MINOR HOTELS

Incidences Management Procedure

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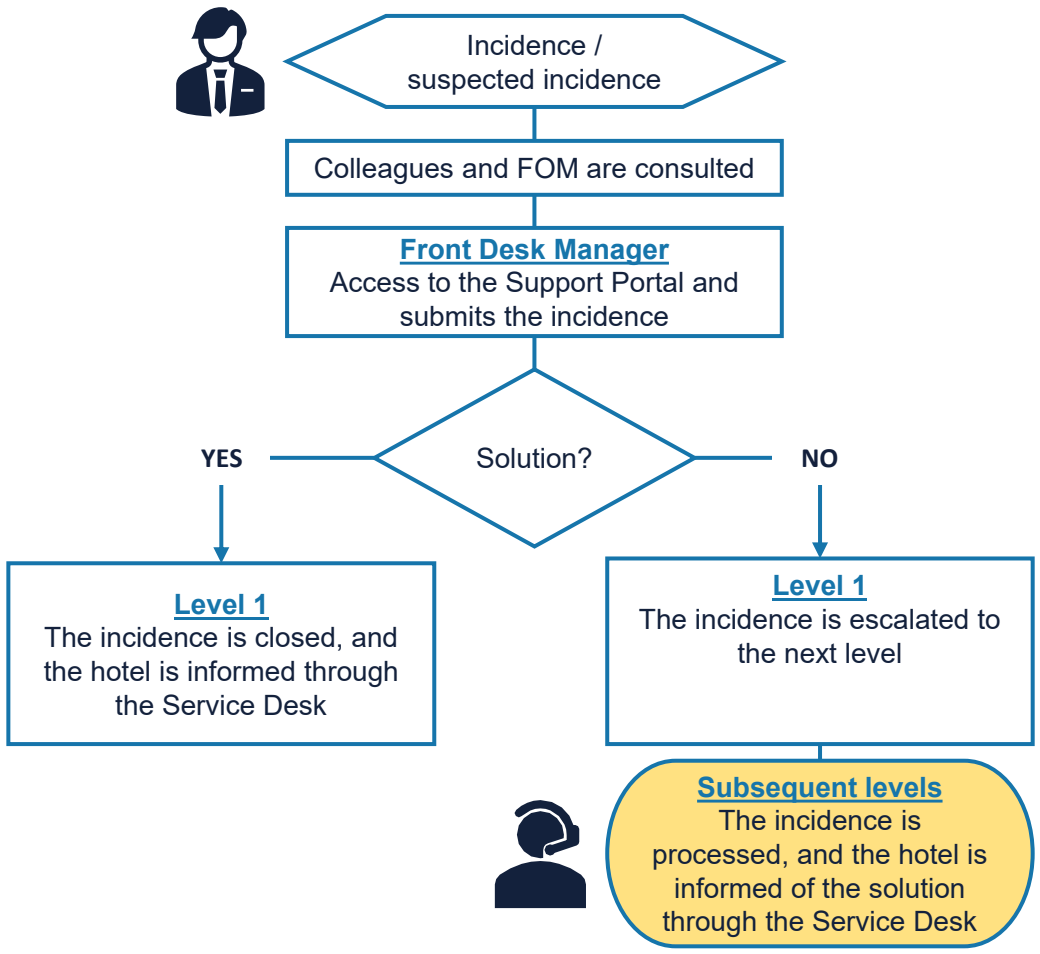
Quick Guide to Manage Incidences Operations (Hotels)

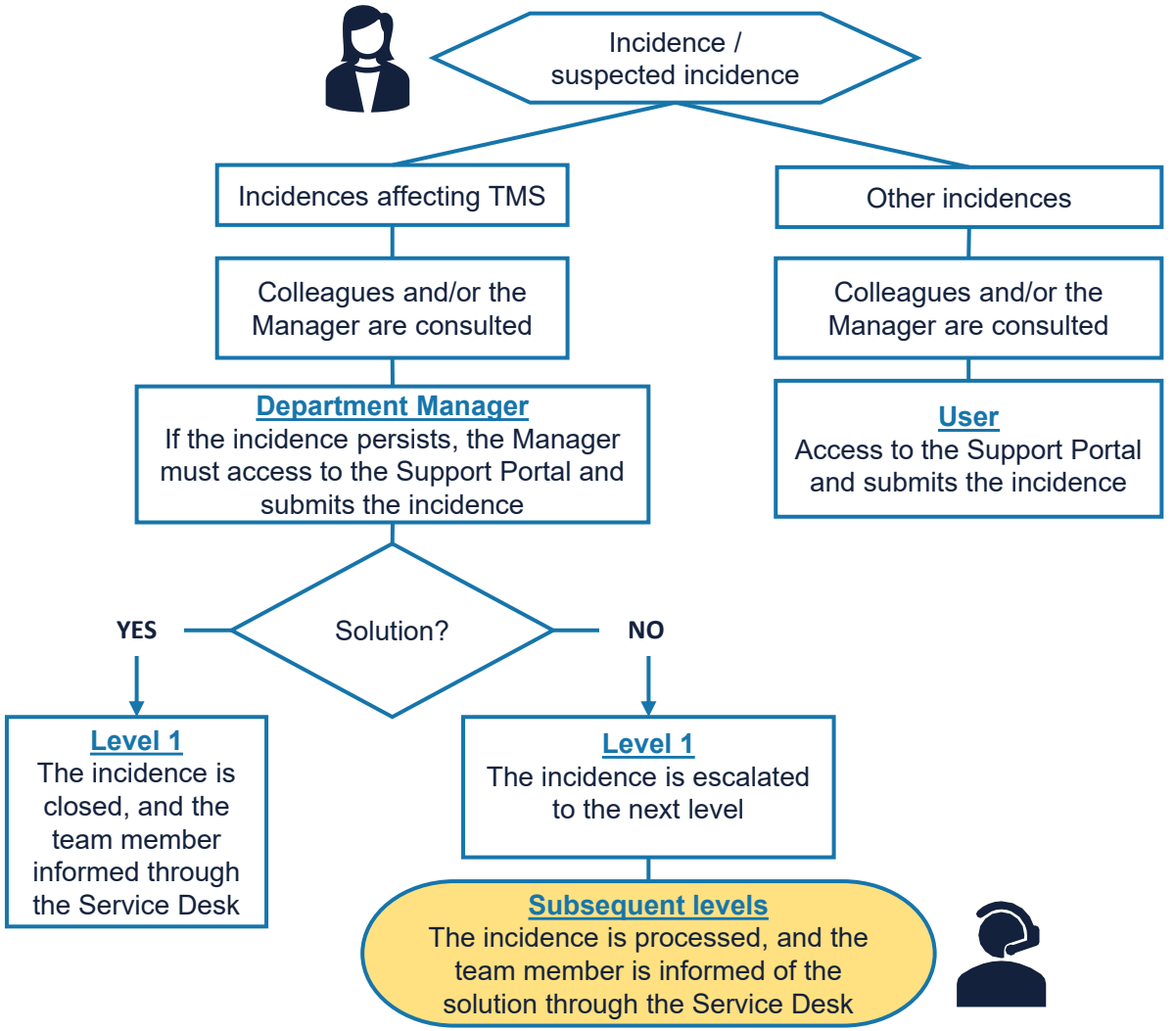


1. When a hotel team member detects or suspects an incident, they should consult with colleagues or the Front Office Manager.
2. If the Front Office Manager is unable to resolve the issue, the incident must be submitted via the Support Portal (https://minor-hotels.atlassian.net/servicedesk/customer/portals)

JIRA Service Desk: User Guide

3. If the incident is resolved at the first level of incident management, the resolution is documented through the Service Desk. If not, the incident is escalated to the next level.
4. Once resolved, the final solution is also processed through the Service Desk.

Quick Guide to Manage Incidences Central Services & Regional Office

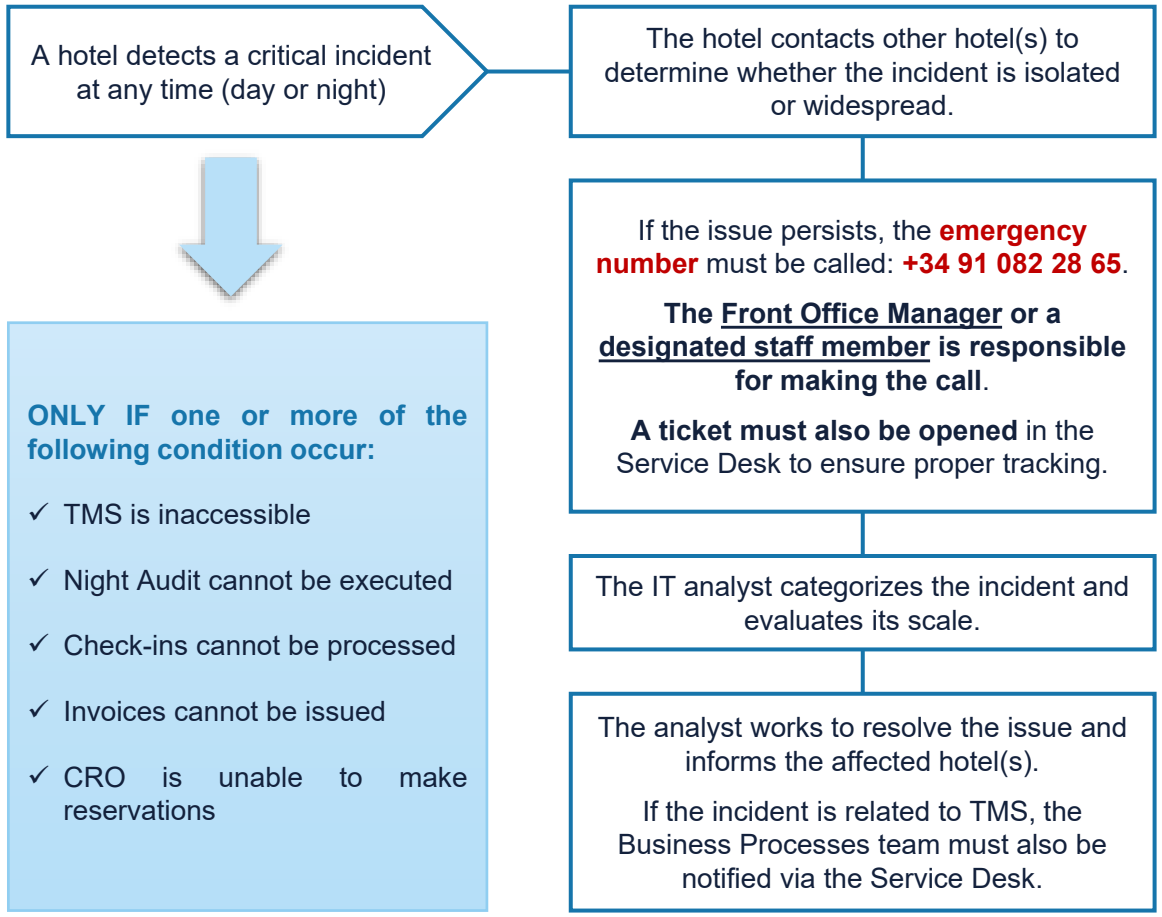


1. When an CS or Regional Office (RO) employee detects or suspects an incident, they should first consult with colleagues or their Department Manager.
2. If the Department Manager is unable to resolve the issue, the incident must be submitted via the Support Portal (https://minor-hotels.atlassian.net/servicedesk/customer/portals)

JIRA Service Desk: User Guide

3. If the incident is resolved at the first level of incident management, the resolution is documented through the Service Desk. If not, the incident is escalated to the next level.
4. Once resolved, the final solution is also processed through the Service Desk.

Quick Guide to Manage CRITICAL INCIDENCES



1. When a critical incident in TMS is detected, the hotel must check if the issue affects all Front Desk computers.
2. The affected hotel contacts other hotels to determine if the issue is isolated or widespread. If isolated, critical transactions may be processed remotely from another hotel.
3. The emergency number must be called immediately, regardless of the time, to report whether the issue is localized or widespread and which applications are affected.
4. The Front Office Manager, or a designated staff member, is responsible for managing the incident and must also open a ticket in the Service Desk to track it.
5. The assigned IT analyst categorizes the incident and assesses its scale.
6. Once resolved, all involved hotels are informed. If the incident is TMS-related, the Business Processes team must be notified via the Service Desk.

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