

HMobile

# STAFF SERVICES

User Guide



## What is it and what is it used for? 1/2

# Responds to guest requests quickly and coordinately.

Staff Services lets you organize the Hotel resources around the tasks needed, ensuring maximum productivity and efficiency when resolving incidents and responding to customer requests.

- ✓ It allows **the guests request to be registered immediately and reliably**, assigning them to those responsible for completing them.
- ✓ **Easier** coordination between different departments that may be involved in the **preparation, delivery and completion** of the services requested.
  - Helps to **monitor the** service process, **alerting** any unjustified delays or incidents, providing an opportunity for them to be solved, **anticipating possible complaints**.
- ✓ Helps to take **care of all requests**, reducing response time, **improving the quality** of customer care.
- ✓ Gives centralized and unified **information** on the services being requested and how they are being carried out during a guest's stay. This is useful information to help with the customer/hotel relationship or to help with any **possible complaints**.
- ✓ Helps managing and controlling the **billing process for** certain services.
- ✓ Analyses **past service performances** to identify common requests, problems and delays during their implementation, **optimizing resources and coordination, process improvement** ...
- ✓ Additionally it allows you to **manage** guest requests **jointly** through **other systems** that may be used: **customer, corporate website, app host**, etc.

## What is it and what is it used for? 2/2

# It helps solve problems and incidents.

Staff Services lets you organize the Hotel resources around the tasks needed, ensuring maximum productivity and efficiency when resolving incidents and responding to customer requests.

- ✓ **Immediate notification** of incidents to those responsible for taking care of them
- ✓ It makes it easier to carry out the work needed by having **all the necessary data for it to be done.**
- ✓ **Reports** to the different areas any **issues that may affect** their work or the **customers.**
- ✓ **Helps supervise the** progress of tasks and incidents **from the start up until they have been completed.**
- ✓ Allows you to **manage and monitor** tasks that may affect more than one area.
- ✓ Allows you to assign work in a **balanced way** between the staff responsible for carrying it out.
- ✓ **Improves response time,** reducing the impact of incidents.
- ✓ It helps **analysis** past tasks and incidents **to optimize resources and costs** and improve work in the areas involved.
- ✓ Additionally it allows you to **manage** guest requests **jointly** through **other systems** that may be used: **customer, corporate website, app host,** etc..

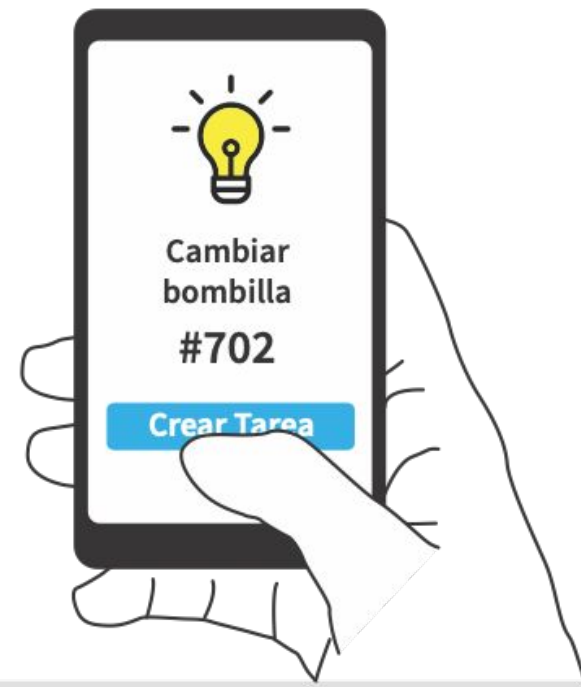
## USER EXPERIENCE



Guest

### Guests requests

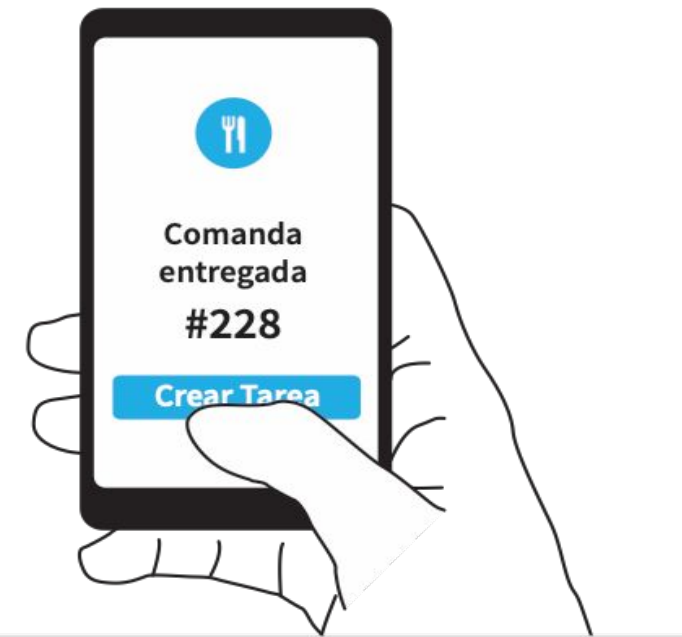
It connects guests with the hotel staff and systems, making it easier for them to make requests from the moment they book, whatever way they want (App, web, phone, voice ...)



Hotel staff

### Incidents and internal work

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



Task executor

### Carry out tasks

Employees who carry out the different types of requests, will automatically receive new requests and can report once they have been completed



Front Office

### Monitoring, verifying and supervising

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



Management

### Understanding and continuous improvement

All the information is used for daily planning and organization, to identify proposals for continuous improvement and opportunities, etc ...

## **0. Configuration**

1. Login

2. Creating New Tasks

3. Attend and implement Tasks

4. Completed Tasks

5. Monitoring Tasks

6. Reports

## **0. Configuration**

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## 0. Configuration 1/3

We provide you with an **initial configuration** giving you a set of **services and predefined tasks**. You can **personalize** this to adapt to how your hotel operates.

### FLOORS

Ironing board and Iron  
Shoe polish  
Laundry  
Blankets  
Air conditioning  
amenities  
shaving kit  
Coat hangers  
Pillow  
towels  
Slippers  
dental kit  
Bed sheets  
toilet paper  
Cot  
...

### ROOM SERVICES

Ice  
Collection tray  
commands  
Kettel  
Cutlery  
Dishes  
Corkscrew  
Cups  
Nespresso  
Water  
...

### TECHNICAL SERVICES

Converter  
Air-conditioned Bathroom  
Water dripping incidence  
Internet  
Light  
Door  
Phone  
TV remote  
Jacuzzi  
DVD  
Hairdryer  
Scales  
...

### RECEPTION

Charger  
Alarm clock  
Internet code  
city information  
climate information  
Booking external  
restaurants  
Luggage  
....

### HALLS

Flipchart  
Proyector stand  
Flooring  
Office supplies  
Extension lead  
Internet Cable  
...

### ...

...



## 0. Configuration 2/3 (For Administrators users only)

**Customize** the **kind of services, tasks, users and alerts** to the needs of your hotel so you work more efficiently.

The screenshot displays the hMobile Services configuration interface for MAINT ROOMS. The interface includes a sidebar with a list of task groups, a main table of tasks, and a search bar. Callouts 1.1, 1.2, and 1.3 point to the 'Tasks' tab, the search bar, and the 'MAINT ROOMS' group respectively. A large callout '1' points to the 'PUBLIC' group in the sidebar.

<input type="checkbox"/>	Name	Code	Information	Guest request	Tracking	RS cleaning	Core task	Removed
<input type="checkbox"/>	PROJECT		Required		✓			
<input type="checkbox"/>	ROOM NUMBEI		Optional					
<input type="checkbox"/>	SAFE BOX		Optional					
<input type="checkbox"/>	SANITIZING SI		Optional					
<input type="checkbox"/>	SECURITY LAT		Optional					
<input type="checkbox"/>	SHAMPOO DIS		Optional					
<input type="checkbox"/>	SHELF UNDER		Optional					
<input type="checkbox"/>	SHOWER DOO		Optional					
<input type="checkbox"/>	SHOWER GLAS		Optional					
<input type="checkbox"/>	SHOWER HEAL		Optional					
<input type="checkbox"/>	SHOWER HOSI		Optional					
<input type="checkbox"/>	SHOWER PAN		Optional					
<input type="checkbox"/>	SHOWER PAN		Optional					
<input type="checkbox"/>	SILICONE		Optional					
<input type="checkbox"/>	SILICONE IN S		Optional					
<input type="checkbox"/>	SINK		Optional					
<input type="checkbox"/>	SLIDING DOOF		Optional					
<input type="checkbox"/>	SOFA BED		Optional					
<input type="checkbox"/>	TELEPHONE		Optional					
<input type="checkbox"/>	TELEVISION		Optional					
<input type="checkbox"/>	TILE BROKEN		Optional					

## 1. TYPES OF SERVICES

Grouping a set of tasks, usually by department or type of task.

**Create and / or edit the types of services that you consider necessary for your hotel.**

### 1.1. Tasks

Details of the task to be performed. When adding a new task, these are the following fields:

**1. Task Definition:** name, icon, description.

**2. Characteristics (optional):** several options, such as defining SLA for each task.

**3. Workflow (optional):** to define variants in the workflow.

### 1.2. Assignment

By assigning users, you define which users have access to each type of service and what role each one has.

**1. Applicant:** creates tasks and can consult the status of that type of service task.

**2. Executor:** They can request tasks and carry out the actions needed for that kind of service.

**3. Supervisor:** They can request and freely navigate through the different status. They can also assign, and monitor tasks given to executor users.



## 0. Configuration 3/3 *(For Administrators users only)*

**Customize** the **kind of services, tasks, users and alerts** to the needs of your hotel so you work more efficiently.

### 1.3. alerts

To be able to get the information to the right people immediately, you can configure which notifications each type of user will receive from the mobile app (APK).

The screenshot displays the hMobile Services configuration interface for MAINT ROOMS. The interface includes a sidebar with task groups, a main table of tasks, and a search bar. Callouts 1.1, 1.2, and 1.3 point to the 'Tasks' tab, the 'Allocation' tab, and the 'Warnings' tab respectively. Callout 1 points to the 'PUBLIC' user group in the sidebar.

<input type="checkbox"/>	Name	Code	Information	Guest request	Tracking	RS cleaning	Core task	Removed
<input type="checkbox"/>	PROJECT		Required		✓			
<input type="checkbox"/>	ROOM NUMBEI		Optional					
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0. Configuration

**1. Login**

2. Creating New Tasks

3. Attend and implement Tasks

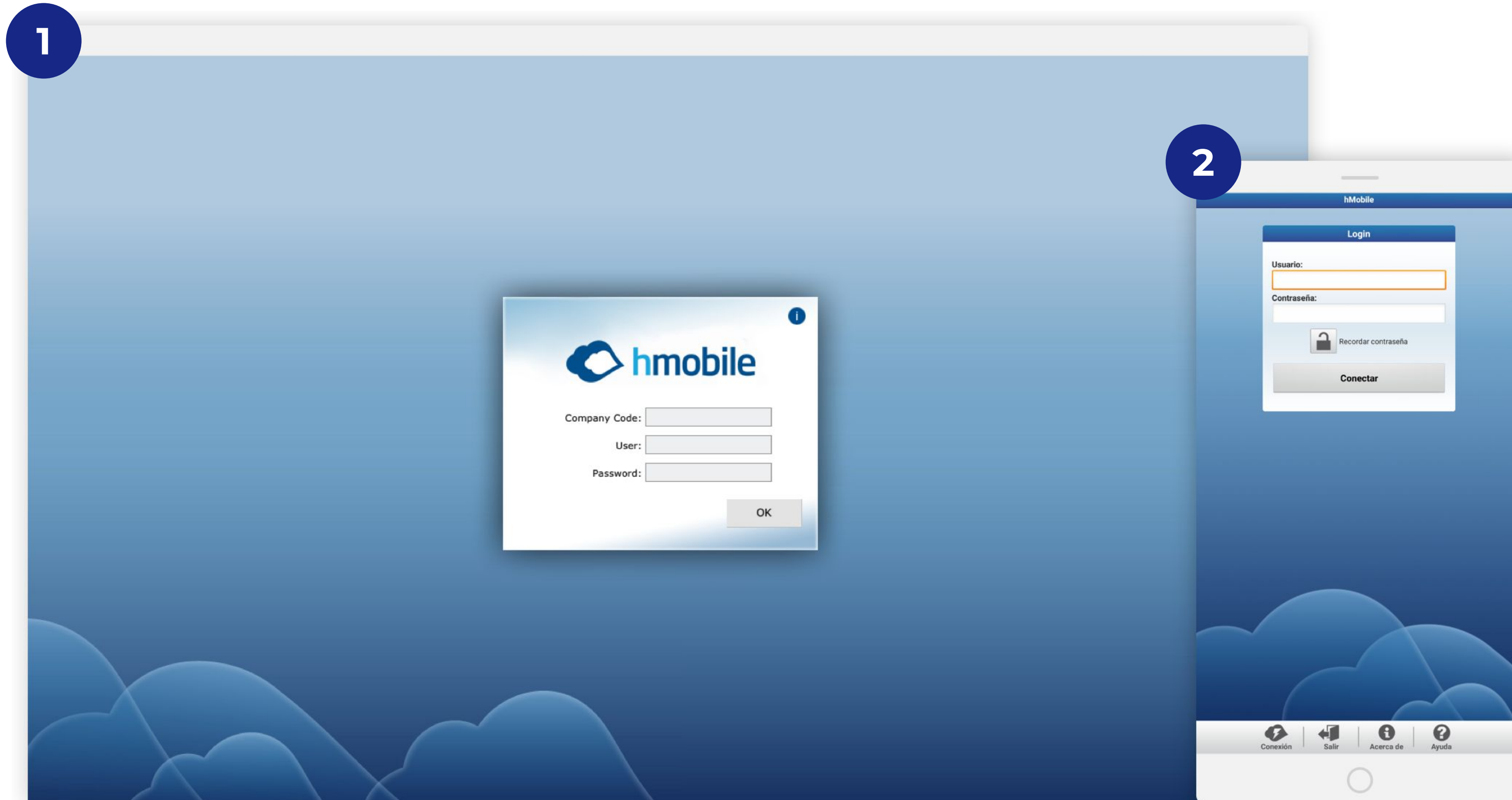
4. Completed Tasks

5. Monitoring Tasks

6. 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. Creating New Tasks**

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## 2. CREATING NEW TASKS 1/2

Create new tasks in just a **few seconds** from the **Web** interface (Responsive) or the **APK**, which **eliminates** the need for **phone calls and to constantly interrupt** the supervisors and management.

The image shows two views of the 'New request' form. On the left is the desktop web interface, and on the right is the mobile app interface.

**Desktop Web Interface:**

- Title: New request
- Address: 2021 D S E CUNHA LAGO DE FREITAS PEDRO J 13/11/2019 17/11/2019
- Room: MAINT ROOMS
- Service: AC TERMOSTAT
- Options:
  - Start later
  - Repeat
  - Tracking
  - Guest request
  - Urgent
- Comments: A large text area for adding details.
- Image: Add image (Optional) with a Select button.
- Buttons: CANCEL, Send and new, Send request

**Mobile App Interface:**

- Title: New request
- Place: 1023
- Task: LIQUID ON THE FLOOR
- Options:
  - Guest request
  - Track
  - Urgent
  - Start later
- Additional details: Add information button
- Buttons: Save and new, Save

### FROM the WEB and APK

To create a new task, you must access the list of tasks in progress first:

**WEB:** View> Requests

**APK:** Main (bottom left)

In both cases, this is the data that needs to be filled in:

**Location:** Room or common area.

**Type of task:** configure in "settings".

**Task:** Configure in "settings".

**options:**

- \* Start later: Select the date to start
- \* Repeat: select number
- \* Monitoring: to follow the process of the task
- \* Guest Requests.
- \* Urgent.

**Photos:** You can add photos to help the person see what needs to be done.

**Comments:** Add more details when you consider necessary.



## 2. CREATING NEW TASKS 2/2

Create new tasks in just a **few seconds** from the **Web** interface (Responsive) or the **APK**, which **eliminates** the need for **phone calls and to constantly interrupt** the supervisors and management.

The image shows two interfaces for creating a new task. On the left is a desktop web interface titled 'New request'. It features a form with the following elements:

- A text input field containing '2021 D S E CUNHA LAGO DE FREITAS PEDRO J' and dates '13/11/2019' and '17/11/2019'.
- A dropdown menu with 'MAINT ROOMS' selected.
- A dropdown menu with 'AC TERMOSTAT' selected.
- Checkboxes for 'Start later', 'Repeat', 'Tracking', 'Guest request', and 'Urgent'.
- A large text area for 'Comments'.
- An 'Add image (Optional)' button with a 'Select' icon.
- Buttons for 'CANCEL', 'Send and new', and 'Send request'.

On the right is a mobile app interface showing a 'New request' modal over a task list. The modal includes:

- A 'Place' input field with '1023' and an 'Ab' button.
- A 'Task' dropdown with 'LIQUID ON THE FLOOR' selected.
- Checkboxes for 'Guest request', 'Track', 'Urgent', and 'Start later'.
- An 'Additional details' section with an 'Add information' button.
- 'Save and new' and 'Save' buttons.

## OTHER OPTIONS FOR CREATING TASK

Tasks can be created in several ways, thanks to the integration with other systems:

### Guest Application

If your hotel has an app for your guest, we can integrate it so when the guest makes a request, it directly reaches the person who deals with that type of task/request immediately.

### Voice Communication Systems

If your hotel has systems like Alexa in your rooms, guests can make requests directly by using these systems.

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2. Creating New Tasks

**3. Attend and implement Tasks**

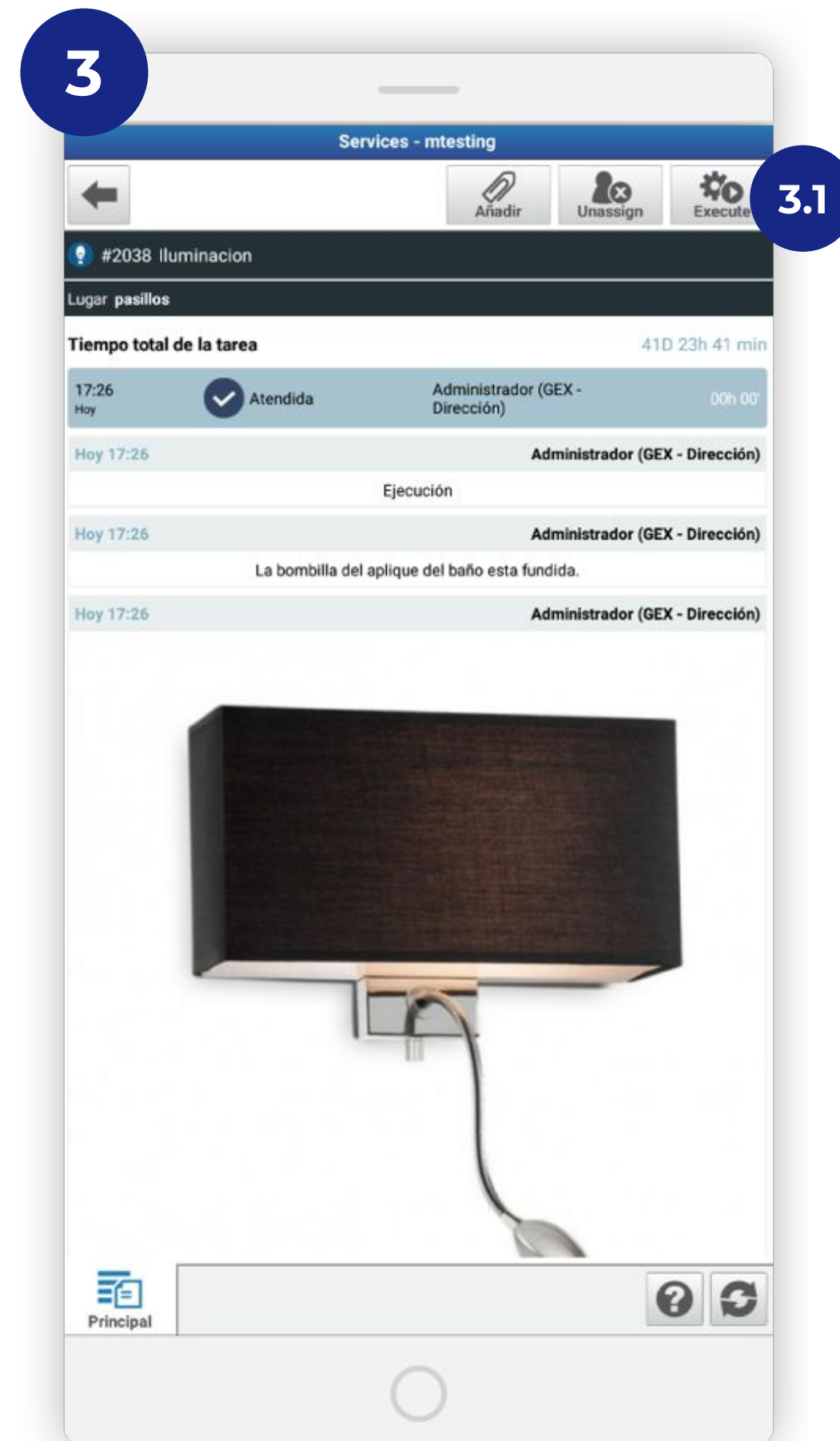
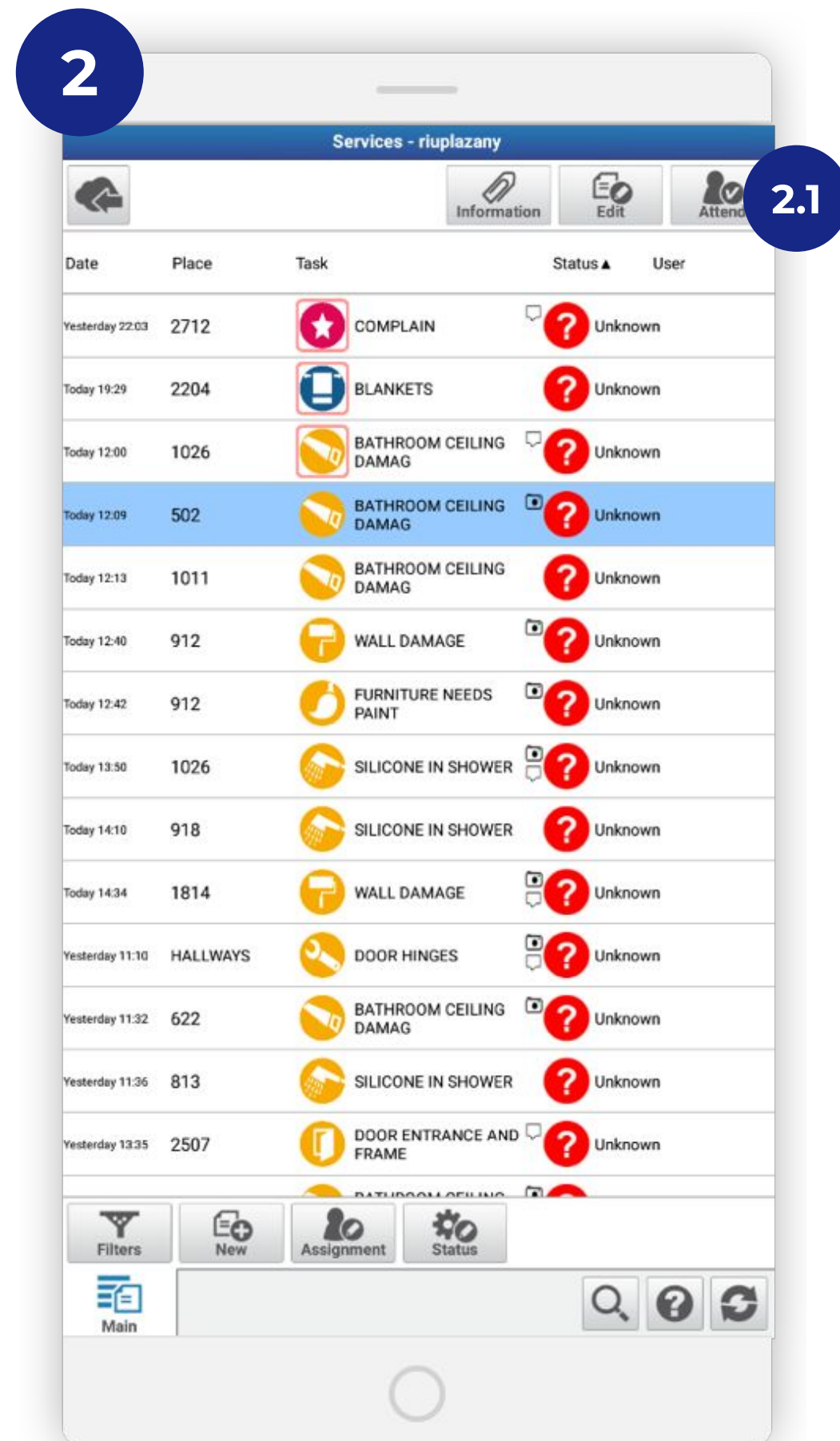
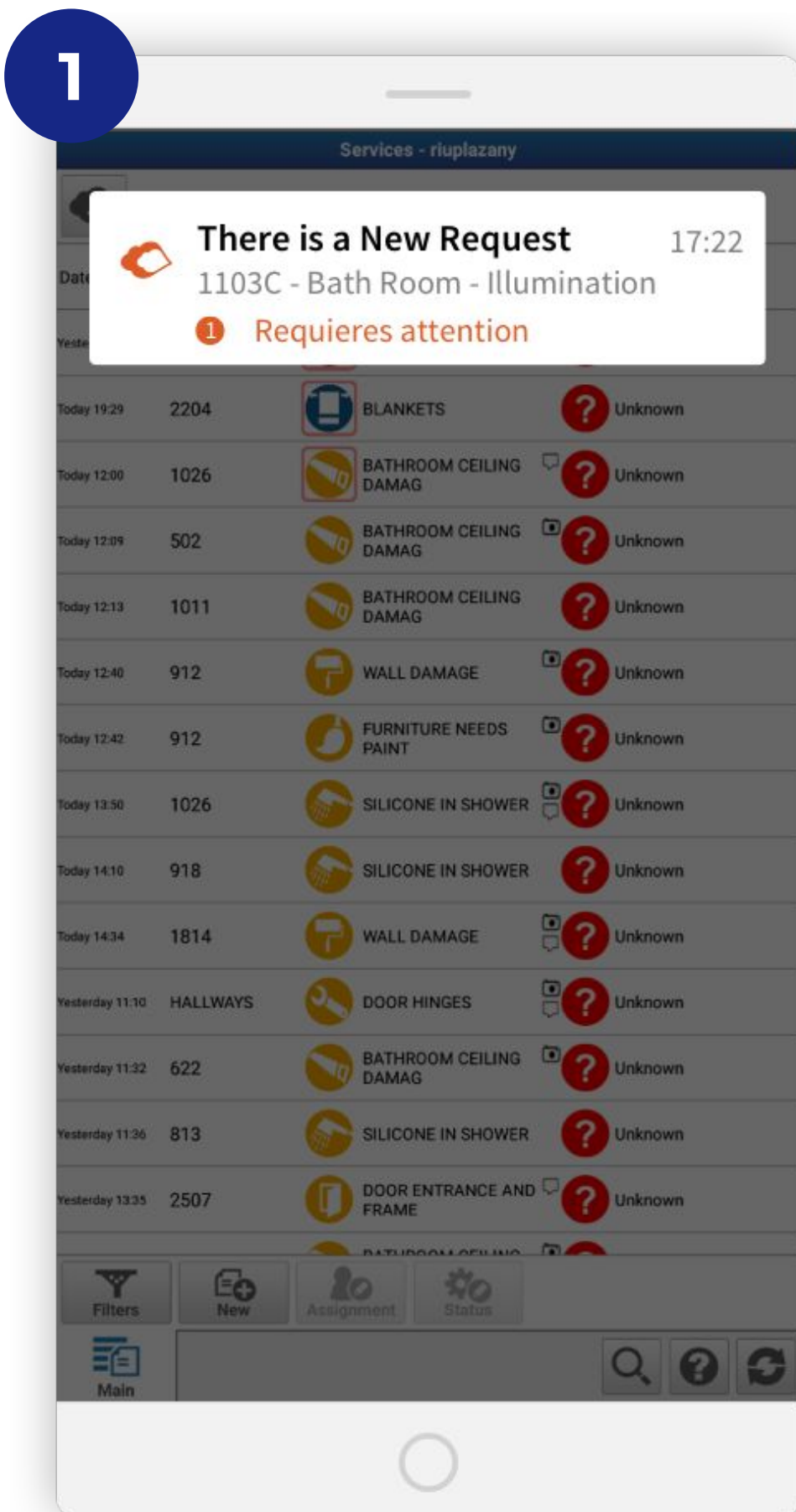
4. Completed Tasks

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### 3. Attend and implement Tasks 1/2

Receiving notification of the tasks that must be carried out, **minimizing time wasting and confusion**. Attend and change the status of the tasks, to **keep track** of the tasks and requests



### 1. RECEIVE NOTIFICATIONS

To ensure speed and effectiveness, the executors for each type of service, will receive alerts or notifications for new requests.

They can directly access the Task List (2) or see the details of each task (3)

### 2. SEE LIST

In the list of tasks, users can see a list and attend the tasks that need to be carried out. (2.1.)

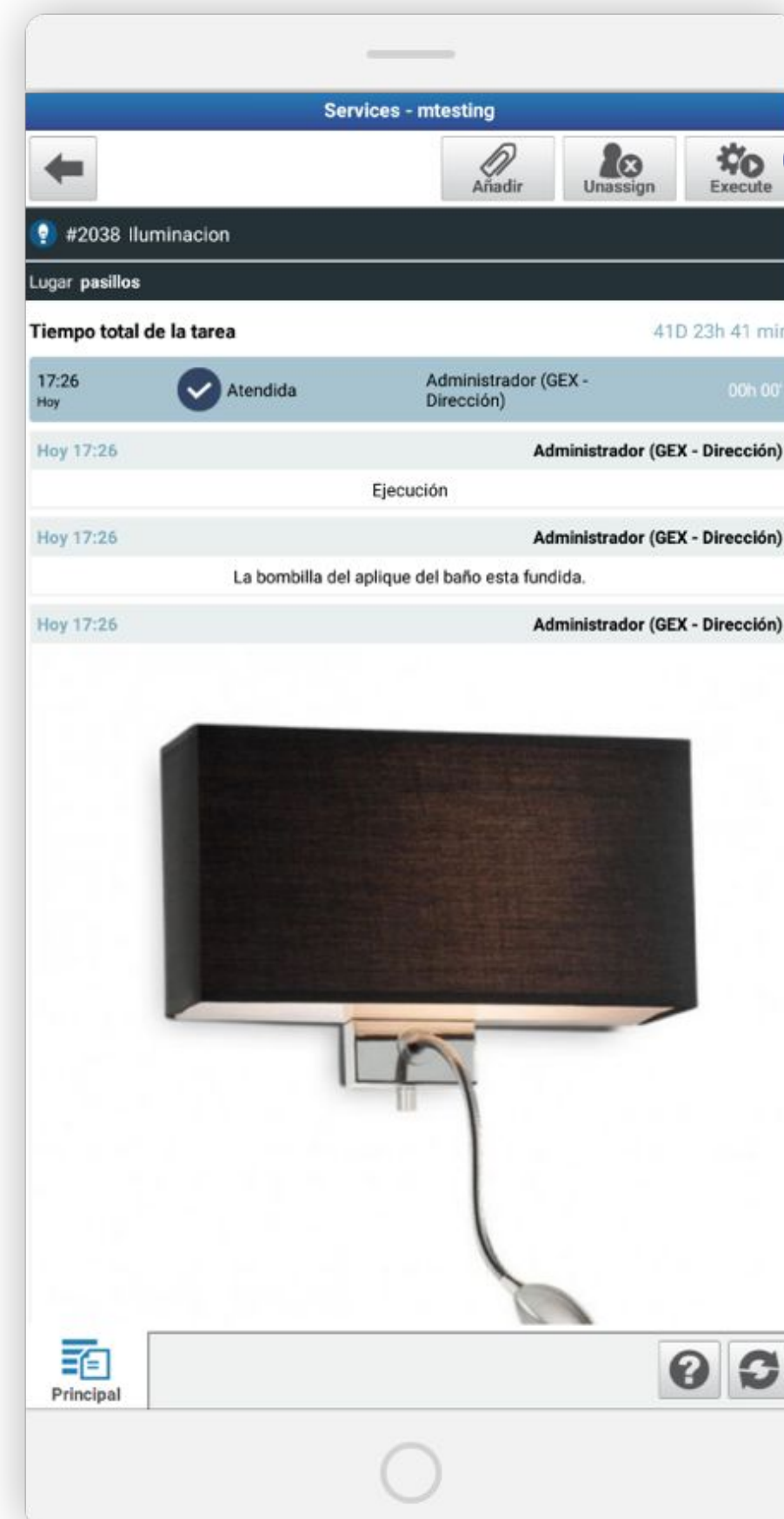
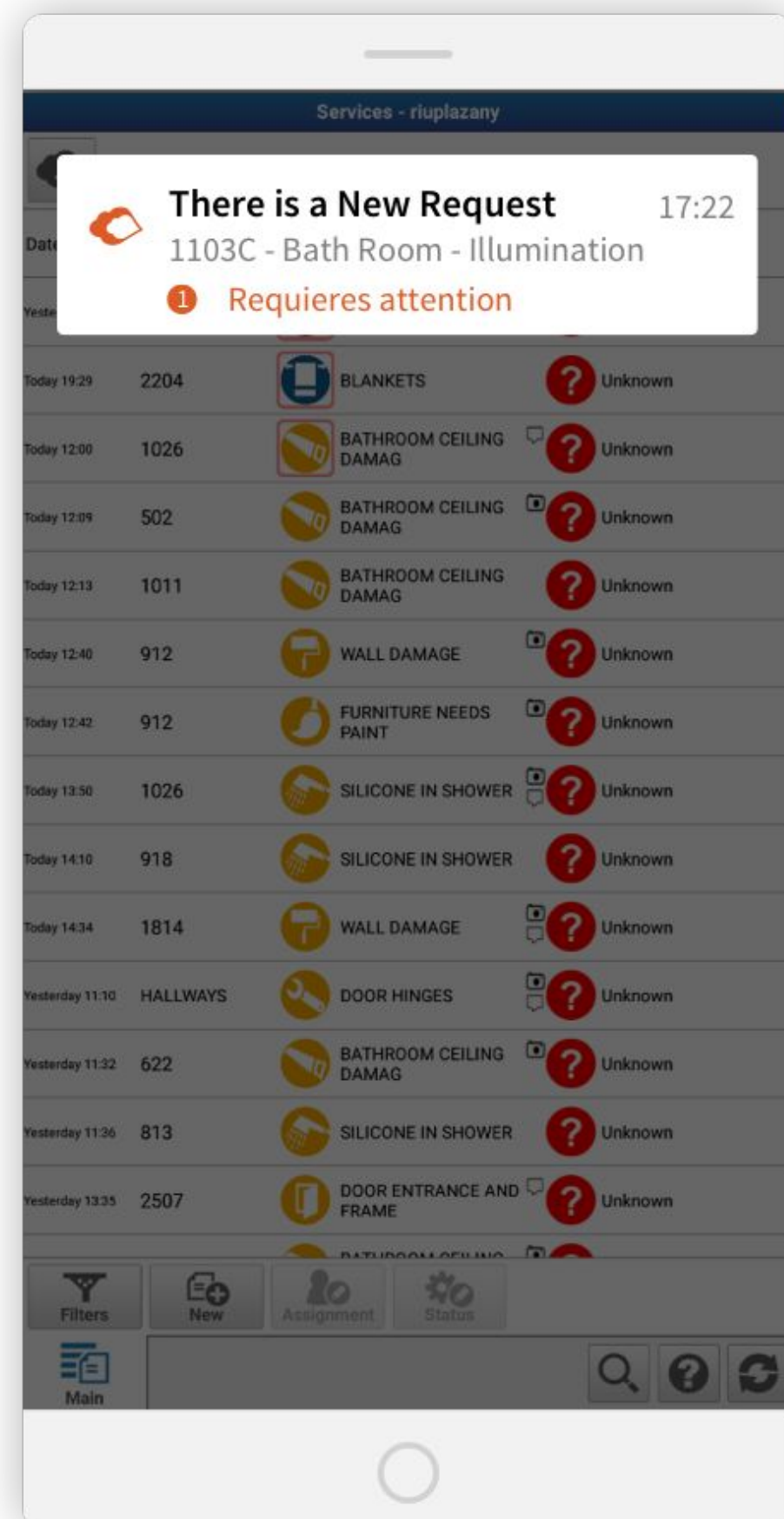
### 3. TASK DETAILS

For more information about each task, you can access the details of each one, and attend to them from this screen (3.1.)



### 3. Attend and implement Tasks 2/2

Receiving notification of the tasks that must be carried out, **minimizing time wasting and confusion**. Attend and change the status of the tasks, to **keep track** of the tasks and requests



### 4. CHANGE STATUS

You can change the task status at any time, and these are the possibilities:

#### Pending

An applicant has requested a service and it hasn't been assigned to an executor yet.

#### Attended (optional)

An executor has taken charge of this request

#### In progress (optional)

Work is being carried out.

#### Finalized

The service has been completed.

#### Paused (optional)

Work has been paused.

#### Validated (optional)

A supervisor has validated the work carried out.

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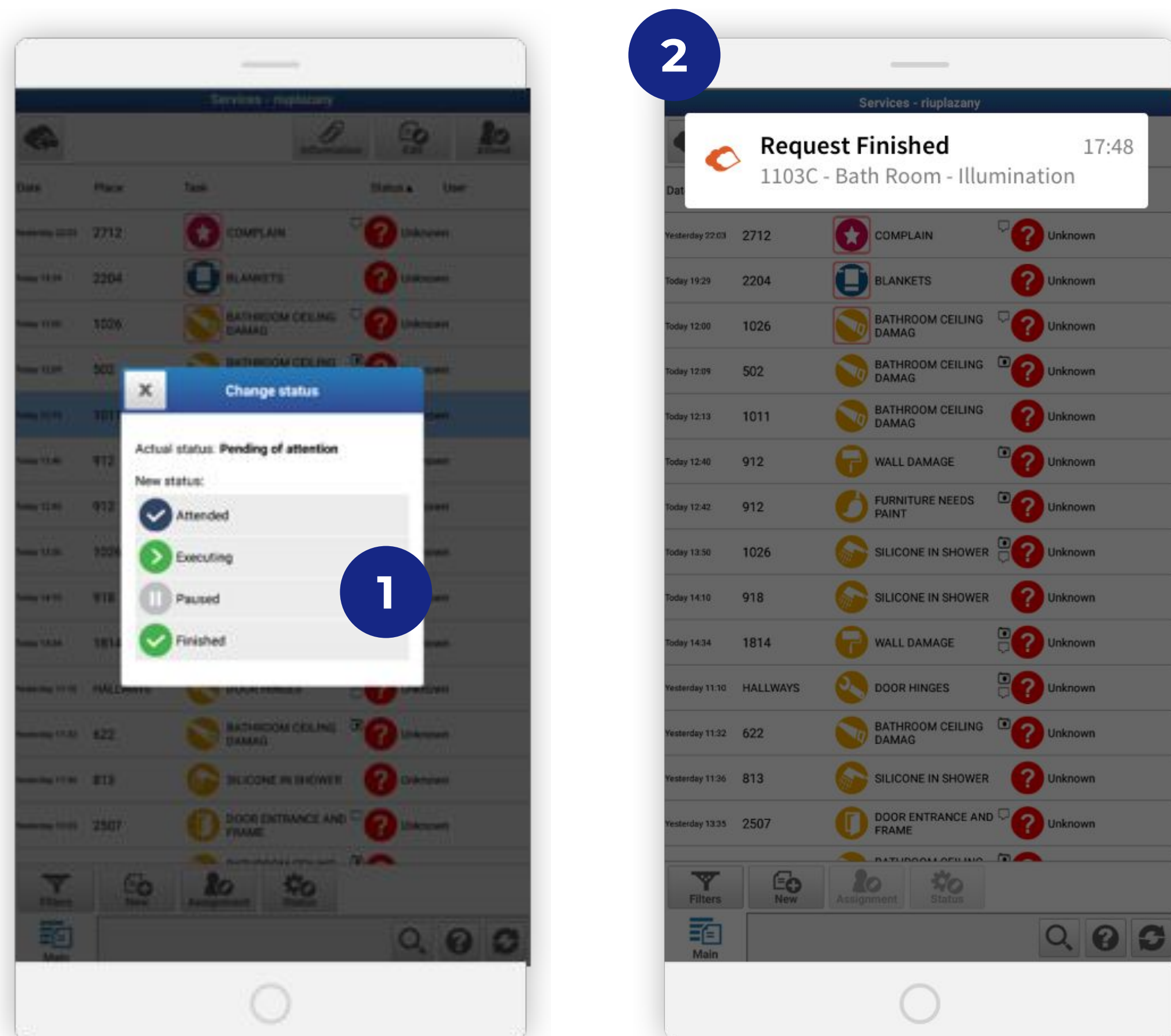
5. Monitoring Tasks

6. Reports



## 4. COMPLETED TASKS

**Guarantees all work or tasks have been handled**, sending you a notification when a task you requested or have supervised, has been completed.



## 1. COMPLETED TASKS

Changing the status of a task once it has been completed, is very simply,. There are 2 options, which can be configured depending on how your hotel works:

### Finalized

The service has been completed.

### Validated (optional)

A supervisor has validated the work carried out.

## 2. NOTIFICATIONS

If the task has been marked as "Monitor" once it has been completed, a notification will be sent to the person who created it, to inform them that the task has been completed.

0. Configuration

1. Login

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## 5. MONITORING TASKS

**Gain assurance and anticipate complaints and inefficiencies** by viewing all requests made by guests as well as internal tasks.

The screenshot displays the 'SERVICES' dashboard with 98 results. The main table lists tasks with the following columns: Place, Type, State, and Time. The tasks are categorized by Type (e.g., Iron, Room Service, Fruit, Aperitivo, Aire acondicionado, Reparación, Comanda, Plancha) and State (Execution, Pending Attention). A sidebar on the left (labeled 4) shows filters for States (Pending Attention, Attended, Executing, Paused, Pending Validation) and Categories (Category 1-5). A search bar at the top right (labeled 3) allows searching by room number. A 'New task' button is also present. A secondary window (labeled 2) shows a detailed view of tasks with columns for Date, Place, Task, Status, and User. A 'Filtrar resultados' button is at the bottom left (labeled 2).

Place	Type	State	Time
100 Guest Name	#01 Iron	Execution	2h 15min
100 Guest Name	#02 Iron	Execution	2h 15min
100 Guest Name	#03 Room Service	Execution	2h 15min
100 Guest Name	#04 Fruit	Execution	2h 15min
100 Guest Name	#05 Fruit	Execution	2h 15min
100 Guest Name	#06 Aperitivo	Execution	1h 10min
100 Guest Name	#07 Aire acondicionado	Execution	1h 10min
100 Guest Name	#08 Aire acondicionado	Execution	1h 10min
100 Guest Name	#09 Reparación	Execution	1h 05min
100 Guest Name	#10 Reparación	Execution	0h 55min
100 Guest Name	#11 Reparación	Execution	0h 52min
100 Guest Name	#12 Comanda	Pending Attention	0h 20min
100 Guest Name	#13 Plancha	Pending Attention	0h 20min
100 Guest Name	#14 Plancha	Pending Attention	0h 20min
100 Guest Name	#15 Comanda	Pending Attention	0h 18min
100 Guest Name	#16 Comanda	Pending Attention	0h 18min
100 Guest Name	#17 Comanda	Pending Attention	0h 18min
100 Guest Name	#18 Comanda	Pending Attention	0h 18min
100 Guest Name	#19 Comanda	Pending Attention	0h 18min
100 Guest Name	#20 Plancha	Pending Attention	0h 14min

### 1. LIST OF TASKS IN PROGRESS

You will always be able to see the current list of tasks (depending on the permissions of each user) and can order the list according to the criteria you wish.

### 2. FILTER

You can filter the list to view unattended tasks, tasks in a specific department, urgent tasks, guest requests ...

### 3. SEARCH

You can search for a specific task by entering the room number, guest name or the task 's ID.

### 4. REQUIRES ATTENTION

To ensure that tasks are carried out and in the shortest time possible, on the Web version there is the "Requires attention" option. Here you will see the tasks that haven't been attended to, the tasks where the time limit set hasn't been met or the ones that specific user has to attend.

0. Configuration

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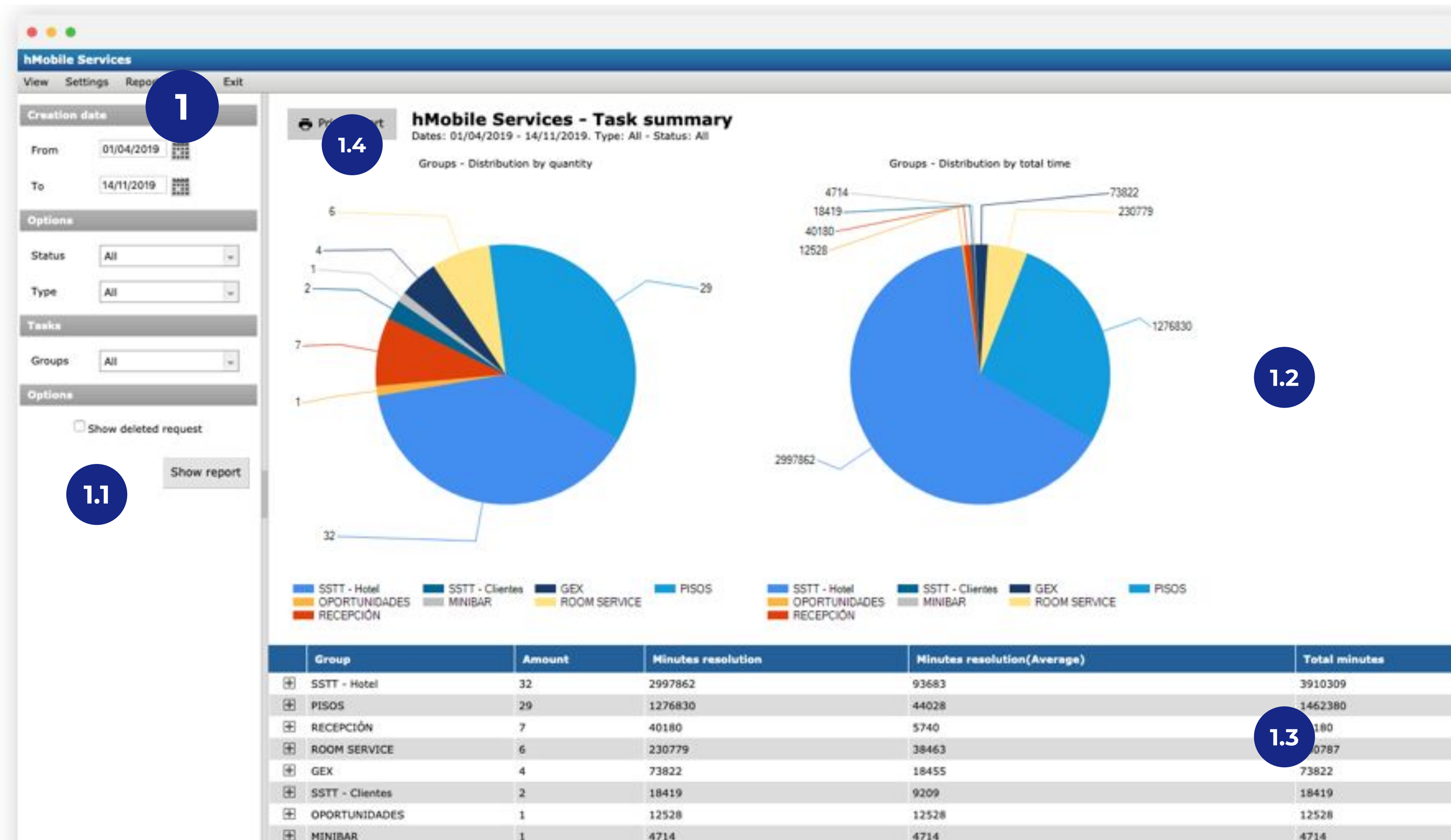
5. Monitoring Tasks

**6. Reports**



## 6. REPORTS

Measures **response time to client requests** and **categorizes requests, work and common issues** to be able to **identify improvements to offer to the customers** and to **optimize processes**.



## 1. REPORTS

Multiple types of reports for understanding the most common tasks, guest requests, employee workflows etc ...

### 1.1. filters

Filters the results with the parameters you need (date, type of task..)

### 1.2. Summary

Understand at a glance the summary of the tasks performed.

### 1.3. details

You can look at each task from the list in more depth.

### 1.4. Print / Export

Export to Excel to analyze the results and combine them the way you need to.





**Saving** between **25% - 35%** of the time spent by **GEX, supervisors and department managers** to coordinate and monitor tasks and requests being carried out.

“ 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 Hotels

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



staff  
**Dashboard**



The hotel in the palm of your hand.

## Other HMobile products

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Connect

### **The union between hotel systems**

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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**

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

Insights

### **A global understanding of your Hotels**

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

Mobilekey

### **The key in your phone**

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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](mailto:hmobile@hmobile.es)

