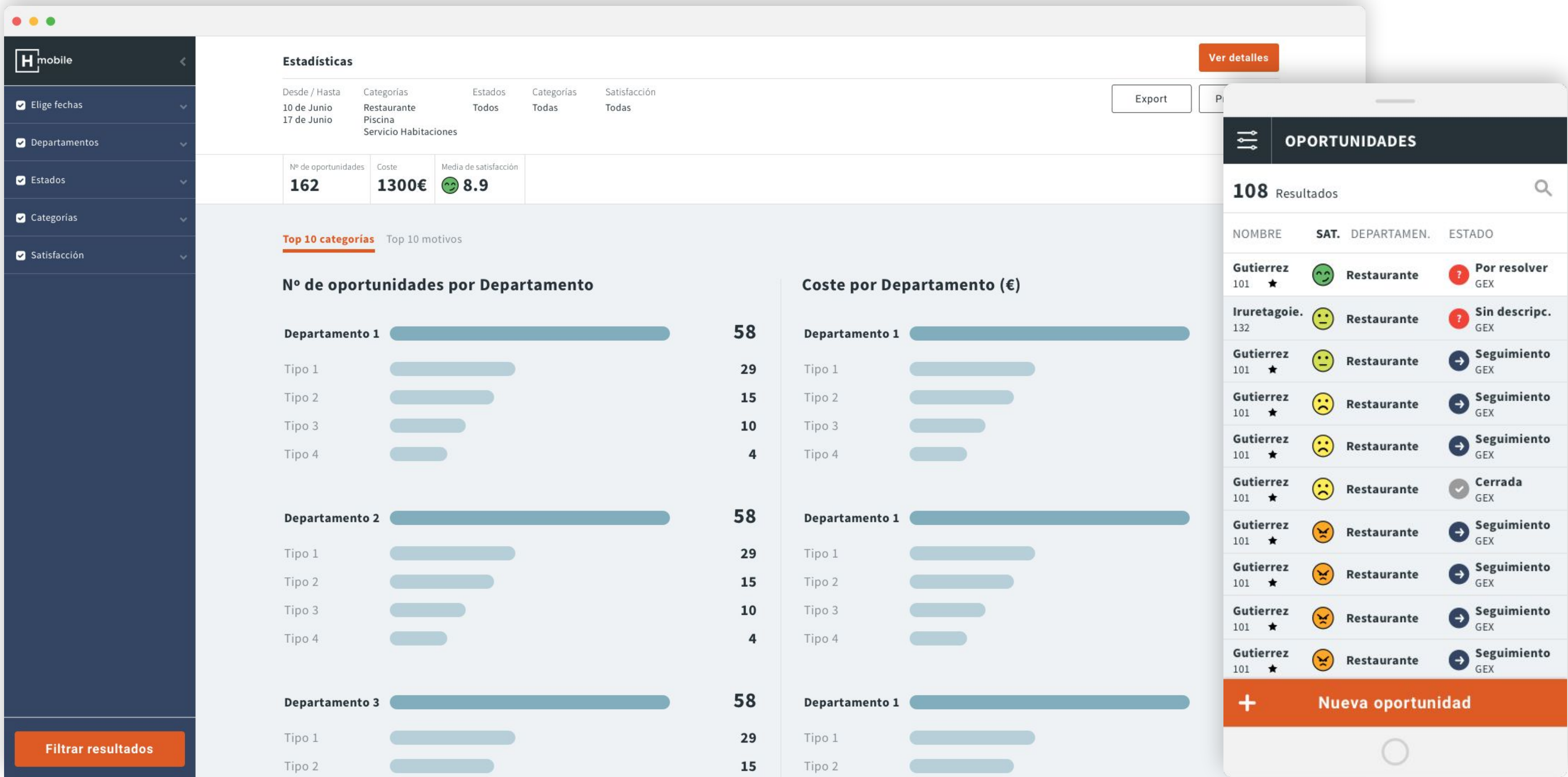
Staff
Opportunities



A Hotel with response capacity. A Hotel in continuous improvement.

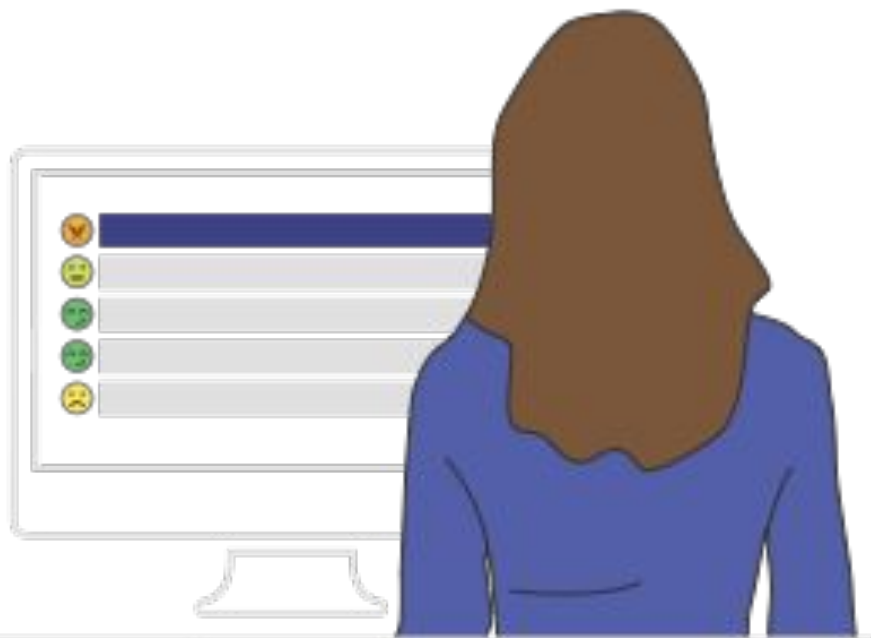
No one is perfect, that is why complaints allow us to improve ourselves, demonstrate our capacity to give a good service and gain the loyalty of our guests. A well-documented complaint resolved quickly is an opportunity for improvement. The Staff Opportunities tool is your best ally to take advantage of them and keep growing.

- ✓ **Improve guest satisfaction** by responding effectively to their complaints
- ✓ **Improve your hotel's services and operations** through the detailed statistics arranged by department, type of service, type of complaint.
- ✓ **Measure the cost** of complaints and help make your decision for **continuous improvement**.





Front-Office



Front-Office



GEX



GEX



GEX - Management

Complaints registry

Helps make the reception of complaints easier for the Front-office

Send to the person in charge

If a solution can't be given in that precise moment, it automatically notifies the head of that department.

Receiving notifications

Those responsible for resolving the complaints are informed at the same time as the incidents.

Tracking and quick solutions

Follow up on guests to guarantee greater satisfaction at the end of their stay.


Understanding and continuous improvement

Understand the reasons behind complaints and the departments involved to solve them and carry out actions to continuously improve.

“Having statistics automatically allows us
to take actions to improve our
performance times.”

Alfonso del Rosal Fajardo

Systems Director
ADH Hoteles



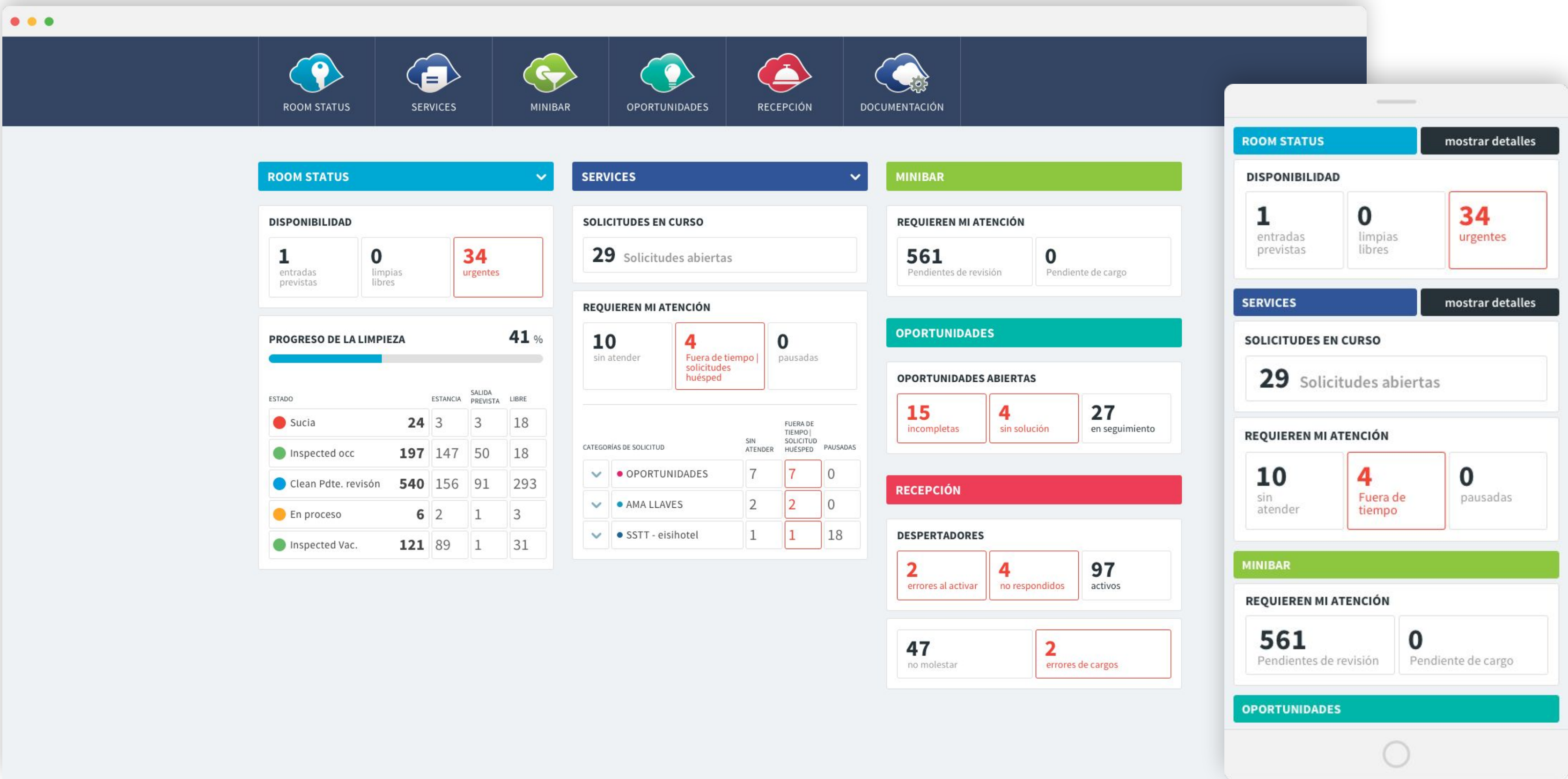
Do you know what is
happening in the Hotel all
the time and in real time?

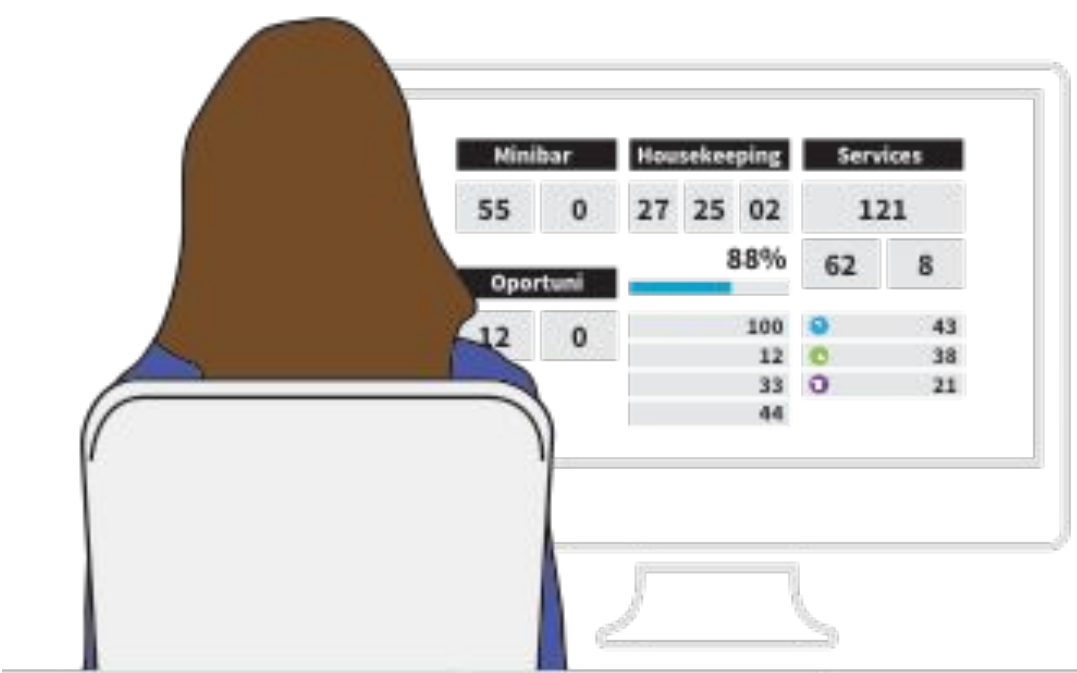
Staff
Dashboard

The hotel in the palm of your hand

Being well informed allows you to make good decisions, avoid surprises and to have the entire 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 all times the status of the different operations in the Hotel. Information that you can access with mobile devices, from wherever you are, both inside and outside the Hotel. A connected Hotel is an informed Hotel.

- ✓ Have all the **relevant operation information** on a single screen.
- ✓ Indicates **urgent** and important **situations** to prepare for them.





Management and Head of departments

The hotel status on the screen

Know the hotel status at a glance in real time and find out about any incidents that require attention:

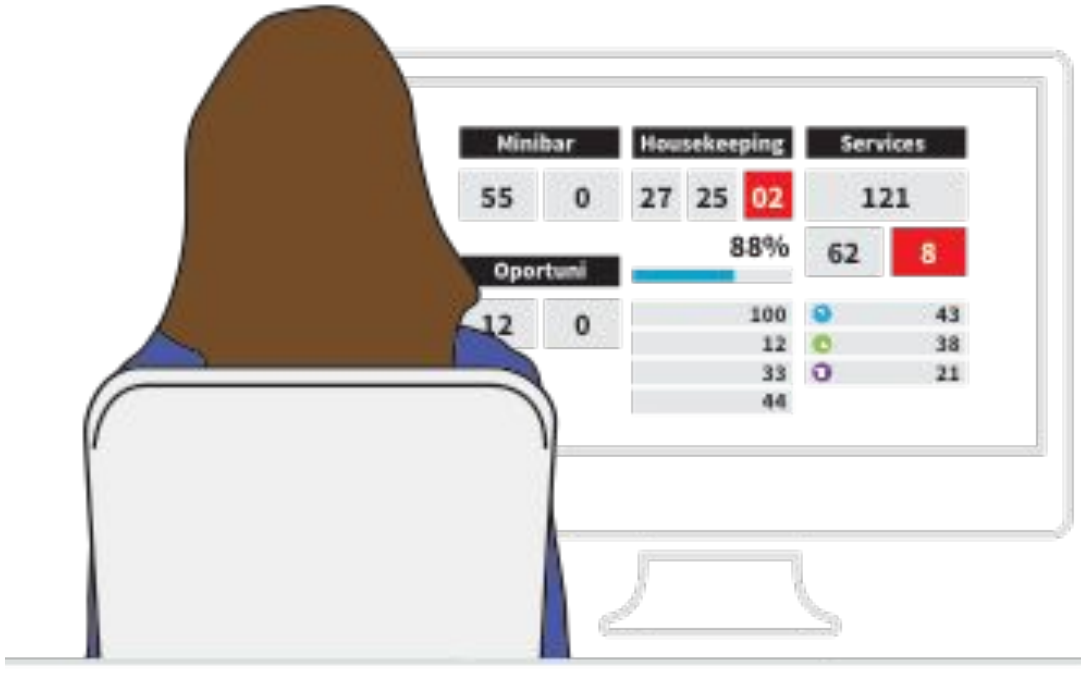
- Cleaning progress and arrivals without rooms
- Unattended requests
- Requests that have exceeded the time limit
- Open complaints



Management and Head of departments

The hotel status in the Palm of your hand

The hotel in the palm of your hand, understand the situation from anywhere and at anytime



Management and Head of departments

Information on urgent situations

Anticipate incidents before they reach your guests.



Management and Head of departments

Understanding and continuous improvement

Gain in order and time by having all the information centralized, and knowing that your team also has it.

“ HMobile has allowed us to raise the experience of our guests thanks to the features used by our Guest Experience department, and has been a key tool to improve the efficiency in the most operational departments of the hotel: Housekeeping, Minibars and Maintenance. ”

Tomeu Fiol

Global Hotel Technologies Director
Meliá Hotels International

HMobile Experience

The main hotel operations platform in Spain



60K

Rooms prepared daily

+2M

Requests for services
and tasks managed
last year

+3500

Hotel employees
working as a team

40%

of the LHW Hotels in
Spain use HMobile Staff to
manage their operations

+100

PMS integrated

Hmobile Experience

We accompany your team in the change process



Installation

integrating with your other systems, without interrupting your work



Training

So your whole team is satisfied from day one



Support

24/7 so your hotel is in continuous operation

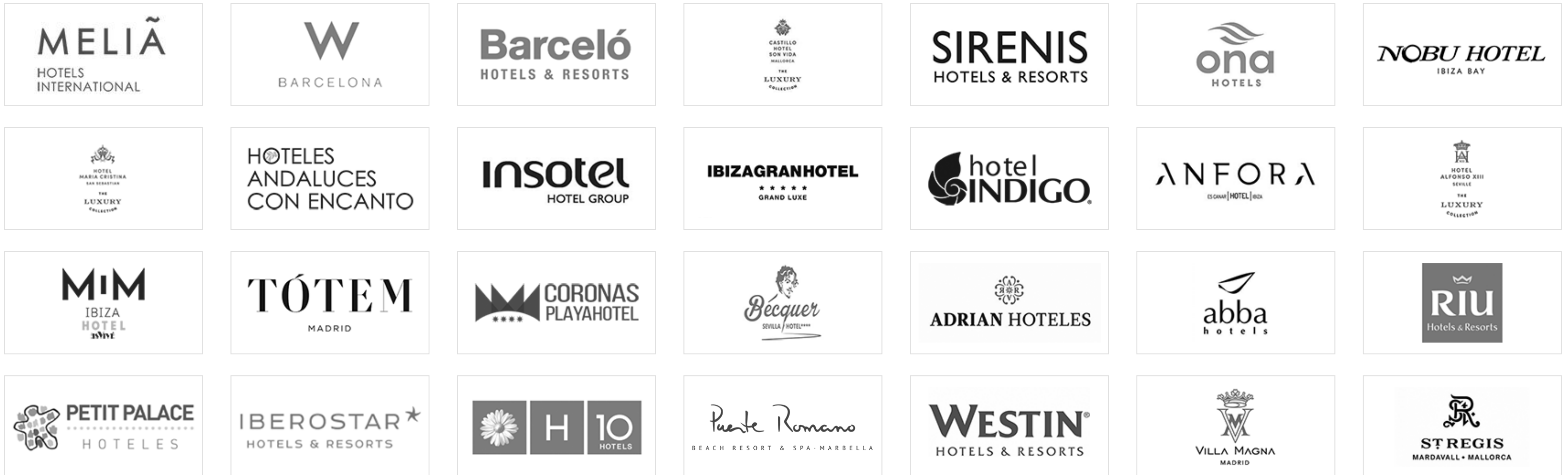


Evolution

We progress with you to help you now and in the future.

Hmobile Experience

Adapted solutions for independent hotels and hotel groups



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 easier to manage the customers Internet connection experience and avoids problems for employees

Insights

A global understanding of your Hotels

Know and understand customers needs by Brand, location and Hotel.

Mobilekey

The key on your phone

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

About us

25 years ago we started to help Hotels by developing software solutions. We called ourselves **char** and successfully solved the first challenge: to integrate the Hotel's switchboards with different systems and PMS options. From there on, we have continued working and evolving very closely with hotels and hotel groups, providing the latest technologies to support them with business challenges, helping them improve their operations, staff productivity and guests satisfaction..

We are now **HMobile** and all this experience has led to having innovative solutions such as: HMobile Connect, HMobile Internet Manager, HMobile MobileKey and HMobile Staff.

Today, HMobile software solutions are implemented in 90% of the Hotels in Spain.

HMobile

Your hotel connected and under control



HMobile

Your hotel connected and under control

Would you like to try it?

2 months trial No Obligation

hmobile@hmobile.es

