TMSforHotels

Housekeeping Manual

Guide

April 2019
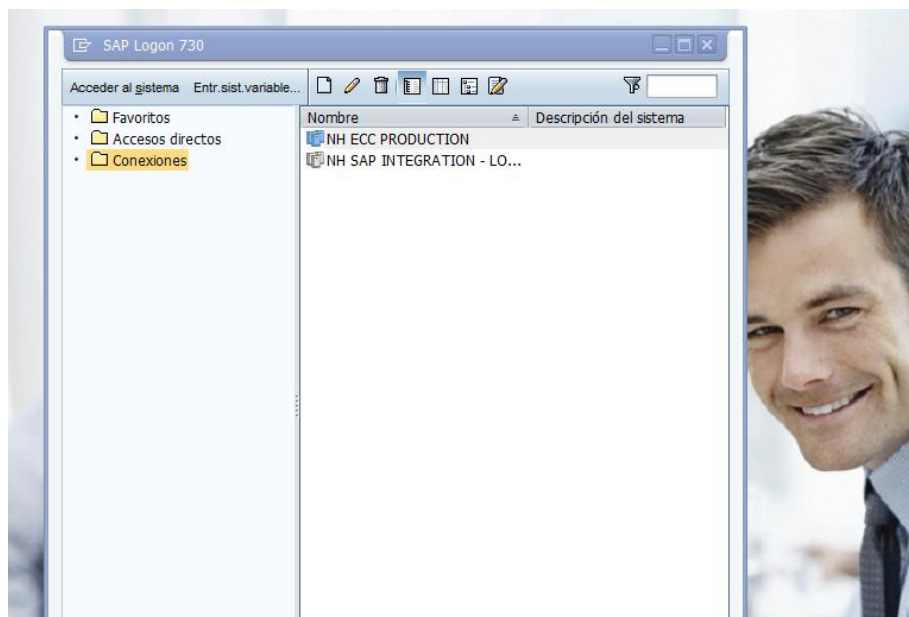
NH | HOTEL GROUP
PART OF MINOR HOTELS

CONTENTS

INTRODUCTION

To access SAP-TMS, we must find the following icon on the desktop and double-click to open the start window:


Select NH ECC PRODUCTION and a window will open where we can type the corresponding user and password. It is very important to write correctly because it will be blocked on the third failed attempt (the system is case-sensitive).

In case of blocking, we must open an incident from the employee portal to receive a new password.

The first time we have to write the user and password, but then the user is memorized (press space bar on the User field) and we only need to write the password:
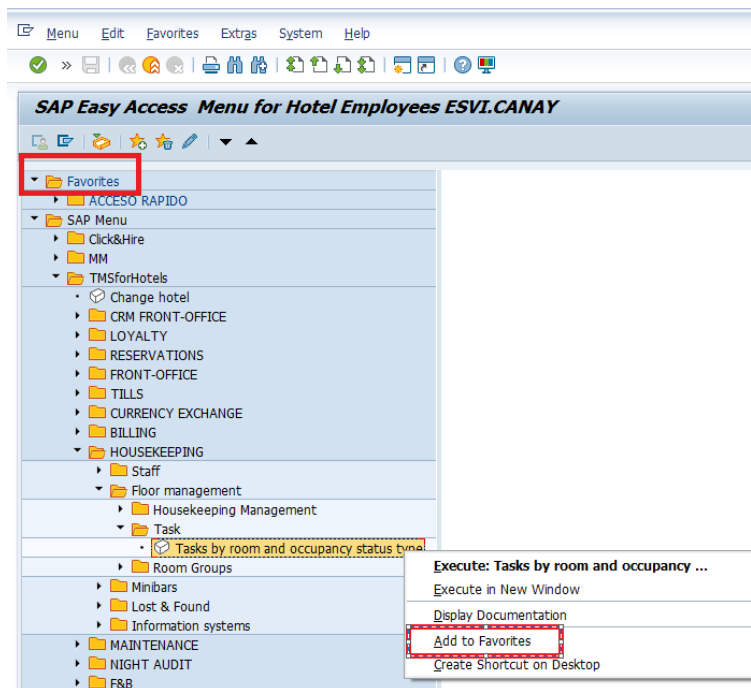

Once we have written user and password, we will validate the information by pressing Enter and access the program menu that is displayed in this way:
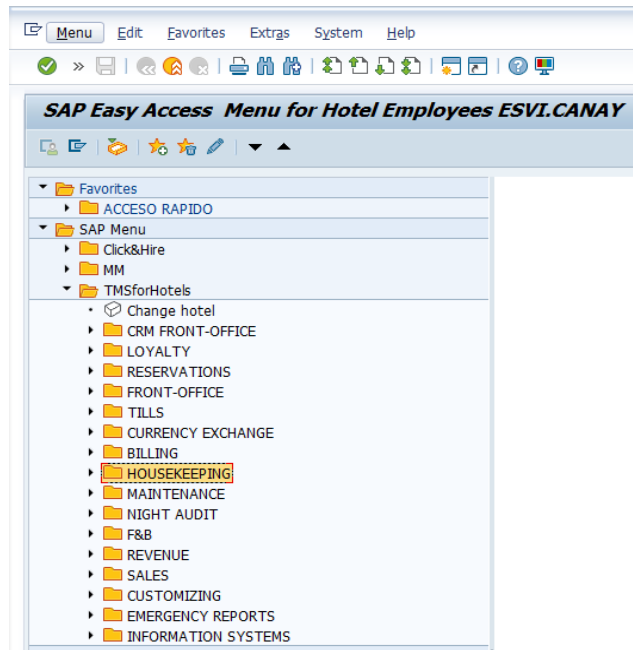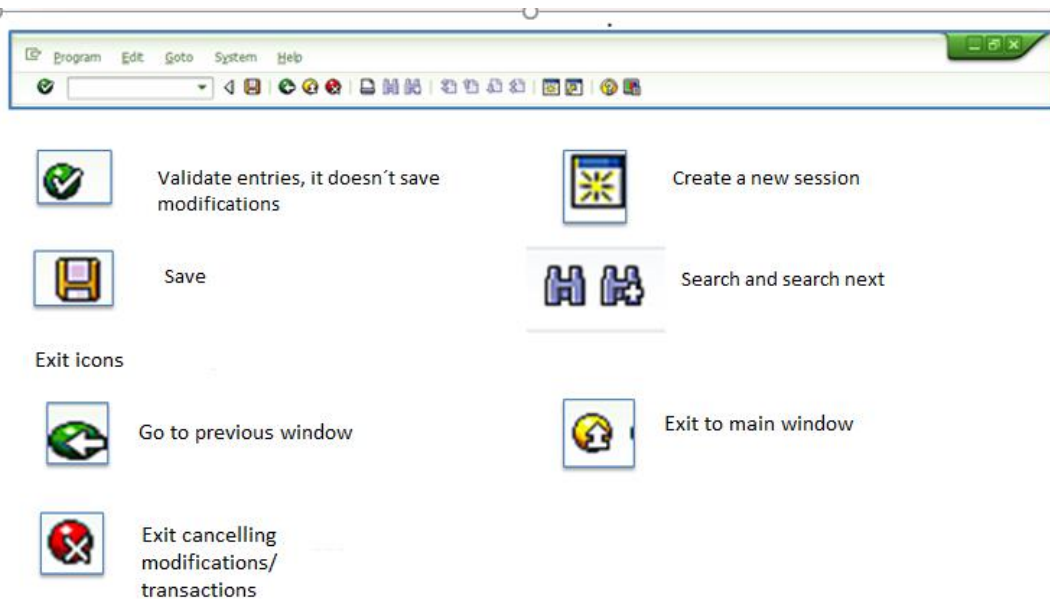
The folder we will use is HOUSEKEEPING.

It is possible to add the most common transactions to our personal folder FAVORITES.

To add a transaction it is only necessary to right-click on the most used transaction and select this option:

These are the basic notions to navigate TMS:

- Head bar:

✓	Validate entries, it doesn´t save modifications	☀	Create a new session
💾	Save	🔭🔭	Search and search next

Exit icons

⬅	Go to previous window	🔼	Exit to main window
❌	Exit cancelling modifications/ transactions		

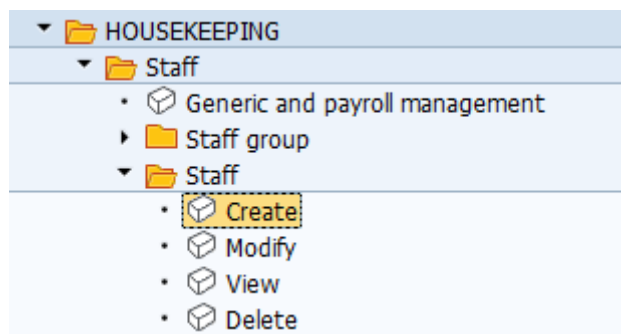- Foot bar (messages from the system):

- Informative message   ✓   - Press enter and continue

- Advertence message   ⚠   - Press enter and continue

- Mistake message   ❌   - This message **won´t let you continue**, the mistake must be corrected
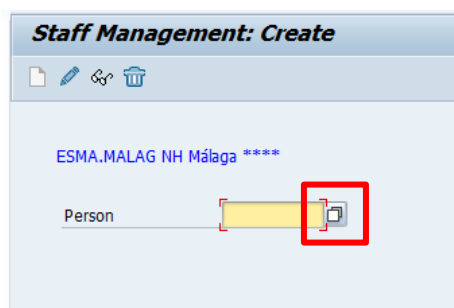

CHAPTER 1 STAFF

For any management related to the housekeeping staff, we must use the following TMS folder:
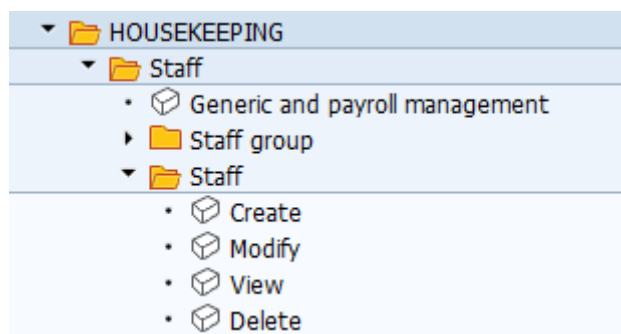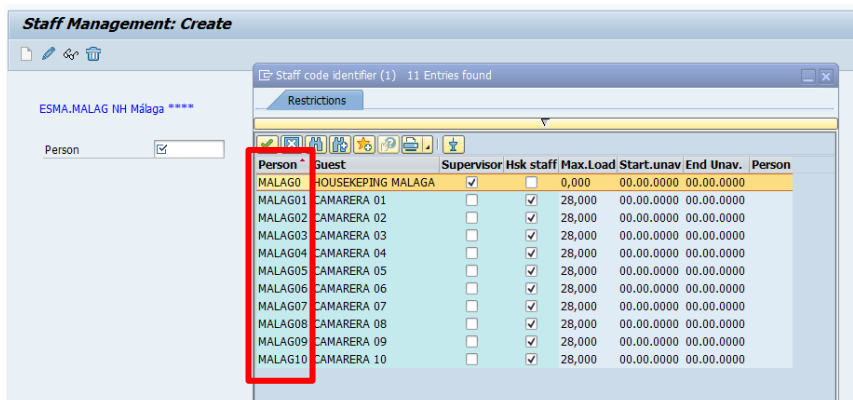
1.1 Create

When a new employee joins the hotel, we must create their profile to be able to assign the corresponding tasks.

Double-click on the "Create" transaction from the displayed menu and the following screen will appear:

If we click on the "match code" (overlapping white boxes) we will see all the housekeeping employees of the hotel, so that we can give a correlative number to the new employee:

The first employee will always be the generic of the hotel (do not touch) and the rest of them will be employees and extras on staff.

In this case, we will use hotel code + number 11 (MALAG11) to create our employee and after writing it in the indicated place, we will press Enter:

Complete the next screen only with the name and surname of the new employee (housekeeping staff) and the minimum, nominal and maximum load what will always be 28.

Once we have finished, we will click on the diskette to save the changes made:
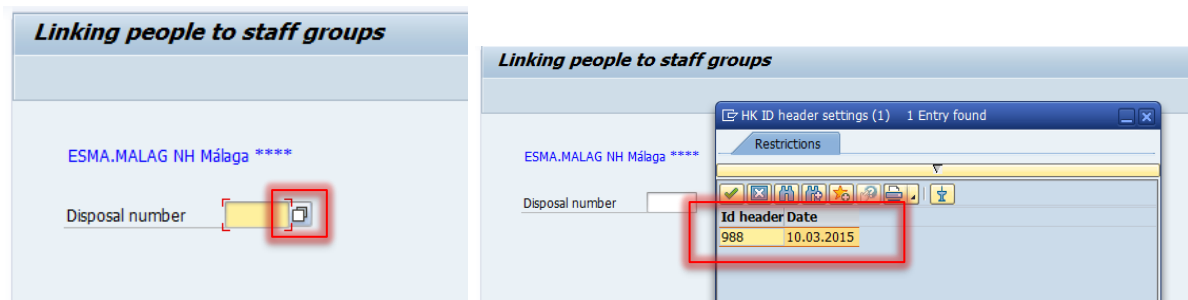

1.2 Create staff group

Once we have created a new employee, it is necessary to be linked to the hotel staff group so we can assign their tasks.

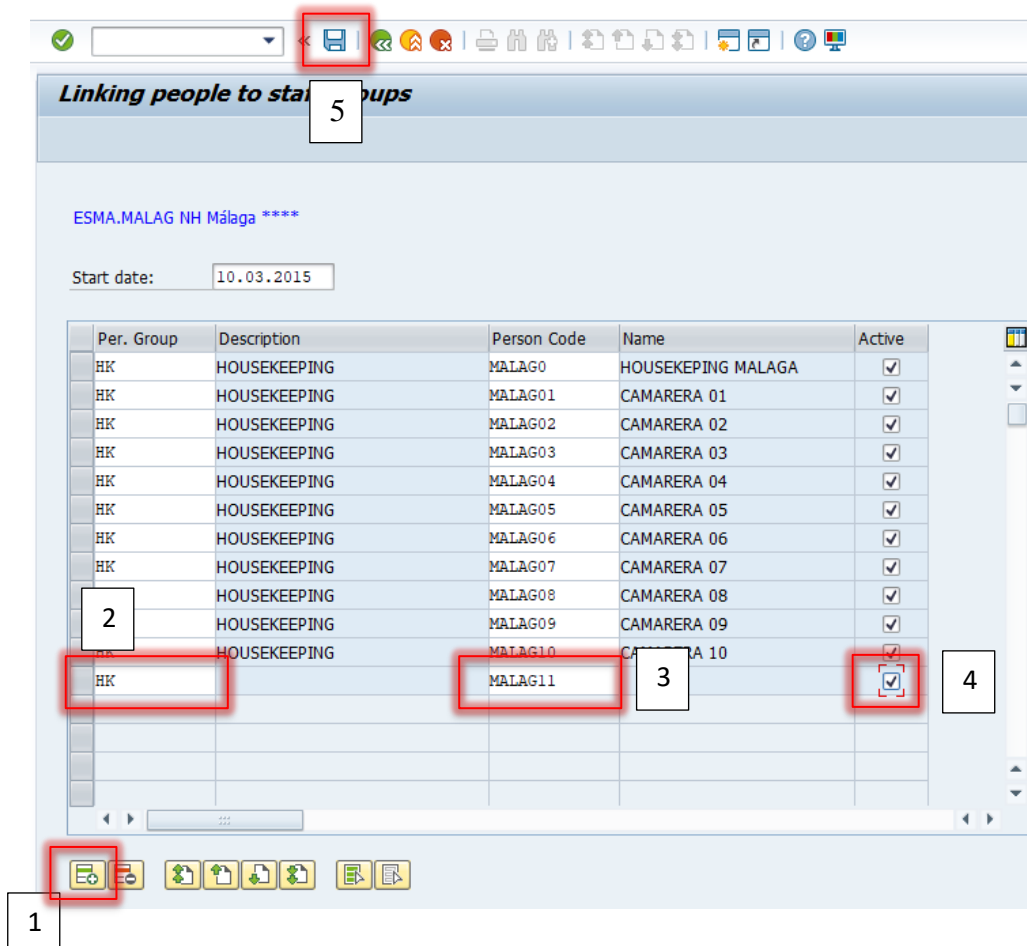We will use the following transaction:

/CCSHT/HK_PARAM_PERS

Look for the Disposal number to be modified with the "Match code" button:
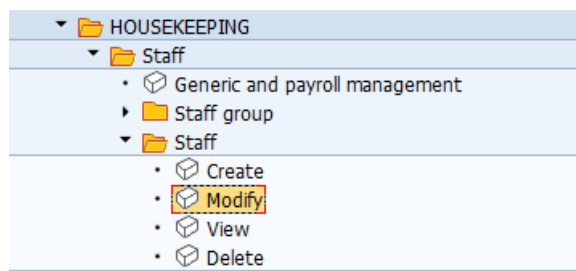

Double click to modify.

Once inside, we must follow these steps:

1. Insert row for the new employee.
2. Assign the same staff group and inform the employee code that was defined in the creation.
3. Select the new employee.
4. Activate the profile by marking the flag.
5. Save changes.

1.3 Modify

If we need to modify any information of an existing employee in our hotel, we will use the transaction "Modify" inside the folder STAFF.

When an employee stops working at our hotel permanently, it is possible to "reuse" their profile, instead of creating a new one, we can modify the name and write the new one.

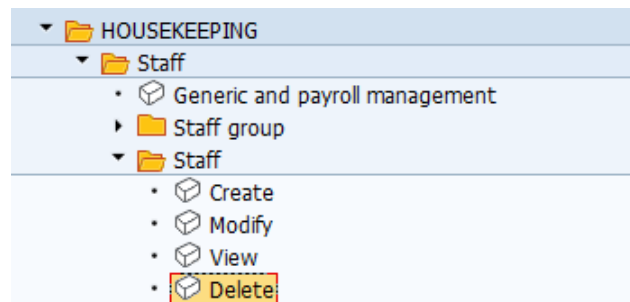By using this option we will not accumulate too many inactive profiles.

To modify an employee, we will indicate the assigned employee number or search with the "Match code" button in case we do not know it:
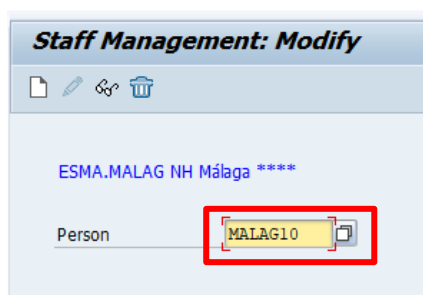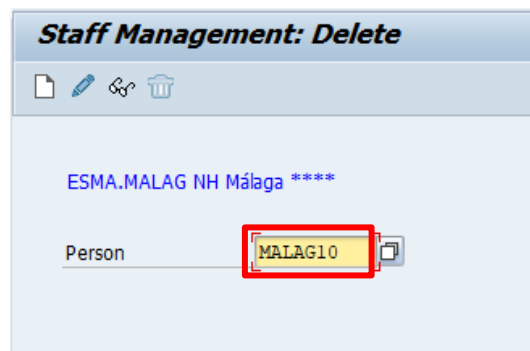

Once the profile is opened, we can modify the name directly by writing over the existing one:

We can also modify the *Category* to define if it is Floor Supervisor or Hsk staff.
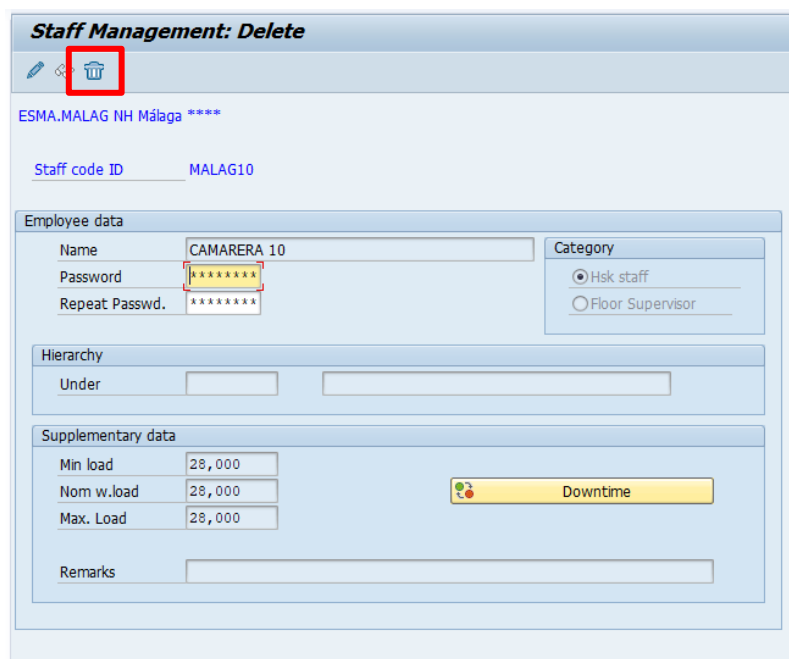
nh | HOTEL GROUP
PART OF MINOR HOTELS

1.4 Delete

To delete an employee from the staff group, we must indicate the assigned employee number or search with the "Match code" button in case we do not know it:

Once inside the employee profile, we will delete it by clicking on the trash can at the top:

This action cannot be undone, so in case of mistake, a new employee must be created.

nh | HOTEL GROUP
PART OF MINOR HOTELS

nh HOTELS   nh COLLECTION HOTELS   nhow HOTELS   TIVOLI HOTELS & RESORTS   ANANTARA HOTELS · RESORTS · SPAS   AVANI Hotels & Resorts   elewana COLLECTION   OAKS HOTELS · RESORTS · SUITES

1.5 Deactivate

To temporarily deactivate an employee we will use the following transaction:
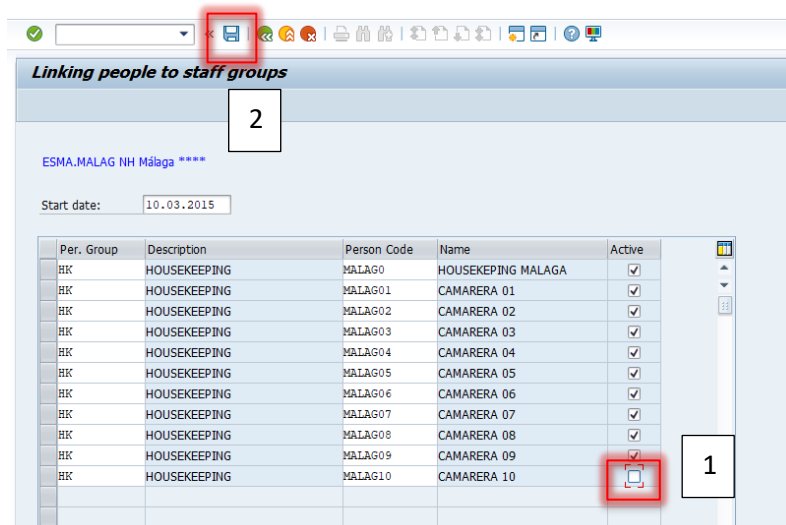
/CCSHT/HK_PARAM_PERS
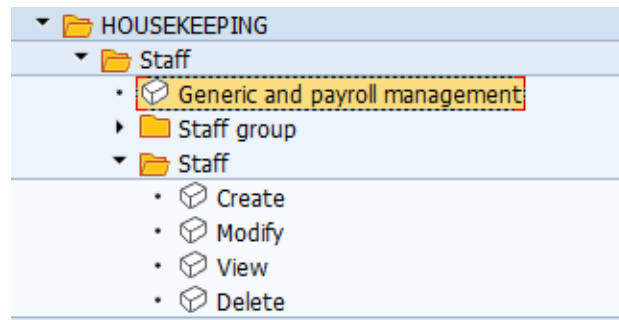
Once inside the transaction, we will look for the Disposal number with the "Match code" button:
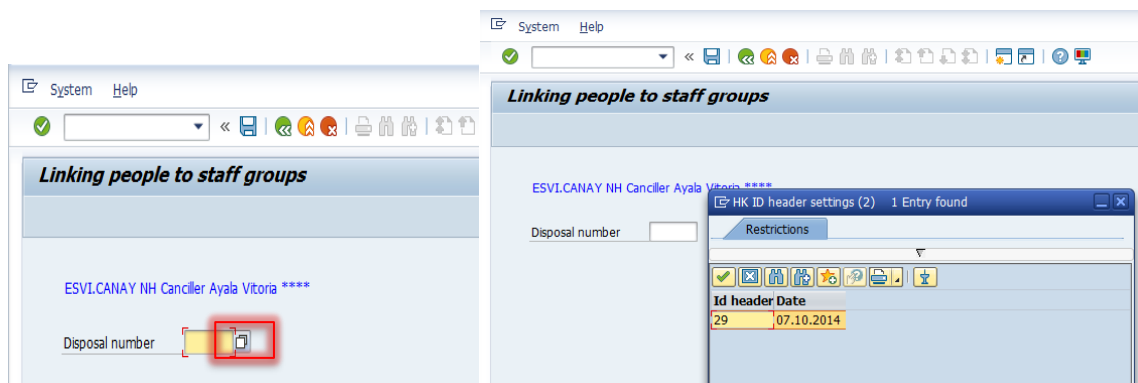
Double click to modify.

Once inside, we must follow these steps:

1. Deactivate employee.
2. Save changes.

In this case, we have deactivated MALAG10, so it will not be visible when we want to assign tasks to the employees until we activate it again.
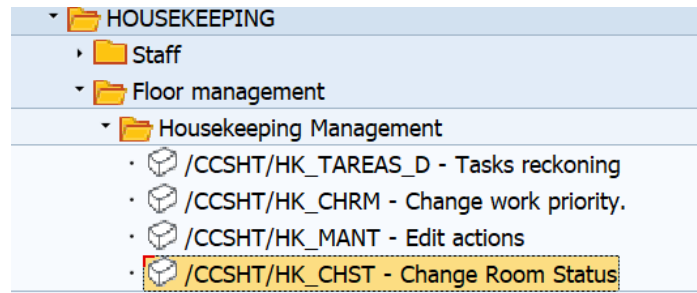
The activation will be done in the same transaction and following the same steps.

In this case we should activate the flag again.

CHAPTER 2 CHANGE ROOM STATUS

There are 3 different cleaning status in the rooms: clean, dirty and pending to check.

To make changes we must access the following transaction:

These changes can be made room by room, by plants or correlative ranges, using the multiple selection (non-correlative rooms) or visualizing all the rooms of the hotel at the same time.

Let's see each of the possible options:

1. Individually typing the room number + click on the clock (Execute) of F8

2. By plants or correlative ranges writing from minor to major + click on the clock (Execute) or F8

3. Multiple selection (non-correlative rooms).

    I.   Click on the yellow arrow.

    II.   Write the individual values

    III.   Click on the clock (Execute) or F8
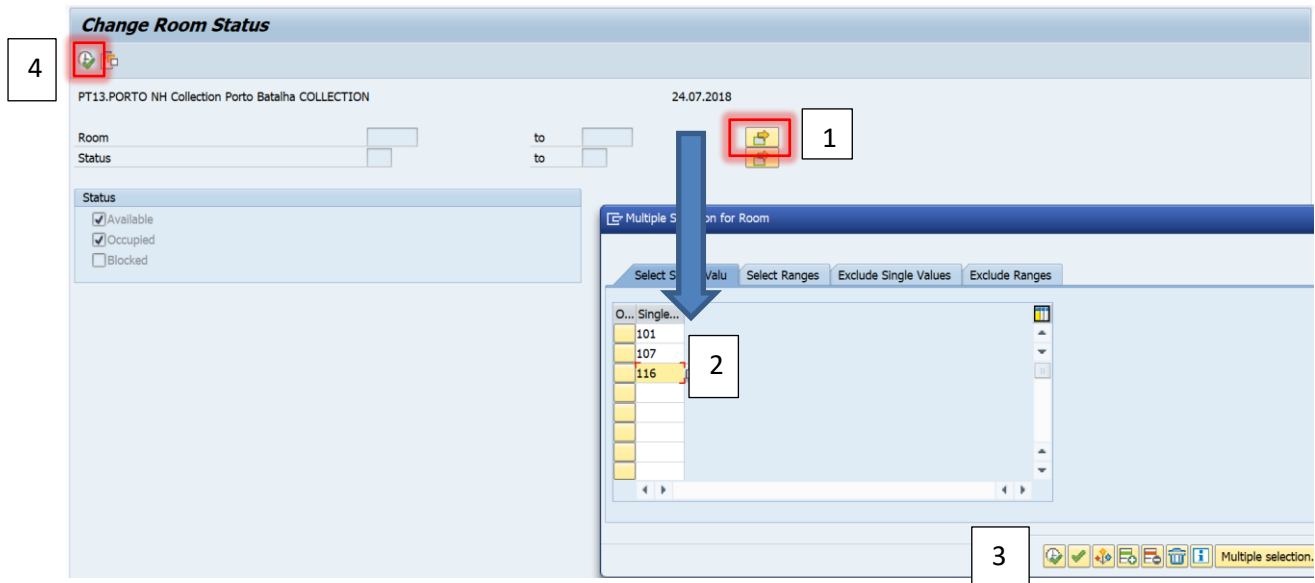
4. All hotel rooms at the same time, without completing any info + click on the clock (Execute) or F8
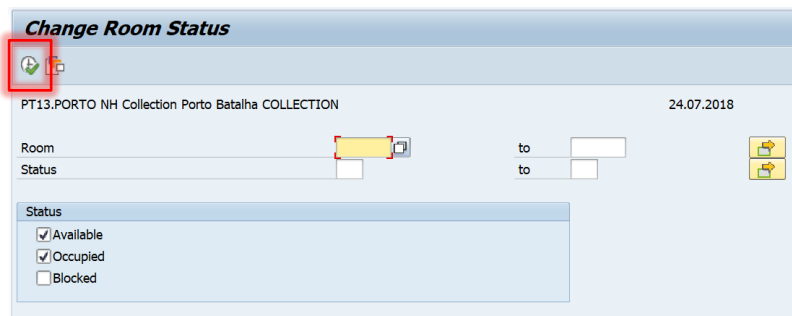
Once on screen, we will select the rooms to change (click on the grey box), then we will choose the new status and finally clicking on "Change status" we will make the changes:
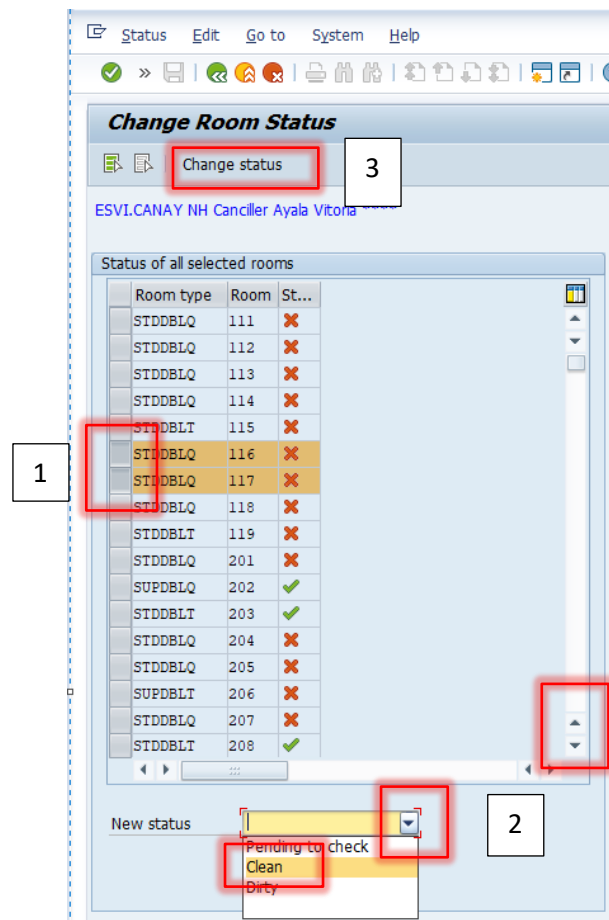
2.1 Room cleaning audit

In order to audit the changes made in the cleaning of rooms, we will use the transaction "Room Rack" following these steps:
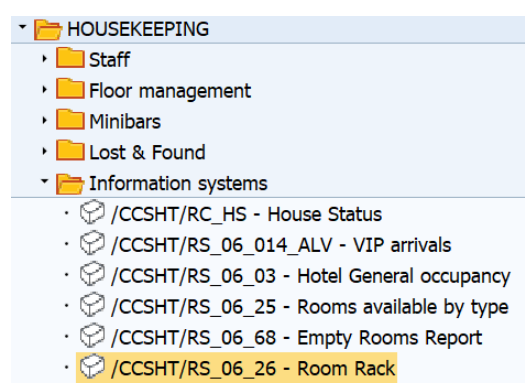
Execute the result by clicking on the clock (F8):

All the rooms of the hotel will be shown and in this case as an example we have used room 101 (click on the room number):

Then, click on "Documents mod." In the upper left:

In the columns "Old value" and "New value" we see the initials status and to which it was changed, the date, the time and the user:

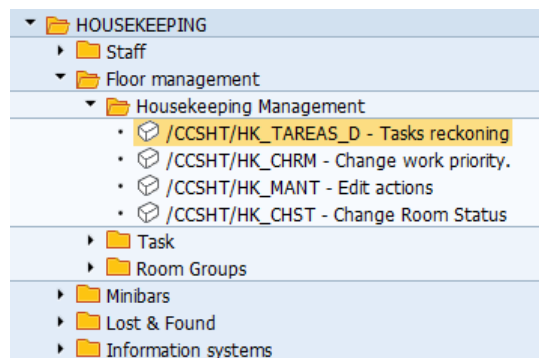Today, there is no audit of the entire hotel by dates or possibility to choose the day to show, so you have to go room by room and filter or order the date as needed.

CHAPTER 3 TASKS RECKONING

Access from the HOUSEKEEPING folder: Floor management → Housekeeping Management

A window opens where we see the names of all the employees of the department. We only have to click on the Clock to continue:

Next we see the rooms of the hotel, the typology, status, etc., where we could select if we want, for example, to distribute a single floor but we will not select anything and click on "Continue"

The allocation window will open next where the following steps will be performed:

We mark the "Status" column and use the pyramid icon to sort the clean ones at the top:

Next we select all the clean ones by clicking on in the grey box at the beginning of the line and dragging down and delete with the keyboard button

Room selection for the distribution of tasks
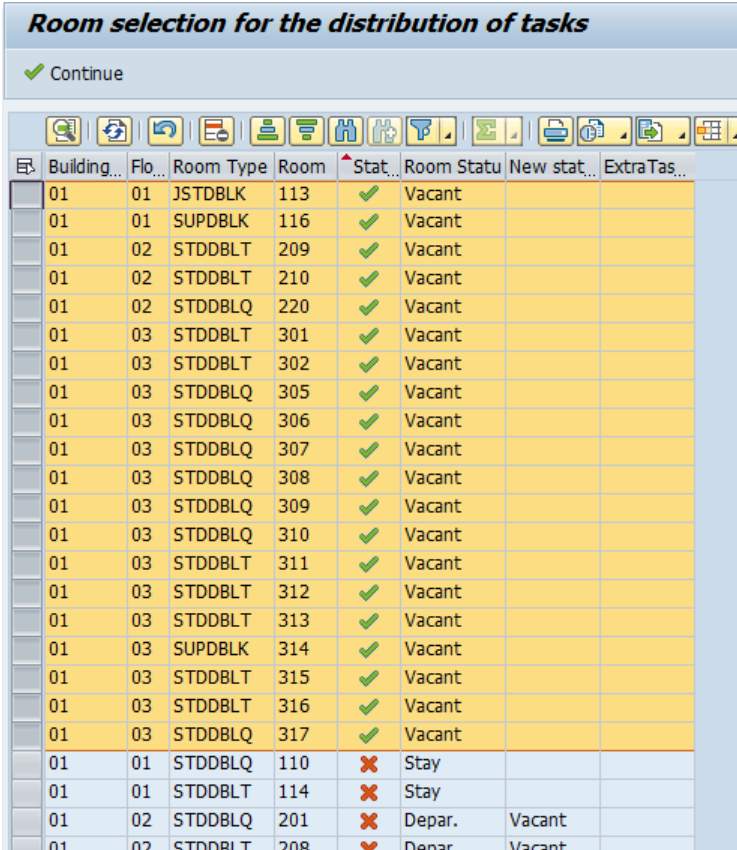
✔ Continue

Building...	Flo...	Room Type	Room	Stat...	Room Statu	New stat...	ExtraTas...
01	01	JSTDBLK	113	✔	Vacant		
01	01	SUPDBLK	116	✔	Vacant		
01	02	STDDBLT	209	✔	Vacant		
01	02	STDDBLT	210	✔	Vacant		
01	02	STDDBLQ	220	✔	Vacant		
01	03	STDDBLT	301	✔	Vacant		
01	03	STDDBLT	302	✔	Vacant		
01	03	STDDBLQ	305	✔	Vacant		
01	03	STDDBLQ	306	✔	Vacant		
01	03	STDDBLQ	307	✔	Vacant		
01	03	STDDBLQ	308	✔	Vacant		
01	03	STDDBLQ	309	✔	Vacant		
01	03	STDDBLQ	310	✔	Vacant		
01	03	STDDBLT	311	✔	Vacant		
01	03	STDDBLT	312	✔	Vacant		
01	03	STDDBLT	313	✔	Vacant		
01	03	SUPDBLK	314	✔	Vacant		
01	03	STDDBLT	315	✔	Vacant		
01	03	STDDBLT	316	✔	Vacant		
01	03	STDDBLQ	317	✔	Vacant		
01	01	STDDBLQ	110	✖	Stay		
01	01	STDDBLT	114	✖	Stay		
01	02	STDDBLQ	201	✖	Depar.	Vacant	
01	02	STDDBLT	208	✖	Depar.	Vacant	

By default, the system assigns all rooms to a general "fictitious" worker.

Now we will begin to distribute the rooms to each real worker making a change of employee, in the following way:

We mark the rooms that we want to assign to the worker, if they are correlative, dragging with the mouse and if they are

not we mark it holding the Control key and subsequently click on the "Change person" button.

Housekeeping. Assigned tasks to employees

👥 Change person   🔄 Exchange tasks   🔃 Massive assignment   ⊨ Add room   🔺 Extra Task Type   🔷 Add Task   🔷 Add employee | ⊙ F

INFO : Employee in min load   Employee in nom load   Employee in max load   Employee over max load   Room not assigned

Assigned	Staff group	Room Type	BuildingID	Person	Employee's	Status	Floor	Room	Order	Σ Load	Room Statu	New status
⊙⊙▪	HOUSEKEEPING GENERAL TOLEDO	STDDBLQ	01	01	HKTOLEDO	✖	01	110	1	1,000	Stay	
⊙⊙▪	HOUSEKEEPING GENERAL TOLEDO	STDDBLT	01	01	HKTOLEDO	✖	01	114	2	1,000	Stay	
⊙⊙▪	HOUSEKEEPING GENERAL TOLEDO	STDDBLT	01	01	HKTOLEDO	⚠	01	115	3	1,000	Depar.	Vacant
⊙⊙▪	HOUSEKEEPING GENERAL TOLEDO	STDDBLQ	01	01	HKTOLEDO	✖	02	201	4	1,000	Depar.	Vacant
⊙⊙▪	HOUSEKEEPING GENERAL TOLEDO	STDDBLT	01	01	HKTOLEDO	✖	02	208	5	1,000	Depar.	Vacant
⊙⊙▪	HOUSEKEEPING GENERAL TOLEDO	STDDBLT	01	01	HKTOLEDO	✖	02	211	6	1,000	Stay	
⊙⊙▪	HOUSEKEEPING GENERAL TOLEDO	STDDBLT	01	01	HKTOLEDO	✖	02	212	7	1,000	Stay	
⊙⊙▪	HOUSEKEEPING GENERAL TOLEDO	STDDBLT	01	01	HKTOLEDO	✖	02	213	8	1,000	Depar.	Vacant
⊙⊙▪	HOUSEKEEPING GENERAL TOLEDO	STDDBLT	01	01	HKTOLEDO	✖	02	214	9	1,000	Depar.	Vacant
⊙⊙▪	HOUSEKEEPING GENERAL TOLEDO	STDDBLT	01	01	HKTOLEDO	✖	02	215	10	1,000	Depar.	Vacant
⊙⊙▪	HOUSEKEEPING GENERAL TOLEDO	STDDBLT	01	01	HKTOLEDO	✖	02	216	11	1,000	Depar.	Vacant
⊙⊙▪	HOUSEKEEPING GENERAL TOLEDO	STDDBLQ	01	01	HKTOLEDO	✖	02	217	12	1,000	Depar.	Vacant
⊙⊙▪	HOUSEKEEPING GENERAL TOLEDO	STDDBLQ	01	01	HKTOLEDO	✖	02	218	13	1,000	Depar.	Vacant
⊙⊙▪	HOUSEKEEPING GENERAL TOLEDO	STDDBLQ	01	01	HKTOLEDO	✖	02	219	14	1,000	Stay	

Here we can select the person we want to assign these rooms to, by using the drop-down list:

We select the person by double clicking on the name:

We verify and it shows the name of the worker and the load we have assigned.

Click on the green flag to confirm.

If you wanted to add more rooms to the same employee, then we would have to mark the order following the last one assigned:

nh | HOTEL GROUP
PART OF MINOR HOTELS

When all the assignments are finished we will proceed to print the listings by clicking on the button in the upper right corner:

First the system asks us if we want to save the treatment, we will answer yes.

A window opens where we will have to unmark those that we do NOT need, normally it will only be the general one:
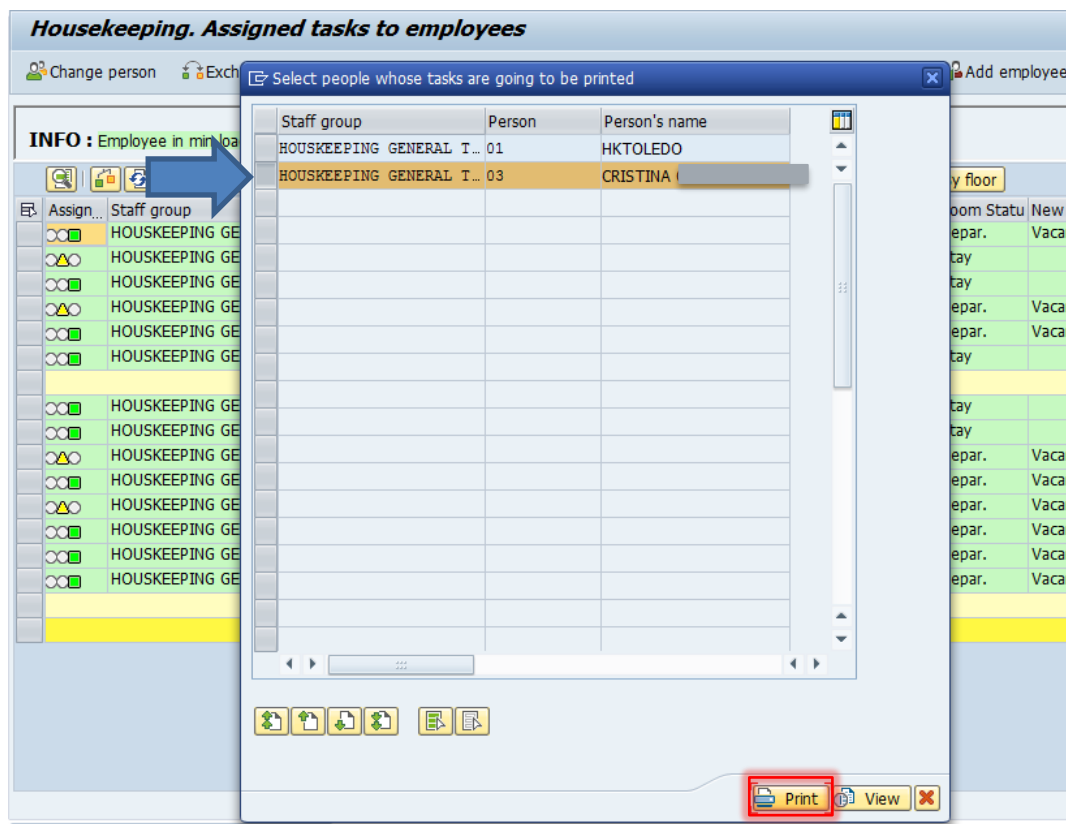
Click on the Print button and another window opens where we will simply click on the Clock:

nh | HOTEL GROUP   nh HOTELS   nh COLLECTION   nhow   TIVOLI   ANANTARA   AVANI   elewana   OAKS
PART OF MINOR HOTELS   HOTELS   HOTELS & RESORTS   HOTELS & RESORTS · SPAS   Hotels & Resorts   COLLECTION   HOTELS · RESORTS · SUITES

Workload by Housekeeping Staff

ESTO.TOLED NH Toledo ****

Selection parameters

Floor Supervisor		to	
Staff code	03	to	
Room		to	
Task type		to	
Task		to	
Date	22.07.2018		
No copies	1		

Print options

○ View
⦿ Print

Actions

☑ Show reservation actions
☑ Display children age

☐ Display only stock table

In the report we see the date, the name of the employee and the total load. In addition we can see the room number, the typology, and the status, whether it is a stay or departure, the load of the room, date of arrival and departure, number of guests per room, and assigned tasks.

Hotel:ESTO.TOLED NH Toledo   E00000089381
Date: 22.07.2018 Hour: 16:13:02   1/1
Employee: 03 CRISTINA G. ....
Total rooms: 8

Room	Type	Sta1	Sta2	Area	Load	Res.Status	Nac.	Attentions	Arrival	Hour	Departure	Hour	VIP	AD	JU	CH	BB	Loaned Obj.	Tasks	Remarks
110	STDDBLQ	Dirty	Stay		1,000		US		21.07.2018	15:00	23.07.2018	12:00		2	0	1	0	Extra Bed	room clean	- Children age: B_BASIC
114	STDDBLT	Dirty	Stay		1,000		ES		13.06.2018	00:00	30.11.2018	00:00		1	0	0	0		room clean linen change	
201	STDDBLQ	Dirty	Depar.		1,000		ES		20.07.2018	15:00	22.07.2018	12:00		2	0	0	0		room clean	
208	STDDBLT	Dirty	Depar.		1,000		ES		21.07.2018	15:00	22.07.2018	12:00		1	0	0	0		room clean	
213	STDDBLT	Dirty	Depar.		1,000		ES		21.07.2018	15:00	22.07.2018	12:00		2	0	0	0		room clean	
214	STDDBLT	Dirty	Depar.		1,000		ES		21.07.2018	15:00	22.07.2018	12:00		2	0	0	0		room clean	

CHAPTER 4 MINIBARS

4.1 Minibar charges to one room

Access from the folder HOUSEKEEPING → Minibars

We can charge a room or several rooms at the same time
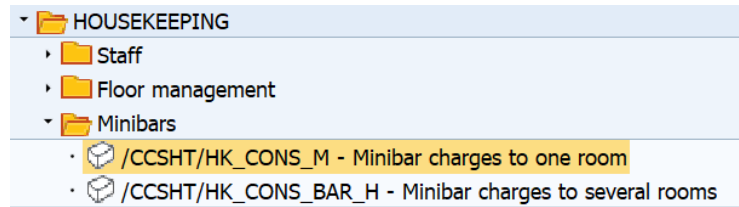
We will write the room number and click on "Continue entry"

When selecting the room an alert message may appear indicating that the reservation has been moved, we will press Enter to continue.

If the hotel has an open bar, we will see the option to choose between minibar and open bar.

Select MINIBAR and click on the "green tick".

nh | HOTEL GROUP
PART OF MINOR HOTELS

1) From here we can select the article.

2) We indicate the number of charges.

3) By default it indicates the date in which we are making the charge. But we can put past or future date if necessary

4) If nothing is indicated, charges go to folio 1. We will leave it blank, unless we know that the charge of the minibar goes to another folio. Once loaded, if we were wrong, Reception could move them.

5) Once the charge is informed, we will click on "Insert item" and the charges will be added at the bottom of the table.

6) Once the charge or charges are informed, we will click on this icon to save the changes.

Click on the "Match code" in the "Item" field. All articles are displayed. Depending on the category of the hotel one or the other will appear. Remember that if we need to add or remove an article we must open an incident through the employee portal.

If we want to add another item on the same room, we choose a new article and click again on "Insert item". In the example we are adding an orange juice to room 102 where we have already charged some potatoes.

Always remember to save when leaving so that charges are made in the rooms:

4.2 Minibar charges to several rooms

Access from the folder HOUSEKEEPING → Minibars
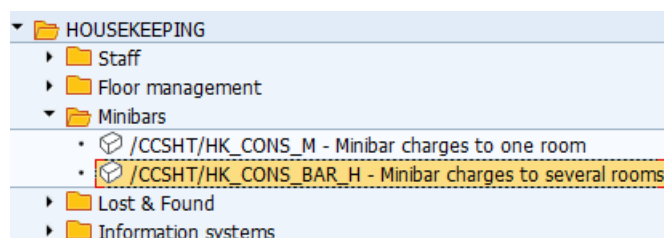
Directly we see this screen, with the same options as before, except that the room number will be indicated on this screen. We indicate the room number. Again if we have open bar, it asks us what we want to charge.

We choose the item, the quantity and click on "Insert item" button. In this example some potatoes:

And we add the charge at the bottom of the table:

Now we can change the room and keep the selected item or choose another item. In the example we changed the room from 103 to 107:

When all charges are added, very important click on the floppy disk icon to Save.

4.3 Delete items

If we have made a mistake, double-clicking on the item line activates an icon to delete it. If we want to return without deleting anything, click on the icon on the left "Modify item".

It is the same operative operation for both cases: transaction minibar charges to one room or to several rooms.

CHAPTER 5 LAUNDRY

Access from the folder BILLING → Post charges to one room
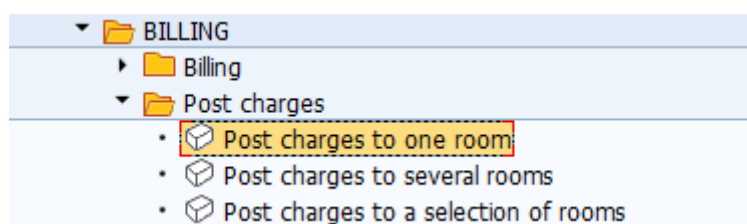
In this screen we will indicate which concept we want to charge, in this case laundry.

1) Select the Concept LNDR (Laundry).

2) Indicate quantity.

3) If we don´t specify the target folio we want the charge in, it will automatically be charged in folio 1.

4) If we make click on this option, it means that taxes are included.

5) By default it shows the date in which we are making the charge, but we can put a past or future date if necessary.

6) Once the charge is informed, we will click on "Insert Item" and the charges will be added in the table below.

7) Once all the charges are informed, we will click on the Save button.

CHAPTER 6 LOST & FOUND

6.1 Create

Access from HOUSEKEEPING folder → Lost & Found
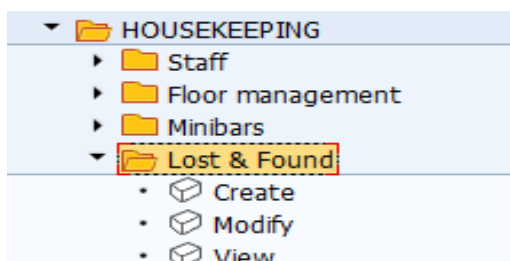
To register a new object, click on Create and the following window will be opened where we introduce the information (date, room, zone, etc...).

Pay attention! It is very important to keep in mind that the system takes the name of the guest who occupies the room at that moment, so we must follow these steps:

Introduce the date of the previous day: if the client has checked out today, the date of stay will be the previous night and then press Intro.

The system will show the reservation number and the name of the client that spent the night.

After that, change the notification date to today because it is the day that the item has been forgotten but the system will no longer modify the name.

Complete the rest of the information: zone, person, item found, remarks...

If the item was found in a place different to a room, we will inform the zone.

6.2 Modify

In case that we want to modify a found item after its creation, we will use the second option: Modify.

There are some new options to complete:

Front Office and Housekeeping will use this transaction in case the client takes contacts with us or comes to pick it up.

Remember to include all the details, such as pick up day, who took the item…

6.3 View

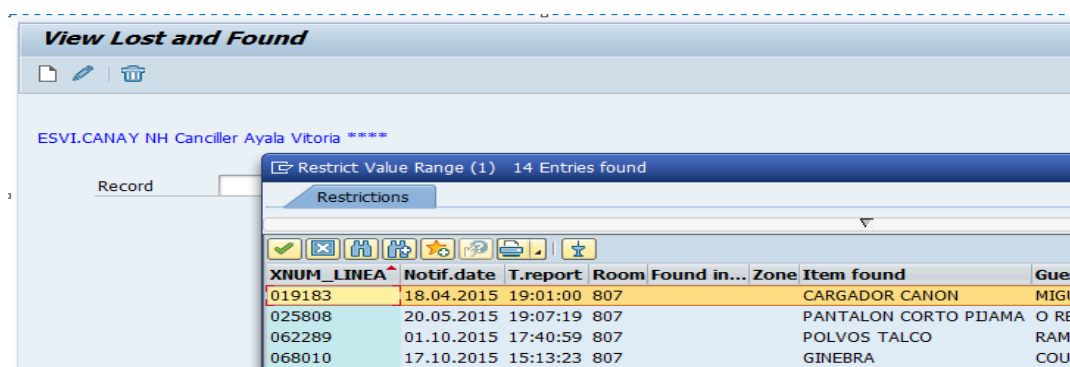We can check all the items we have registered. Click on the third option of the menu, View.

If we click on the "Match code" icon:

We will see a filter screen where we can search by the check out date of our guest (Notification date), Room…

View Lost and Found

ESVI.CANAY NH Canciller Ayala Vitoria ****

Record

Restrict Value Range (1)

Restrictions

Hotel	ESVI.CANAY
XNUM_LINEA	
Notification date	
Time reported	
Room	
Found in...	
Zone of the hotel	
Item found	
Guest Name	
Maximum No. of Hits	500
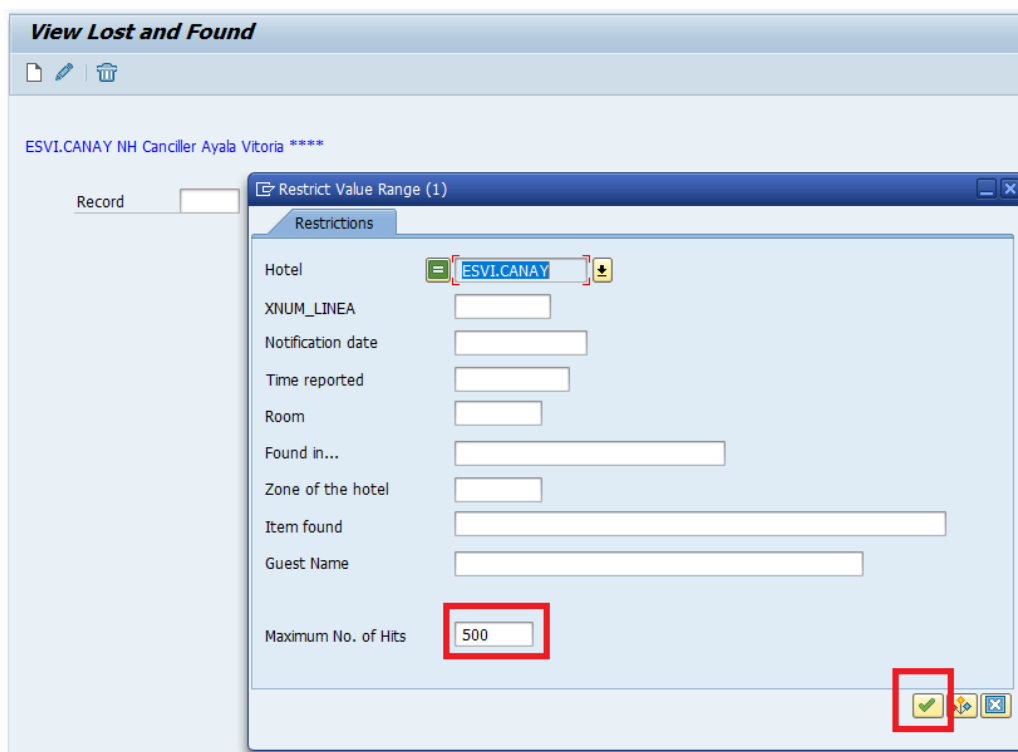
If we do not want to use the filter, we can select the green flag but it will only show 500 hits. We must change that number if we have more items registered.
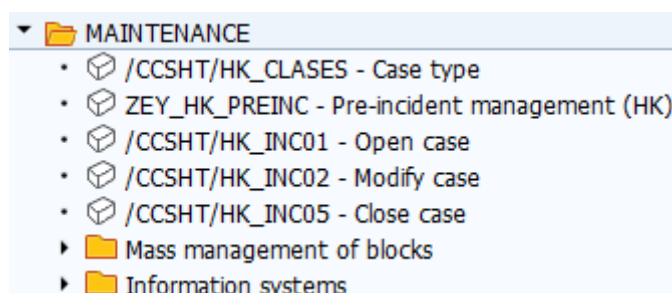
Example, in this case we indicate room 807 and we will have these results:

View Lost and Found

ESVI.CANAY NH Canciller Ayala Vitoria ****

Record

Restrict Value Range (1)   14 Entries found

Restrictions

XNUM_LINEA	Notif.date	T.report	Room	Found in...	Zone	Item found	Gues
019183	18.04.2015	19:01:00	807			CARGADOR CANON	MIGU
025808	20.05.2015	19:07:19	807			PANTALON CORTO PIJAMA	O RE
062289	01.10.2015	17:40:59	807			POLVOS TALCO	RAMI
068010	17.10.2015	15:13:23	807			GINEBRA	COUS

We can double click on the line that we want to consult to see all the details.

CHAPTER 7 MAINTENANCE

In this section we will see the options of Opening / Modification and Closing of maintenance incidents, as well as how to leave the room out of service or blocked. And finally the option to check listings.

- ▼ 📁 MAINTENANCE
  - • ⊗ /CCSHT/HK_CLASES - Case type
  - • ⊗ ZEY_HK_PREINC - Pre-incident management (HK)
  - • ⊗ /CCSHT/HK_INC01 - Open case
  - • ⊗ /CCSHT/HK_INC02 - Modify case
  - • ⊗ /CCSHT/HK_INC05 - Close case
  - ▶ 📁 Mass management of blocks
  - ▶ 📁 Information systems

7.1 Open case

From this option we register a new breakdown, damage, issue...
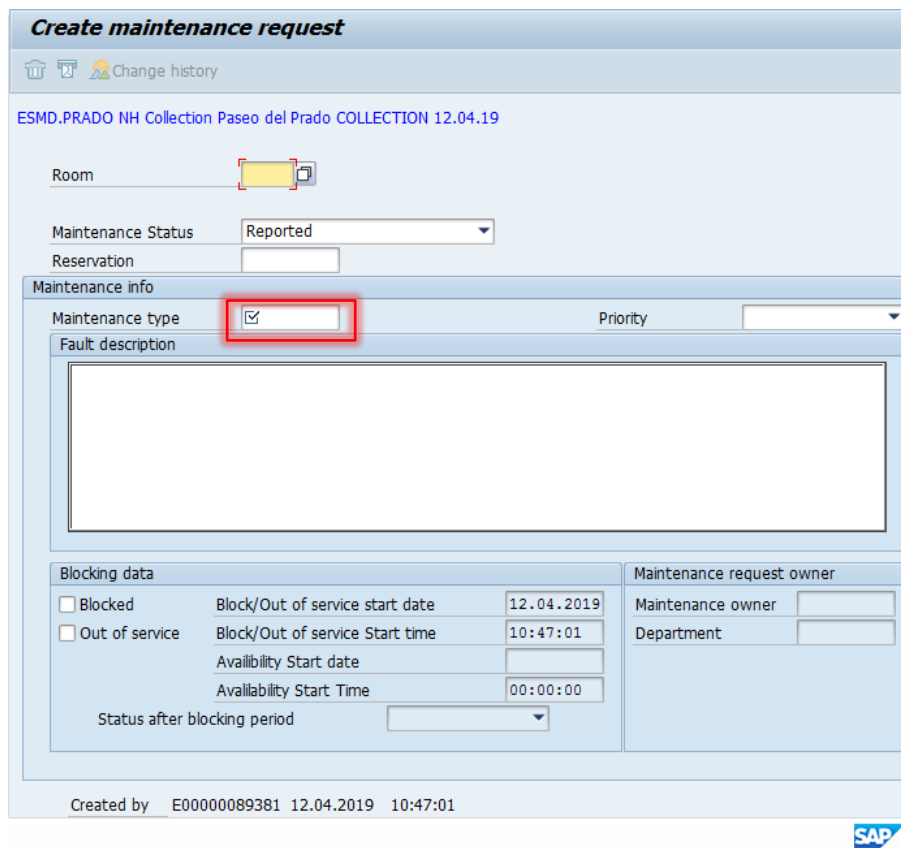

Here we choose if the incidence is in a room, meeting room or hotel area. Once the place is marked, click on the clock icon.

In this window we write down all the information of the incident: room number, incidence type…

By clicking "Maintenance type", a window with the incidence types is displayed. We choose the one that corresponds:

Then we write down the description of the incident with a free text, noting all the necessary details:

If it is only an information-level incident, we will not complete anything else in the lower part. The person in charge of maintenance will later modify the Status to "In process", indicate the Responsible and the department and will also be in charge of the closing of it.

We click on the diskette icon and the incidence will be recorded.

7.2 Blocked

Blocking a room means subtracting it from hotel availability, it will not be for sale.

After filling in the information as in point 7.1 we must proceed by marking the Blocking flag:

Select what will be the status of the room after the blocking period, generally it is Dirty.

Pay attention!!! The Availability Start date is very important, since there are 2 different steps, that is, the responsible person can close the incident at any time, but if the Availability Start date is a week later, that room cannot be assigned or occupied. The Availability Start date must be modified before the closure of the incident if it does not correspond to the current one.

7.3 Out of service

Marking a room Out of service does not subtract from the availability of the hotel, it will continue to be sold but it cannot be occupied by any reservation until the incident is closed. We must proceed by marking the flag of Out Service:

Select what will be the status of the room after the blocking period, generally it is Dirty.

Pay attention!!! The Availability Start date is very important, since there are 2 different steps, that is, the responsible person can close the incident at any time, but if the Availability Start date is a week later, that room cannot be assigned or occupied. The Availability Start date must be modified before the closure of the incident if it does not correspond to the current one.

7.4 Incident report

If we want to review a situation of the incidents of the hotel we will go to the following transaction:
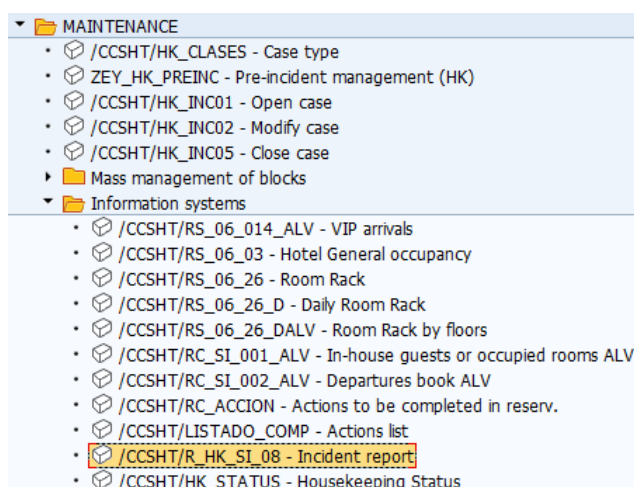
You can use the filter to select one or several options (status of the incident, date ...). We could for example consult the incidences of a whole year of a particular room to know if a problem repeats itself.

The result would be presented as follows:

ESMD.PRADO. Maintenance report.

ESMD.PRADO NH Collection Paseo del Prado COLLECTION

User E00000089381
Hotel date 12.04.19 / 11:46

| Fault ID	Incident	Room	Breakdown symptom nº (breakdown_nº).	Fixed by	Start date	Block.	Type	Inc.Cl.Dat	Status	Close hour	User	Che
14253	117	303	SUPLE	JOSE	12.12.2014			12.12.2014		19:07:45	HESPRADOREC2	
15705	137	308	POSABRAZO SOFA SUELTO, reparacion del mismo	ALFONSO	17.12.2014			17.12.2014		17:40:05	E00000020168	
14640	117	503	TIENE CAMA SUPLETORIA	CONCHI	15.12.2014			29.12.2014	CL	07:30:38	E00000020152	
13168	37	501	VISITA DE INSPECCION DIRECTIVOS DE NH EL VIERNES 12/12/14	CONCHI	11.12.2014	X		12.12.2014	CL	21:55:51	HESPRADOREC2	
14388	1	117	HALOGENO BAÑO	ALFONSO	14.12.2014			15.12.2014	L	08:58:20	E00000020168	
15987	01	503	CAMA	CONCHI	18.12.2014			18.12.2014	CL	10:44:22		
14198	103	309	CLIENTE SE QUEJÓ DE FRIO. CAMBIADO A 306	MARISA	13.12.2014			13.12.2014	CL	16:18:57	HESPRADOREC1	
14256	128	611	CORTINAS DESCOLGADAS	MARISA	13.12.2014			15.12.2014		09:19:19		
16262	124	502	LUZ BAÑO FUNDIDA, cambio de la bombilla qr 111 /12 v	ALFONSO	18.12.2014			19.12.2014		12:09:09	E00000020168	
14415	2	607	MALETERO DE LA HABITACION ROTO, se quita de la habitacion pendiente reparacion d	CRIS	14.12.2014			15.12.2014	DT	11:25:55		
13693	37	103	PARA OBRA HABITACION PILOTO	CONCHI	16.12.2014	X		30.12.2014	CL	21:33:45	HESPRADOREC2	
14255	11	705	GRIFO BIDE SUELTO	MARISA	13.12.2014			15.12.2014	CL	09:20:06	HESPRADOREC2	
14435	12	314	CRISTAL ROTO	ALFONSO	14.12.2014			15.12.2014	CH	12:24:17	E00000020168	
14492	11	304	SOPORTE PAPEL HIGIENICO	ALFONSO	14.12.2014			15.12.2014		11:24:31	E00000020168	
9672	117	710		JOSE	06.12.2014			09.12.2014		15:35:30	HESPRADOREC1	
9765	1	112	TULIPA ROTA	SERGIO	27.11.2014			27.11.2014		12:44:16	E00000020168	
9671	117	701	PARA USAR LA CAMA COMO SUPLETORIA	ALFONSO	06.12.2014	X		13.02.2015	CH	08:09:25	E00000020168	
8746	3	703	Reparacion Fachada	MANTTO	25.11.2014			27.11.2014		11:29:12	E00000020168	
8745	3	701	Reparacion Fachada	ALFONSO	25.11.2014	X		28.11.2014	DT	15:30:54	E00000020168	
9034	1	117	INTERRUPTOR LAMAPARA ESCRITORIO	SERGIO	25.11.2014			28.11.2014		15:20:51	E00000020168	

7.5 Mass management of blocks

If we want to insert an incident in a massive way in an entire floor or room range, we will do it using the 2 transactions in this folder:
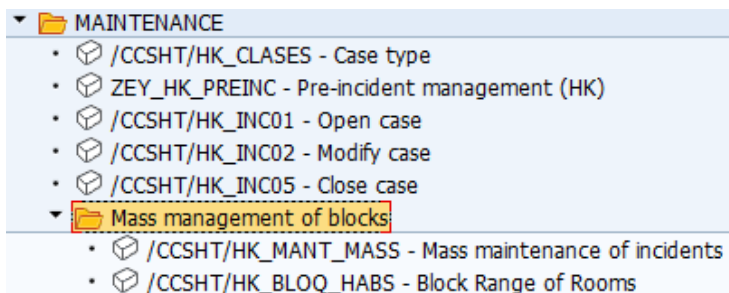
7.5.1 Block Range of Rooms

Initially, we will access the lower transaction:
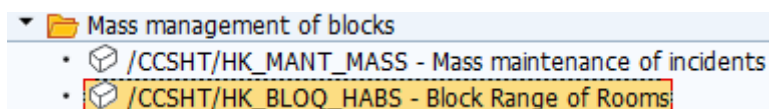
In the filter screen below, the mandatory fields and the range of rooms or plant/s that we want to include in the incident must be completed:

When we have completed the fields it is important to take into account the 3 options that the system allows us:

Block ranges of rooms.

ESMD.PRADO NH Collection Paseo del Prado COLLECTION

Group incident ID	PAINT		
From date:	12.04.2019	to	
From room:		to	
Room type		to	
Building ID	01	to	
Floor	02	to	

Proposals

Incident type ID	☑
Status after blocking period	☑
Priority	
Problem fixed by :	

Block data

⦿ Blocked   ◯ Out of service   ◯ No Block

Fault description.

-	PAINT SECOND FLOOR
-	
-	
-	

Blocked: In this case the rooms will be subtracted from the hotel inventory during the selected period, they will not be for sale. For example, a complete plant will be painted and guests cannot be accommodated until it is completely dry and airy.

Out of service: in this case the rooms are still for sale but cannot be checked in. For example, the windows will be changed but those that cannot be changed on time, can be used with the old windows.

No Block: In this case it will only be an informative incident. For example, new LED bulbs will be placed in the bathroom, but the rooms may be occupied by guests.

After selecting the option, we slick on the clock to execute and the following screen will appear:

Block ranges of rooms.

Refresh

NH HOTELES ESPAÑA, S.A.   ESMD.PRADO NH Collection Paseo del Prado COLLECTION   Time 12:06:36   Date 22.04.2019
MADRID   Block ranges of rooms.   HK_BLOQUEO_HABS/E00000089381 Page   1

Group incident ID: PAINT
Incident description :   PAINT SECOND FLOOR
Block from date :   : 12.04.2019 to 19.04.2019
Incident type in block: 016

Building: : 01
Floor: : 02

Blocks in room key: By incident   Out of service   By reservation   Incident without block

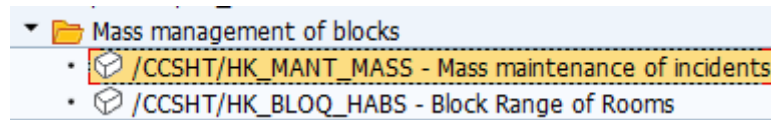| Sel	Room No.	Room type
☐	218	PREDBVT
☐	217	STEDBVK
☐	216	PREDBVD
☐	215	PREDBVT
☐	214	PREDBVD
☐	212	PREDBLT
☐	211	PREDBLT
☐	210	PREDBLT
☐	209	PREDBLT
☐	208	PREDBLT
☐	207	PREDBLT
☐	206	PREDBLT
☐	205	PREDBLQ
☐	204	PREDBLQ
☐	203	PREDBLT
☐	202	PREDBVD
☐	201	PREDBVT

Here we can use the icon to Select all (if we have done the filter correctly and we want the entire 2nd floor) or mark with the mouse the rooms that we want to include in the incident.

Next to continue we must select the icon ✅ from the top and the following message will appear:

☑ Incidence created with number 0001075404

7.5.2 Mass maintenance of incidents

To modify a massive incident we must go to the first option:

▼ 📁 Mass management of blocks
  • ⬡ /CCSHT/HK_MANT_MASS - Mass maintenance of incidents
  • ⬡ /CCSHT/HK_BLOQ_HABS - Block Range of Rooms

And we will look for the incidence already registered using the "Match code" (the white squares) or F4:

Room Incidents Mass Maintenance

⊕ 🗐

ESMD.PRADO NH Collection Paseo del Prado COLLECTION

Group incident ID   PINTURA 🗗

We run with the clock or F8 and it shows another screen where to select if we unlock some rooms or all with the green square icon:

Room Incidents Mass Maintenance

📑 📑 📭 ⟳Refresh   🖥 🖥

NH HOTELES ESPAÑA, S.A. ESMD.PRADO NH Collection Paseo Time 12:17:06   Date 22.04.2019
MADRID   Room Incidents Mass Ma HK_MANT_MASS/E00000089381 Page   1

```
Group incident ID:      PINTURA
Incident type:          3
Description:
PINTURA PRIMER PISO


Problem fixed by:       ZURI
Creat.date: 22.07.2018
Blocking Start date            22.07.2018 Start. time  17:44:17
Availibility Start date:     22.07.2018
Incident status:         Closed
Created by: E00000100547

Incident Close date    22.07.2018 Status:
```

Sel. Room   Incident ID
─────────────────────────────────
☑ 110   0001075356
☑ 105   0001075359
☑ 102   0001075360

Next to continue we must select the icon on top ✅ .

It will lead us to the Closure of incidence screen:

Select what will be the status of the room after the blocking period, generally it is Dirty.

Pay attention!!! Very important, if the Blocked or Out of order flag is marked, the Availability Start Date will have to be completed, since there are 2 different steps, that is, the responsible person can close the incident at any time, but if the Availability Start date is a week later, that room cannot be assigned or occupied. The Availability Start date must be modified before the closure of the incident if it does not correspond to the current one.

CHAPTER 8 INFORMATION SYSTEMS

The subfolder "Information Systems" inside HOUSEKEEPING includes all the reports that are available:
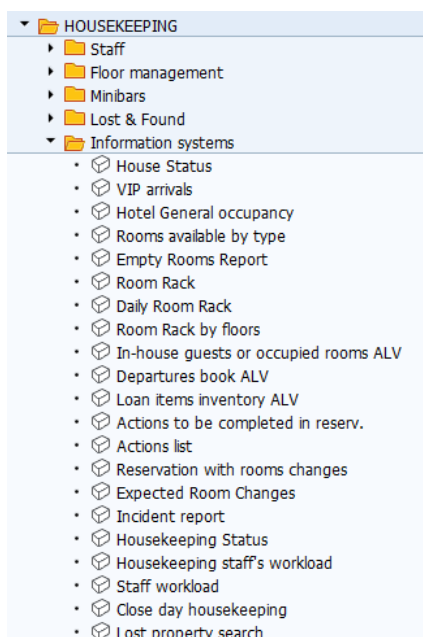
We can find VIP arrivals, empty rooms, room rack, actions list, loan items inventory (beds and cots), Hotel general occupancy, etc.

8.1 House Status

With this report we can check the total arrivals and departures of the day, as well as departures and arrivals already made.

Keep in mind that underlined information is navigable, so that by double clicking, the system gives us the detail of the room numbers:

In this example, we have 52 departures already made, and if we double click on the number 52 it will give us the following detail of each of them:

nh | HOTEL GROUP
PART OF MINOR HOTELS

8.2 Hotel General occupancy

We must use this transaction to control hotel availability.

Inform dates and click on the clock o**r** F8:

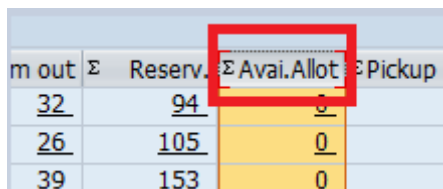The screen will show the following information:

Red color informs that it is a weekend. The same color in availability tells us the hotel is closed to sales and/or we have an overbooking.

This report is very useful to organize our work weekly or monthly and also to verify the occupancy percentage statistic from the past, present and future.

We can use TMS reports as an Excel spreadsheet, so we can organize and hide columns as we prefer.
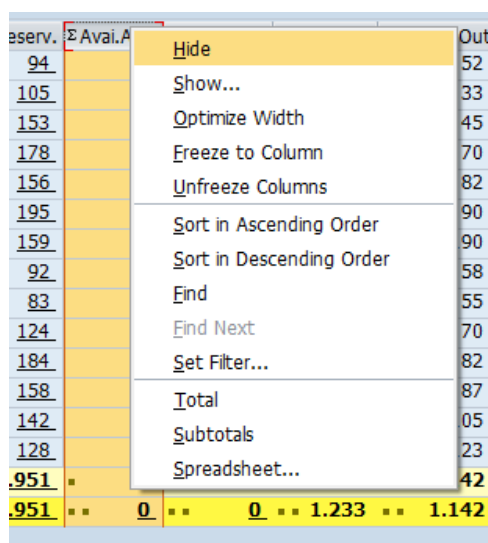
For example, if Avai.Allot is not necessary for us, we can hide it from the view:

1. Select column clicking on the name:

2. Click on the right button over the name of the column and choose option Hide:
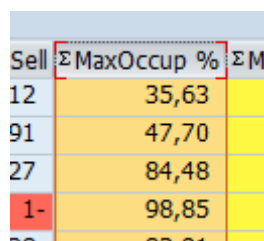
It is also possible to change the columns order so the view can be easier for us.

For example, if we want to see MaxOccup % on the first place, we will follow this guide:

1. Click on the column, and it will turn orange:

2. Once selected, we will click on the column again but this time without releasing the mouse and we will drag it to the left or right until it is placed in the desired place:

3. When we release the mouse, the column will have been positioned in its place and the visualization will be as follows:

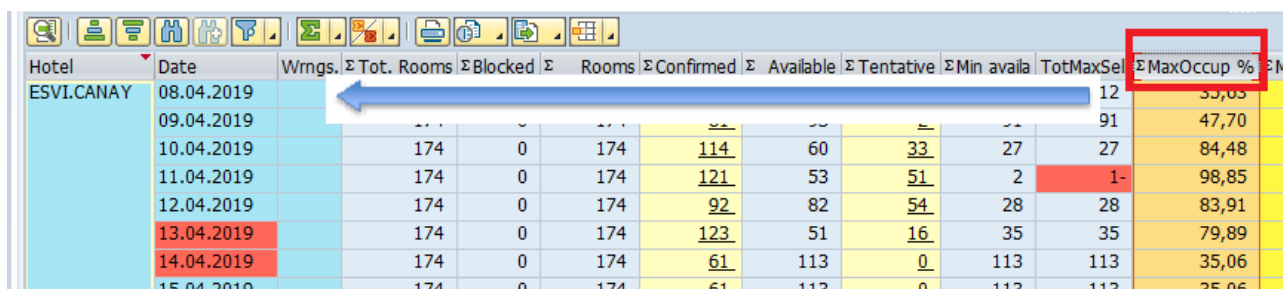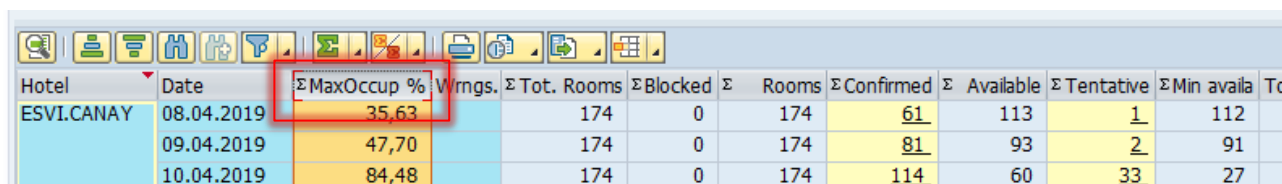| Hotel	Date	ΣMaxOccup %	Wrngs.	ΣTot. Rooms	ΣBlocked	Σ	Rooms	ΣConfirmed	Σ	Available	ΣTentative	ΣMin availa	To
ESVI.CANAY	08.04.2019	35,63		174	0		174	61		113	1	112	
	09.04.2019	47,70		174	0		174	81		93	2	91	
	10.04.2019	84,48		174	0		174	114		60	33	27	

Once these steps are completed, we can create a "layout" or customized display of the list for our user, so that it is visualized in this way in future occasions

This layout will be created as follows:

1. We will click on the following icon (black triangle) and choose "Save Layout…"

This screen will appear where we will write the name of the layout (for example in this case Example) and we will click on previous parameterization, so that whenever we consult this list it will be shown as we have recorded

8.3 Room Rack

In TMS there are 3 different reports to visualize the rack of rooms.

The most useful for the work of Housekeeping are the Room Rack and the Room Rack by floors.

Room rack

This report offers different previous filters, such as date, type of room, plants to be displayed or periods to be listed.

All of them are optional except the date, which is mandatory field:

With this search, once we click on the clock (execute or F8) the screen shown will be the following:

Using the previous example, and after consulting the legend at the top, let's see 3 examples

a) Room 209 ◊ is reserved (not yet occupied) for the nights of July 23 and 24.
b) Room 207 ◊ is occupied on the nights of 22, 23 and 24
c) Room 118 ◊ is blocked; if we double-click on it we can see the detail of the start and end of the block, as well as the reason for it.

If we need to see the name of the occupant, in the previous filter of the report we will have to select this option:

Remember that guest information is completely confidential and should not be printed on lists for housekeeping staff.

8.4 Room Rack by floors

This report gives us a practically complete view of the hotel and we can see the situation of the rooms in a general way.

The previous filter offers us the possibility to choose what we want to visualize:

Once the date is marked (by default it shows us the date of today) and by clicking on the clock, the data shown are the following:

In this screenshot we can see the Floors of the hotel, ten different floors.

In addition of it thanks to the key marks we are able to check the status of each room and furthermore the cleaning status (right side):

R -> Confirmed→ Room assigned to a guest, but is still waiting for check in.

Check-in → Room busy, not today departure (stay/guest).

Check-out pending & free → Room check out today, still in the hotel and busy this room is not assigned for any reservation.

Check-out pending & booking → Room check out today, still in the hotel and busy and in this mark the room will be assigned to any reservation check in today

Blocked → Room blocked diminished rooms from total availability (the report from blocked rooms we will be able to check doing double click on the room number).

Out of service→ Room out of service non diminished rooms from the total availability but you're not going to be able to choose that room and make checking on it (we can check also the report of this status doing double click on the room).

Free → Free room without any reservation assigned.

Once the legend is detailed, let's see 4 examples:

a) Room 715 → It is already check in (is busy) and it has not the check out today. On the other hand we can see
   (Green tic) [715 - ... ✓] . If the room would be check out today, the color would be a light green.

b) Room 605 → It is free, however it is already assigned to one reservation. On the other hand we can see this
   room is also available (Green tic) [605 - ... ✓]

c) Room 302 → This room as the upper example is free and also it is assigned to one reservation. In this case, the room it is pending on check. So we are not going to be able to check in the reservation, (yellow alert).

302 - ... ⚠
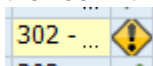
d) Room 307 → It has not color, then this room is free and also will be clean (Green tic) 307--... ✔.

🔄 Refresh

This two reports we could refresh doing click on this symbol   (refreshing info) (upper side on the screen) and we could work with this reports visually, however this is not really useful because in most of the reports we lost a lot of information.

8.5 Housekeeping Status

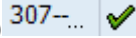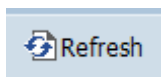We are able to check in this report each room talking about the availability, the occupancy and also the cleaning status, getting all the information about the dates and the associated departures of the day you have chosen:

Floor	Room numbe	Room type	Descrp.	Occupancy	Status	AD	JU	CH	BB	Arrival day	Departure	Guest Name	Group Name	ID F
01	117	STDDBLQ		Free	Clean	0	0	0	0					
	118	STDDBLQ		Free	Clean	0	0	0	0					
	119	STDDBLT		Free	Clean	0	0	0	0					
02	201	STDDBL		Departure	Dirty	1	0	0	0	01.04.2019	02.04.2019			672
	202	SUPDBL		Stay	Dirty	1	0	0	0	01.04.2019	04.04.2019			668
	203	STDDBL		Departure	Dirty	1	0	0	0	01.04.2019	02.04.2019			678
	204	STDDBL		Departure	Dirty	1	0	0	0	01.04.2019	02.04.2019			672

On the attached example the room 201 this room will be check-out and also we will be assigned to new guest who is check in today.

In the other hand we can see room 202 is still on the hotel and also is a dirty this room (room still occupied and the guest is not going to make check out the same date).

We recommend to check with front desk to print this report when we close the system during the night audit process that is why with that process we will have the real status when the day starts".