Quick Guide to Manage Incidences Operations (Hotels)

Incidence / suspected incidence

Colleagues and FOM are consulted

Front Desk Manager
Access to the Support Portal and submits the incidence

Solution?

YES

NO

Level 1
The incidence is closed, and the hotel is informed through the Service Desk

Level 1
The incidence is escalated to the next level

Subsequent levels
The incidence is processed, and the hotel is informed of the solution through the Service Desk
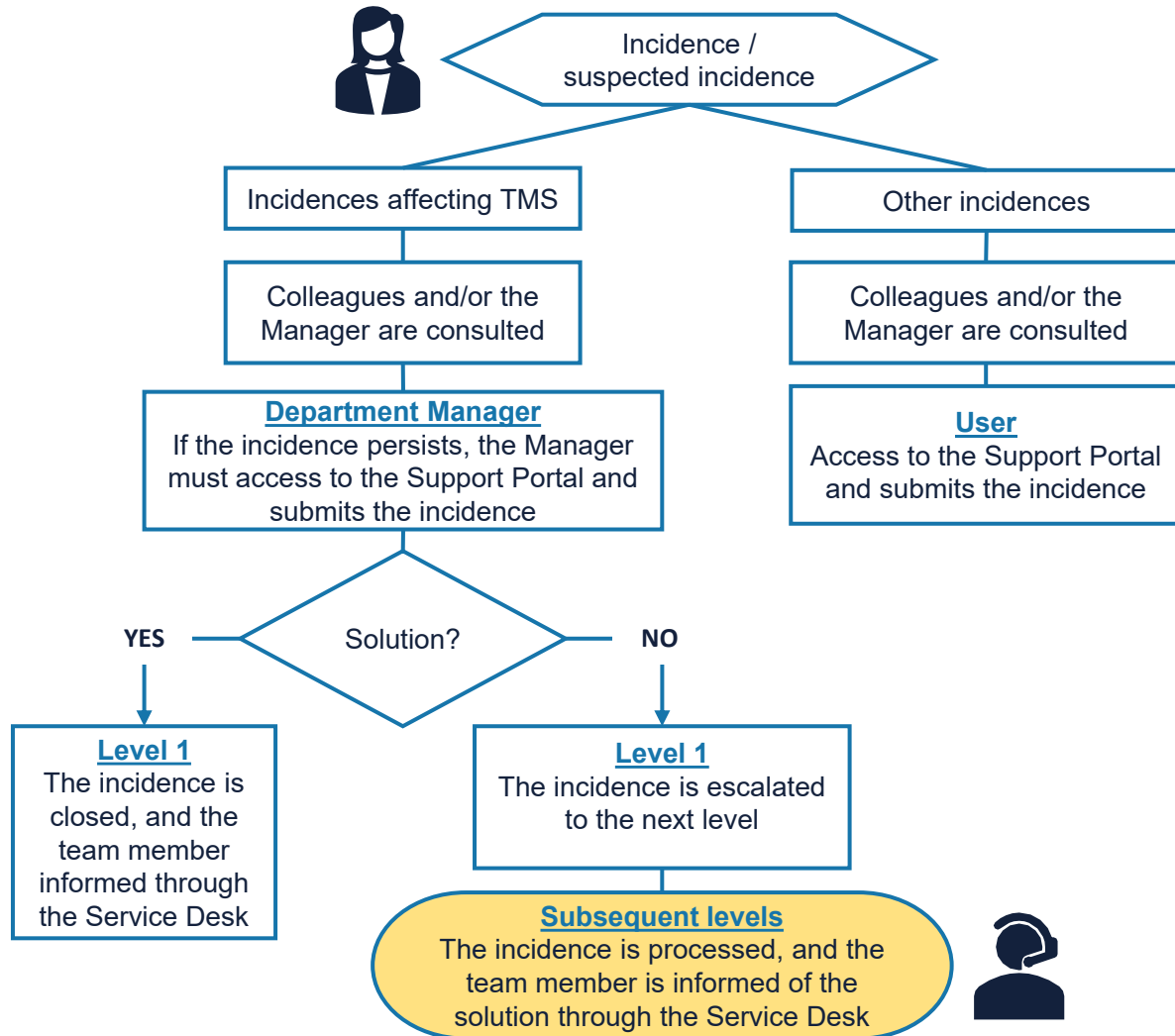
1. When a hotel team member detects or suspects an incident, they should consult with colleagues or the Front Office Manager.

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

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                    Incidence /
                  suspected incidence

         Incidences affecting TMS        Other incidences

         Colleagues and/or the         Colleagues and/or the
         Manager are consulted         Manager are consulted

         Department Manager                   User
         If the incidence persists,   Access to the Support Portal
         the Manager must access to   and submits the incidence
         the Support Portal and
         submits the incidence

    YES          Solution?          NO

  Level 1                          Level 1
  The incidence is                 The incidence is escalated
  closed, and the                  to the next level
  team member
  informed through                 Subsequent levels
  the Service Desk                 The incidence is processed, and the
                                   team member is informed of the
                                   solution through the Service Desk
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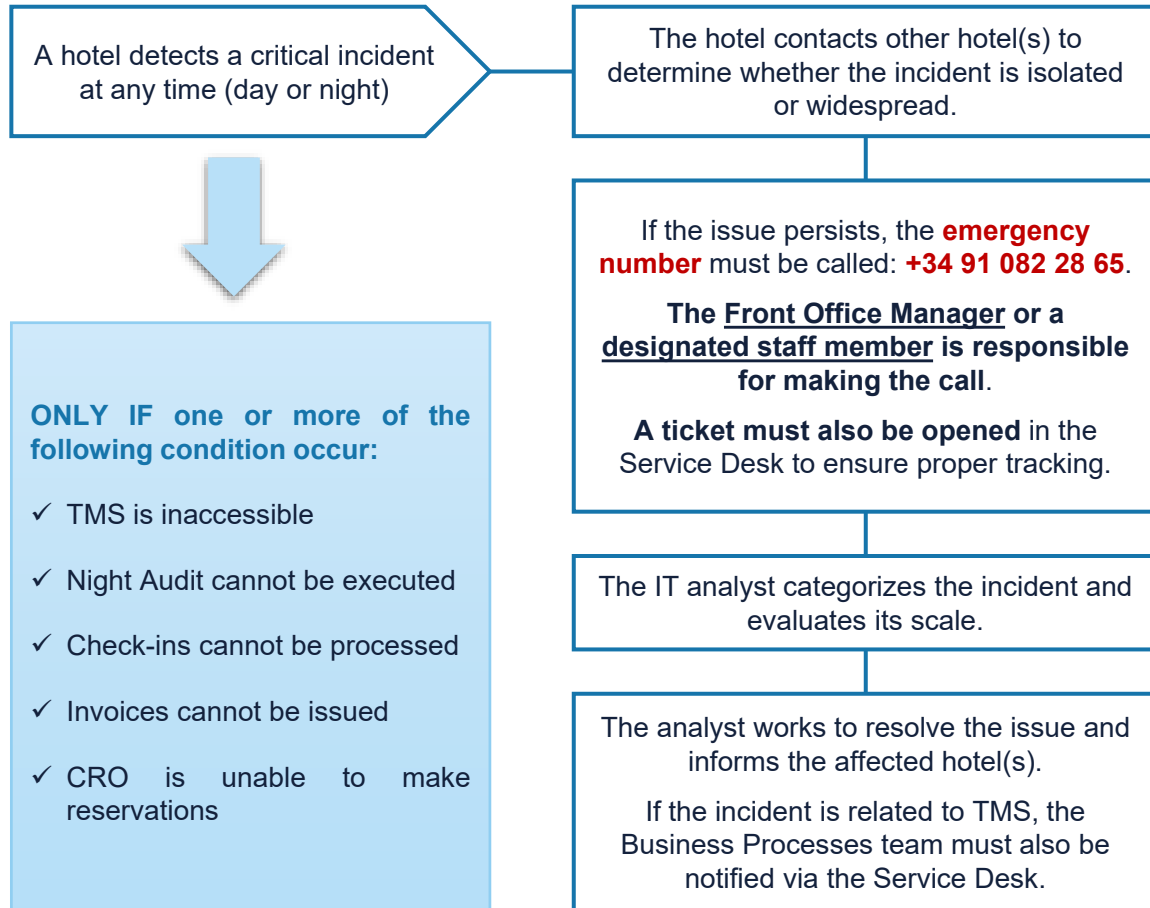
1. When an CS or Regional Office (RO) employee detects or suspects an incident, they should first consult with colleagues or their Department Manager.

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

A hotel detects a critical incident at any time (day or night)

The hotel contacts other hotel(s) to determine whether the incident is isolated or widespread.

If the issue persists, the **emergency number** must be called: **+34 91 082 28 65**.

The <u>Front Office Manager</u> or a <u>designated staff member</u> is responsible for making the call.

A ticket must also be opened in the Service Desk to ensure proper tracking.

The IT analyst categorizes the incident and evaluates its scale.

The analyst works to resolve the issue and informs the affected hotel(s).

If the incident is related to TMS, the Business Processes team must also be notified via the Service Desk.

ONLY IF one or more of the following condition occur:

✓ TMS is inaccessible

✓ Night Audit cannot be executed

✓ Check-ins cannot be processed

✓ Invoices cannot be issued

✓ CRO is unable to make reservations

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.

MINOR
HOTELS