

HMobile HOUSEKEEPING

Towels Management and Workflow

Hmobile helps you to manage daily towels changes.

Hmobile automatically suggests which rooms are going to require a towels change and allows to decide which ones will be changed every day and to keep track of which ones are changed and when.

This manual shows how you can use this functionality in a simple way.

You can find more information about Hmobile Housekeeping at:

<https://www.hmobile.es/en/housekeeping-software/>

<https://www.hmobile.es/en/resources/videos-on-how-it-works-housekeeping/>

<https://www.hmobile.es/downloads/HMobile-HOUSEKEEPING-Userguide-ENG.pdf>

TOWELS MANAGEMENT AND WORKFLOW

1. Define how often to change towels
2. Assign day-to-day work: check towels changes and modify if necessary
- 3a. Tracking from your mobile phone
- 3b. Tracking from Room Status web
4. Towels change information in job reports

- 1. Define how often to change towels**
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1. Define how often to change towels

To start using this function you have to define how often a client's towels should be changed.

Once this is defined, HMobile will calculate every day which rooms require to change the towels and will display this information on the web and on the mobile phones.

SETTING ACCESS

You have two different ways to get to the towels change configuration section:

1. ROOM STATUS > SETTINGS > TOWELS REPLACEMENT

Click on the "Settings" tab in the top menu, and select "Towels replacement" from the drop-down menu.

2. ROOM STATUS > JOB DISTRIBUTION > SETTINGS > TOWELS REPLACEMENT

Access the "Job distribution" section from the "Top Menu", select "Settings" and in the side menu "Towels replacement".

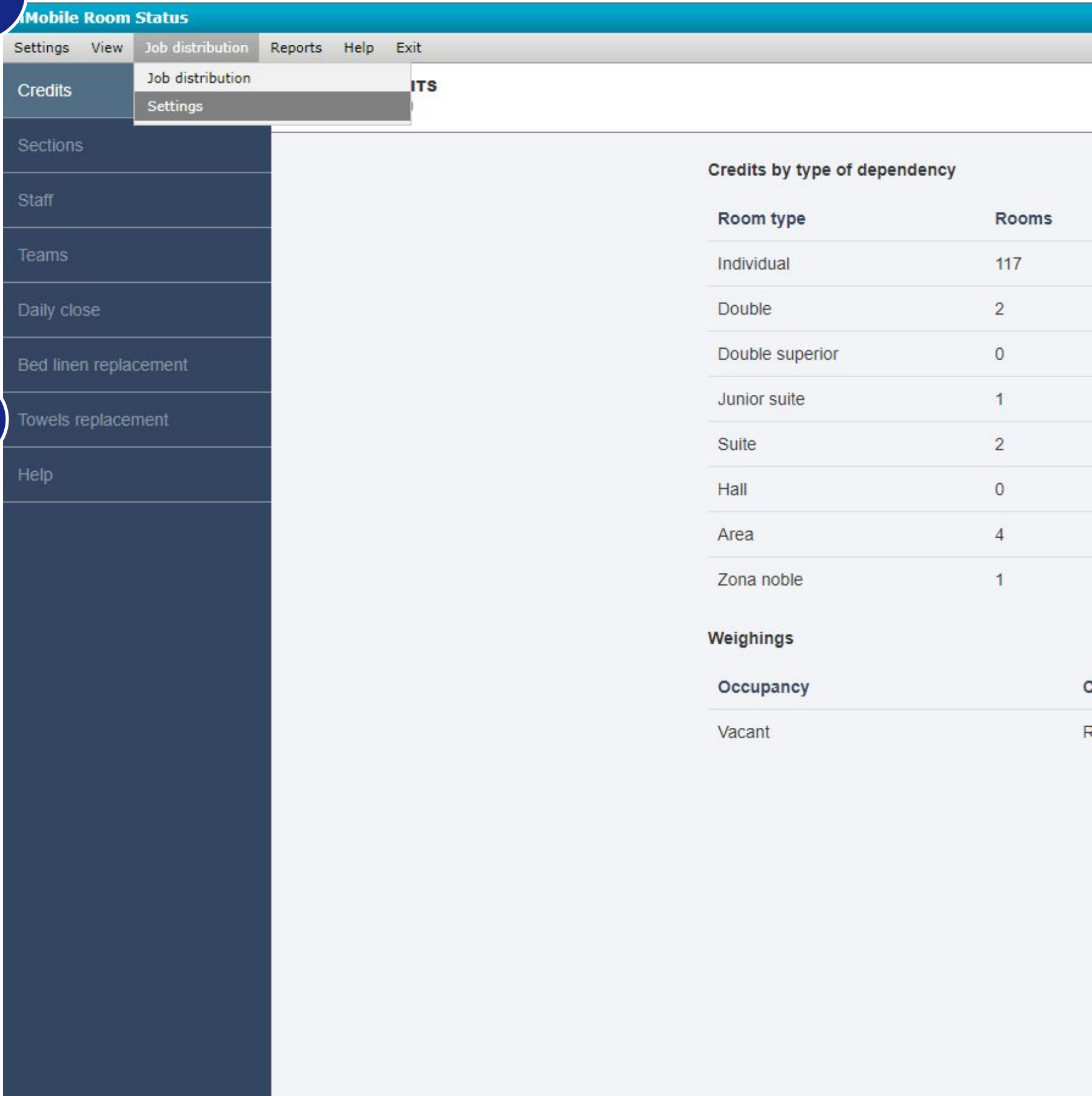
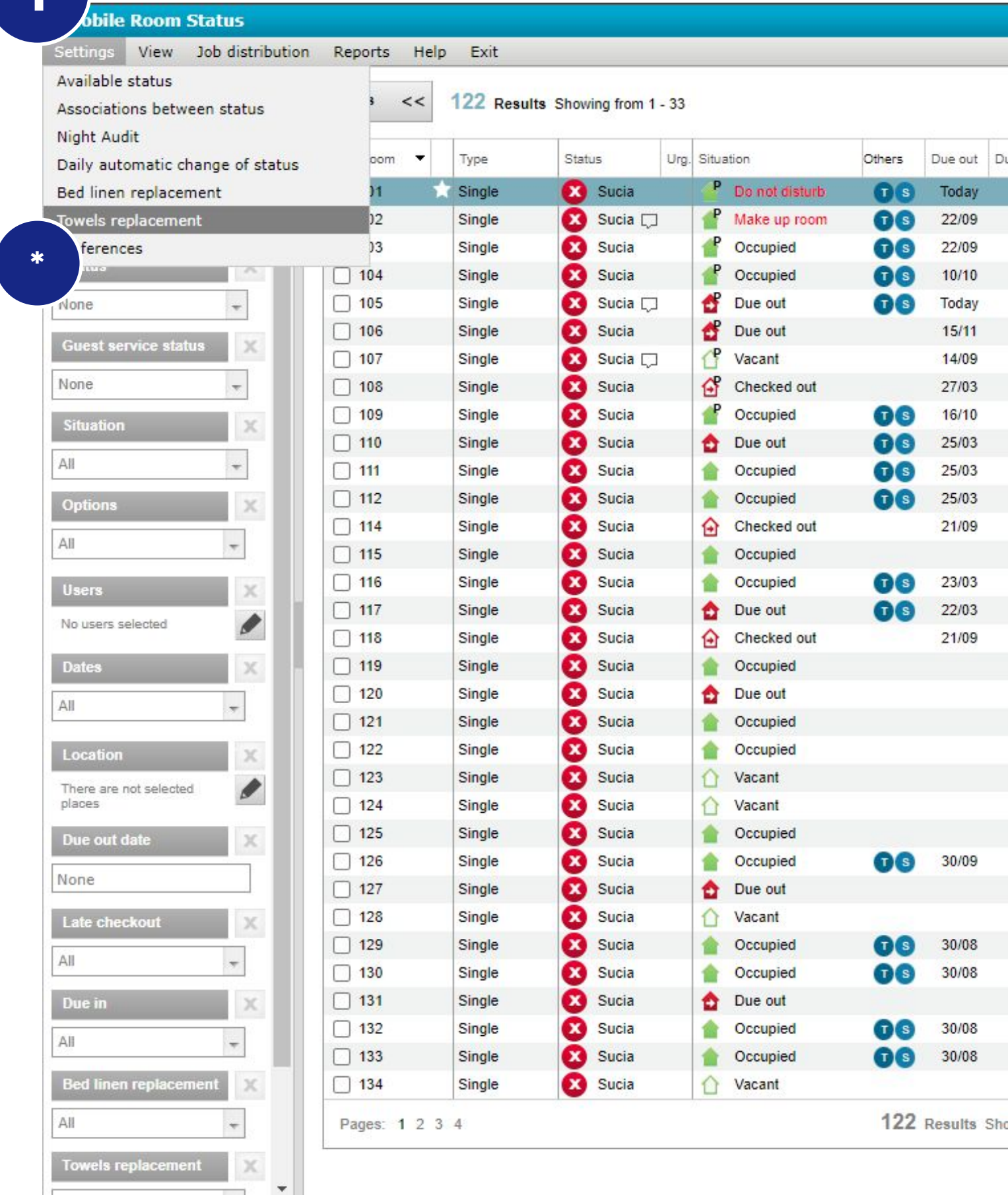
> Only in the case of having the Planning Module signed up

1

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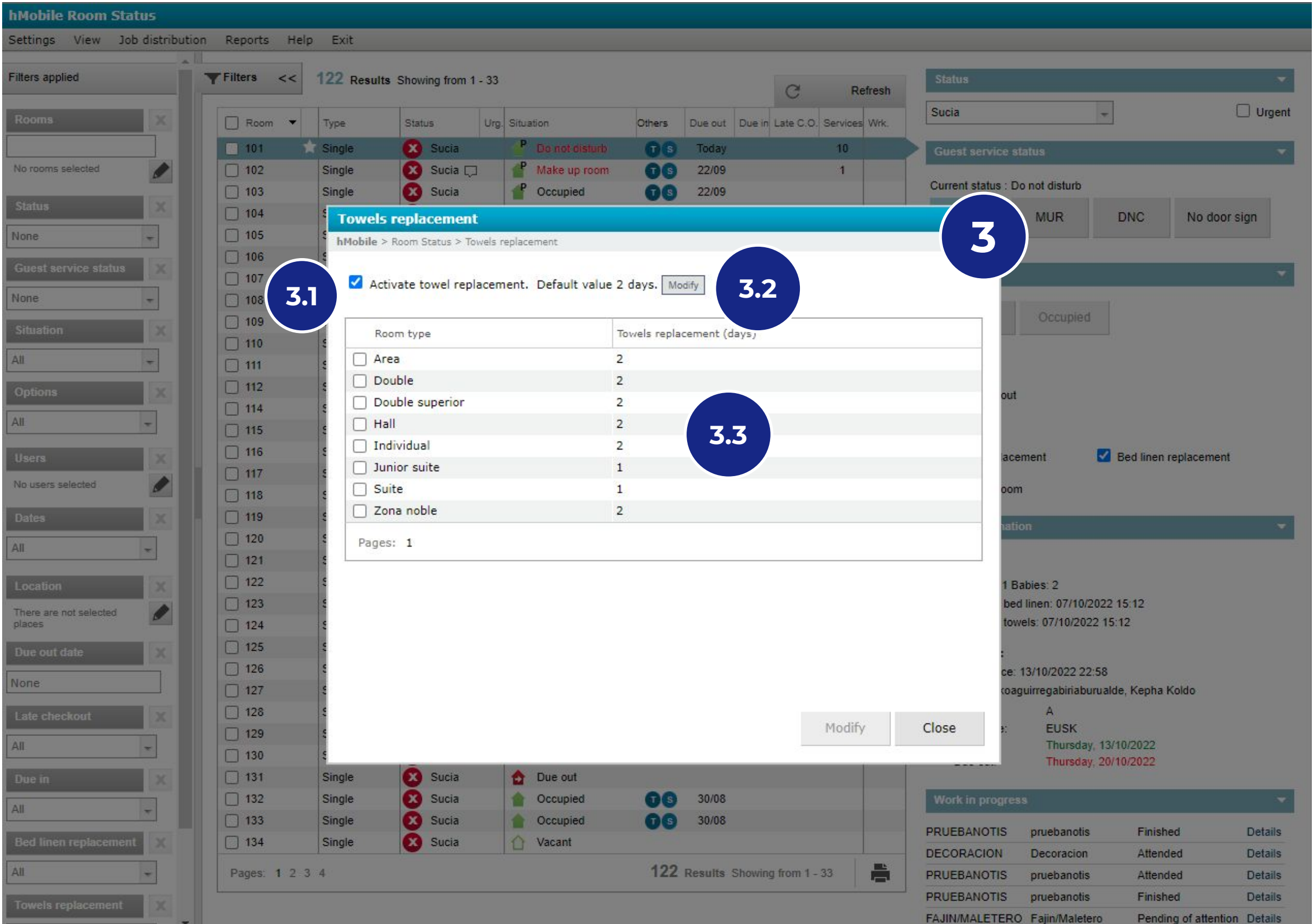
2

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1. Define how often to change towels

To start using this function you have to define how often a client's towels should be changed. Once this is defined, HMobile will calculate every day which rooms require to change the towels and will display this information on the web and on the mobile phones.



3. TOWELS REPLACEMENT

From any of the above options, you will be shown this window. Set the Towels change rules and they are going to be automatically displayed in the work plan every day.

3.1. Activate/Deactivate towels replacement

If the system is activated, it will propose every day the rooms that require change of towels.

3.2. Default value

Set for how many days of a client's stay a change of towels must be made. It applies to all types of rooms.

3.3. Room Type

It allows you to define exceptions to the general rule. By selecting one or more types, it allows you to modify and enter a different number of days for all rooms of that type.

If you want a room type to use the general rule again, enter a 0 in the number of days.

TOWELS MANAGEMENT AND WORKFLOW

1. Define how often to change towels
2. **Assign day-to-day work: see towels changes and modify if necessary**
- 3a. Tracking from your mobile phone
- 3b. Tracking from Room Status web
4. Towels change information in job reports

2. Asign day-to day work: check towels changes and modify if necessary

Once the configuration has been done, the information of towels changes is going to be automatically displayed in the daily planning. In addition, it is possible to make changes manually.

1. LIST OF WORK REPORTS

In rooms where towels need to be changed, an "T" indicator is displayed.

hMobile Room Status

SettingsViewJob distributionReportsHelpExit

BAHIA

Date20/10/2022

Rooms27

Credits20.25

HousekeeperObdulia Gomez

Supervisors1

Maids3

Remove

Print

Apply

1.Work volume

2.Staff

3.Allocation

Status when planning

Current status

Unfolded

Compact

1

Credits Rooms9.00 12

Several (40)

Q Julio Rodríguez (50)

P1 Bahía

?	101	★	🏠	S	T	0.75	→
?	102		🏠	S	T	0.75	→
×	103		🏠	S	T	0.75	→
×	104		🏠	S	T	0.75	→
?	105		🏠	S	T	0.75	→
×	106		🏠	S	T	0.75	→
?	107		🏠			0.75	→
×	108		🏠	S	T	0.75	→
×	109		🏠	S	T	0.75	→
×	110		🏠	S	T	0.75	→
×	111		🏠	S	T	0.75	→
×	112		🏠	S	T	0.75	→

2

Credits Rooms6.75 9

Select maids

Q Supervisor

P1 Bahía

×	114		🏠	S	T	0.75	→
×	115		🏠			0.75	→
×	116		🏠	S	T	0.75	→
×	117		🏠	S	T	0.75	→
×	118		🏠	S	T	0.75	→
×	119		🏠			0.75	→
×	120		🏠	S	T	0.75	→
×	121		🏠			0.75	→
×	122		🏠			0.75	→

3

Credits Rooms4.50 6

Select maids

Q Supervisor

P1 Bahía

×	123		🏠			0.75	→
×	124		🏠			0.75	→
×	125		🏠			0.75	→
×	126		🏠	S	T	0.75	→
×	127		🏠	S	T	0.75	→
×	128		🏠			0.75	→

+

Add one

> Only in the case of having the Planning Module signed up

2. Assign day-to.day work: see towels changes and modify if necessary

Once the configuration has been done, the information of towels changes is going to be automatically displayed in the daily planning. In addition, it is possible to make changes manually.

hMobile Room Status

SettingsViewJob distributionReportsHelpExit

NOT ASSIGNED

Rooms0Credits0

1.Work vo

Status v

1

Seve

Julio

P1 Bah

101

102

103

104

105

106

107

108

109

110

111

112

BAHIA

1 Working part:1

MaidsJane Doe (20)

SupervisorsJulio Rodríguez (50)

Rooms12

Credits9.00

Comments

2.1

Room	Status	Occupancy	Bed linen	Towels	Due out	Late checkout	Due-in	Credits	Comments
101	×	Sucia	✓	✓	Do not disturb			0.75	
102	×	Sucia	✓	✓	Make up room		22/09/2022	0.75	
103	×	Sucia	✓	✓	Occupied		22/09/2022	0.75	
104	×	Sucia	✓	✓	Occupied		10/10/2022	0.75	
105	×	Sucia	✓	✓	Due out		Today	0.75	
106	×	Sucia	✓	✓	Due out		15/11/2022	0.75	
107	×	Sucia	□	□	Vacant		14/09/2022	0.75	
108	×	Sucia	✓	✓	Checked out		27/03/2022	0.75	
109	×	Sucia	✓	✓	Occupied		16/10/2022	0.75	
110	×	Sucia	✓	✓	Due out		25/03/2022	0.75	
111	×	Sucia	✓	✓	Occupied		25/03/2022	0.75	
112	×	Sucia	✓	✓	Occupied		25/03/2022	0.75	

Add dependency

Remove blockCloseOK

Apply

2. DETAILS OF A WORK REPORT

By clicking on any working part, the part detail window is displayed.

2.1. Towels replacement

Allows to mark manually the **change or not change** of towels from the screen of details of a room maid.

> Only in the case of having the Planning Module signed up

TOWELS MANAGEMENT AND WORKFLOW

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3a. Tracking from your mobile phone

3b. Tracking from Room Status web

4. Towels change information in job reports

3b. Tracking from your mobile phone

After the job distribution has been made, from the APK you can check the information about towels replacement.

Room Status - donpedro

2

Room	Situation	Status
101	Do not disturb	Dirty
102	Make up room...	Dirty
103	Occupied	Dirty
104	1	Dirty
105	Due out	Dirty
106	Due out	Dirty
107	Vacant	Inspeccionada
108	Checked out	Dirty
109	Occupied	Dirty

Status

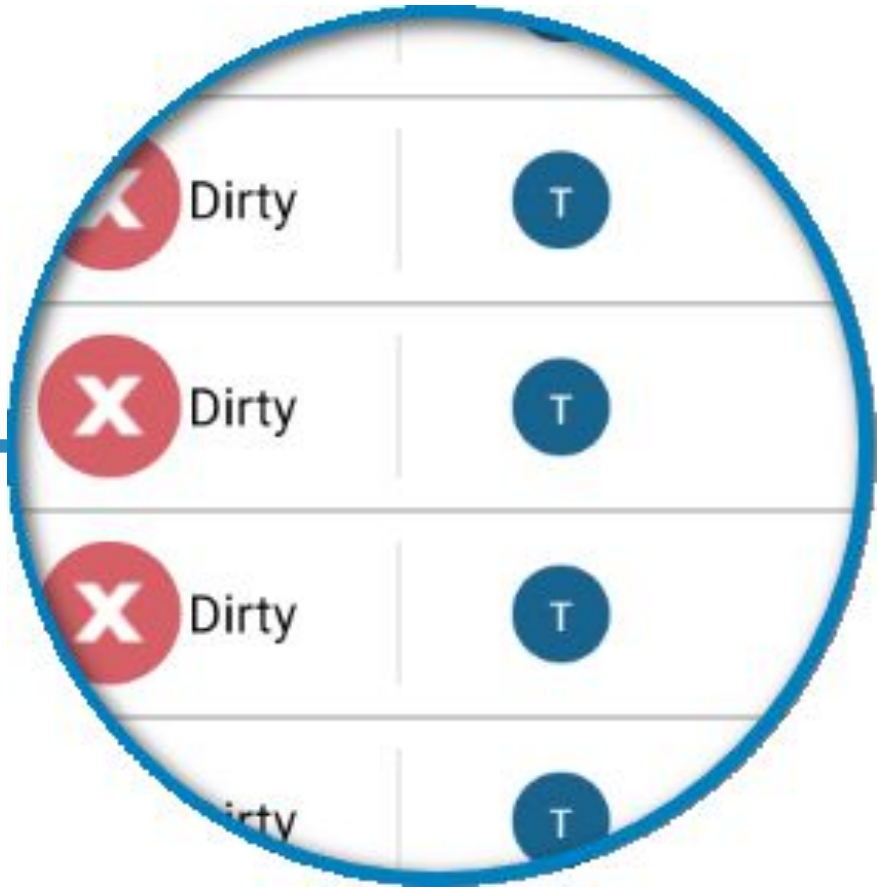
Situation

Services

Minibar

Main

History



Room Status - donpedro

Room information

3

Room:

Situación: Occupied

Type: Single

Towel change:

☒ Requires change of towels

3.1 t change: N/A

Current guest:

Reyes Garcia Fernandez

Language: es

Checkin: 10/10/2022

Checked out: 10/10/2022

In room since: 10/10/2022

Assigned employees:

No employees assigned

Main

History

1. ROOM LIST

In the room list , an "T" shows the rooms that require a change of towels.

2. INFORMATION

Choose a room and click on "Information" to see more information about it.

3. ROOM TYPE

This screen will show additional information.

3.1. Towels change

Supervisors can manually modify the towels change option, and maids can view this information on whether the change is done.

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3b. Tracking from Room Status Web

In the web room list, information about towels changes is shown and modifications can be made.

hMobile Room Status

SettingsViewJob distributionReportsHelpExit

Filters applied

Filters

<<

122 Results

Showing from 1 - 33

Refresh

Rooms

No rooms selected

Status

None

Guest service status

None

Situation

All

Options

All

Users

No users selected

Dates

All

Location

There are not selected places

Due out date

None

Late checkout

All

Due in

All

Towels replacement

All

Sections

<input type="checkbox"/>	Room	Type	Status	Urg.	Situation	Others	Due out	Due in	Late C.O.	Services	Wrk.
<input type="checkbox"/>	101	Single	Dirty		Do not disturb	T S	Today			10	
<input type="checkbox"/>	102	Single	Dirty		Make up room	T S	22/09			1	
<input type="checkbox"/>	103	Single	Dirty		Occupied	T S	22/09				
<input type="checkbox"/>	104	Single	Dirty		Occupied	T S	10/10				
<input checked="" type="checkbox"/>	105	Single	Dirty		Due out	T S	Today			3	
<input type="checkbox"/>	106	Single	Dirty		Due out		15/11				
<input type="checkbox"/>	107	Single	Inspeccionada		Vacant		14/09				
<input type="checkbox"/>	108	Single	Dirty		Checked out		27/03				
<input type="checkbox"/>	109	Single	Dirty		Occupied	T S	16/10			2	
<input type="checkbox"/>	110	Single	Dirty		Due out	T S	25/03				
<input type="checkbox"/>	111	Single	Dirty		Occupied	T S	25/03			1	
<input type="checkbox"/>	112	Single	Dirty		Occupied	T S	25/03			1	
<input type="checkbox"/>	114	Single	Dirty		Checked out		21/09				
<input type="checkbox"/>	115	Single	Dirty		Occupied						
<input type="checkbox"/>	116	Single	Dirty		Occupied	T S	23/03			1	
<input type="checkbox"/>	117	Single	Dirty		Due out	T S	22/03			1	
<input type="checkbox"/>	118	Single	Dirty		Checked out		21/09				
<input type="checkbox"/>	119	Single	Dirty		Occupied						
<input type="checkbox"/>	120	Single	Dirty		Due out						
<input type="checkbox"/>	121	Single	Dirty		Occupied						
<input type="checkbox"/>	122	Single	Dirty		Occupied						
<input type="checkbox"/>	123	Single	Dirty		Vacant						
<input type="checkbox"/>	124	Single	Dirty		Vacant						
<input type="checkbox"/>	125	Single	Dirty		Occupied						
<input type="checkbox"/>	126	Single	Dirty		Occupied	T S	30/09				
<input type="checkbox"/>	127	Single	Dirty		Due out						
<input type="checkbox"/>	128	Single	Dirty		Vacant						
<input type="checkbox"/>	129	Single	Dirty		Occupied	T S	30/08				
<input type="checkbox"/>	130	Single	Dirty		Occupied	T S	30/08				
<input type="checkbox"/>	131	Single	Dirty		Due out						
<input type="checkbox"/>	132	Single	Dirty		Occupied	T S	30/08				
<input type="checkbox"/>	133	Single	Dirty		Occupied	T S	30/08				
<input type="checkbox"/>	134	Single	Dirty		Vacant						

Pages: 1 2 3 4122 Results Showing from 1 - 33

Status

Sucia

☐ Urgent

Last comment: 20/10/22 15:27 - donpedro

Guest service status

Current status : No door sign

DND

MUR

DNC

No door sign

Situation

Vacant

Occupied

☒ Due out

☐ Late checkout

☐ Due in

☒ Towels replacement

☒ Bed linen replacement

☐ Person in room

Room information

Place: 105

Last change of bed linen: 06/10/2022 14:17

Last change of towels: 06/10/2022 14:17

Current guest:

In the room since: 10/10/2022 14:42

MARCELO

Language: es

Checkin: Monday, 10/10/2022

Due out: Thursday, 20/10/2022

Work in progress

PRUEBANOTIS pruebanotis Pending of attention Details

PRUEBANOTIS pruebanotis Pending of attention Details

PRUEBANOTIS pruebanotis Finished Details

1. INDICATOR

It indicates whether the room requires change or not.

2. MODIFY

Allows you to change or not change towels information manually.

3. LAST CHANGE

Date of the last change of towels.

4. IN ROOM SINCE:

Date since the client occupies the room. It may be different from the date of "check-in". For example, in the case that a room move have been done. The destination room will have the date of the day that the client has moved to it and the rule of change of towels will be applied this date.

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4. Towels change information in job reports

In the **Cleaning Times** and **Cleaning List** reports, information of towels change are also included.

1

hMobile Room Status

SettingsViewJob distributionReportsHelpExit

Select date

From01/12/2020To08/01/2021

Choose sections

Choose maids

Room type

Occupancy

Filter

General status

Cleaning times

Cleaning List

Deviations in times

Day closing mail report

MaidsRoom typeOccupancyTime exceeded

AllAllAllDisabled

Minimum timeCreditsAverage of creditMax creditMin credit

3s1695.0036min 34s46h 55min3s

TotalMaidsSectionsRoom type

Clean filters

Print

Export to Excel

Date	Cleans	Bed linen	Credits	Maids	Average of credits	Average credit time	Average time of dependencies
01/01/2021	30	30	37.00	1	1	30min 37s	30min 37s
01/12/2020	35	35	46.00	1	1	30min 8s	30min 8s
02/01/2021	44	30	44.00	1	1	39min 2s	39min 2s
02/12/2020	35	29	35.00	1	1	21min 56s	21min 56s
03/01/2021	38	26	38.00	1	1	1h 8min	1h 8min
03/12/2020	37	33	37.00	1	1	18min 52s	18min 52s
04/01/2021	51	24	51.00	1	1	59min 54s	
04/12/2020	25	18	25.00	1	1	25min 6s	25min 6s
05/01/2021	50	31	50.00	1	1	24min 34s	24min 34s
05/12/2020	6	2	6.00	1	1	11h 1min	11h 1min
06/01/2021	44	33	44.00	1	1	1h 31min	1h 31min
06/12/2020	54	44	54.00	1	1	31min 45s	31min 45s
07/01/2021	17	14	17.00	1	1	18min 10s	18min 10s
07/12/2020	66	40	66.00	1	1	24min 5s	24min 5s
08/01/2021	2	0	2.00	1	1	34min 4s	34min 4s
08/12/2020	29	22	29.00	1	1	41min 21s	41min 21s
09/12/2020	48	36	48.00	1	1	30min 24s	30min 24s
10/12/2020	47	35	47.00	1	1	22min 51s	22min 51s
11/12/2020	37	34	37.00	1	1	21min 4s	21min 4s
12/12/2020	17	12	17.00	1	1	25min 52s	25min 52s
13/12/2020	80	65	80.00	1	1	1h 1min	1h 1min
14/12/2020	93	52	93.00	1	1	28min 35s	28min 35s

1. REPORTS

Access to the reports section from the top menu.

1.1. Cleaning times and Cleaning list

Select "Cleaning Times" or "Cleaning List" report, and apply filters for the parameters you want, the report will show if each cleaning has had a change of towels or not. (Example: Cleaning List)

1.2. Towels changes.

The table shows each cleaning and if it has had a change of towels or not.

HOUSEKEEPING | Towels Management and Workflow

15

HMobile HOUSEKEEPING

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