

TMSforHotels

Housekeeping Manual

Guide

April 2019

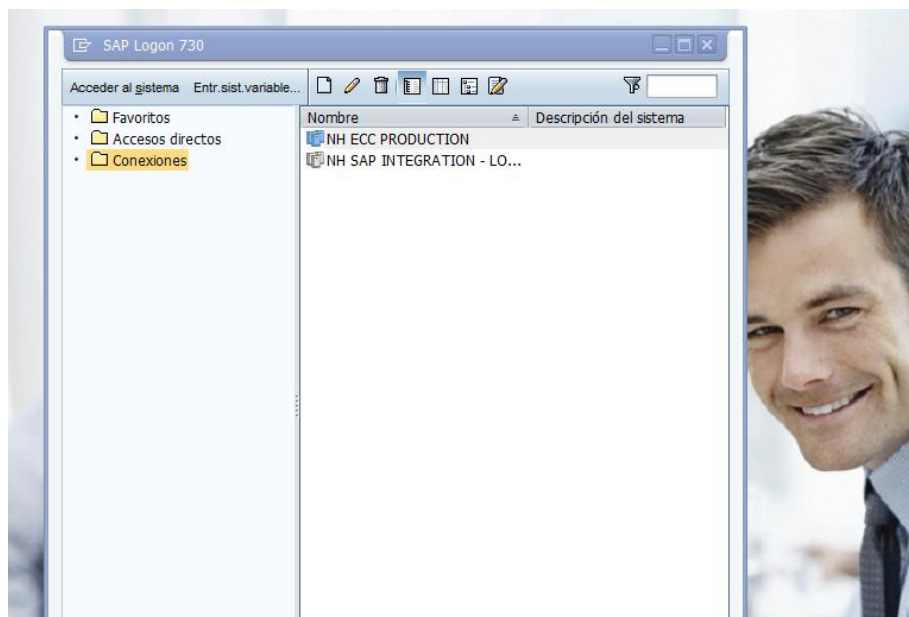
nh | HOTEL GROUP
PART OF **MINOR**
HOTELS

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INTRODUCTION

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



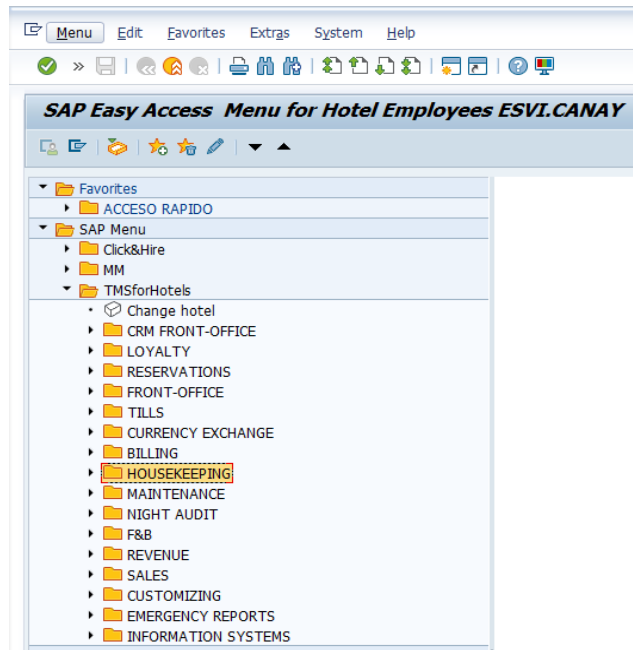
Select NH ECC PRODUCTION and a window will open where we can type the corresponding user and password. It is very important to write correctly because it will be blocked on the third failed attempt (the system is case-sensitive).

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:

Field	Value
Client	100
User	E00000020422
Password	E00000020422
Logon Language	XHKOUT000073

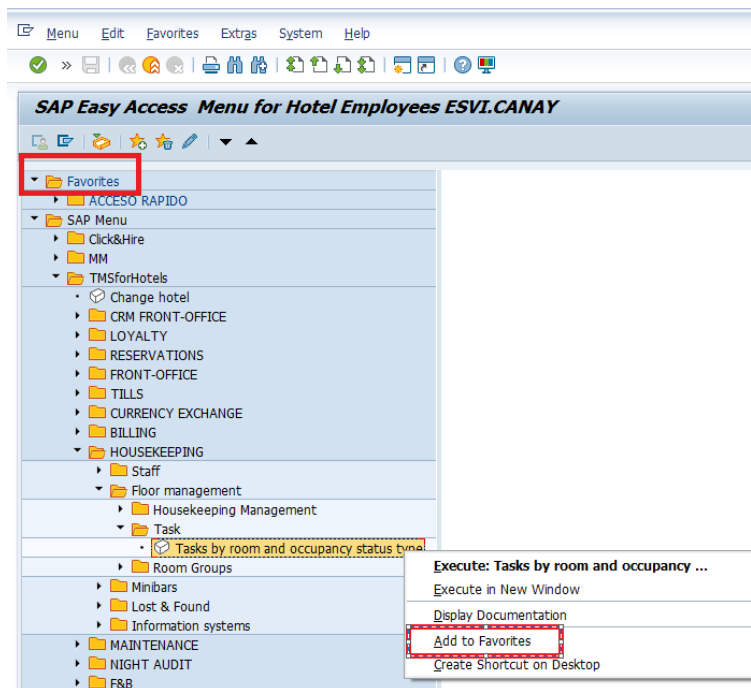
Once we have written user and password, we will validate the information by pressing Enter and access the program menu that is displayed in this way:



The folder we will use is HOUSEKEEPING.

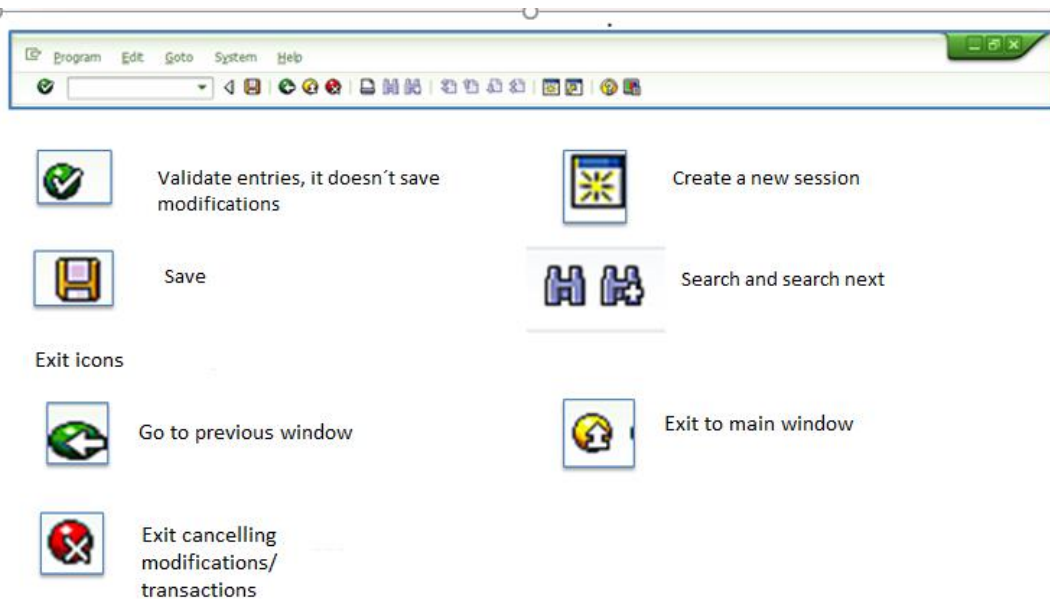
It is possible to add the most common transactions to our personal folder FAVORITES.

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:

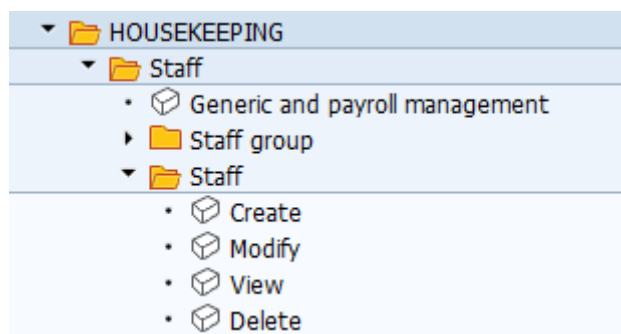


- Foot bar (messages from the system):

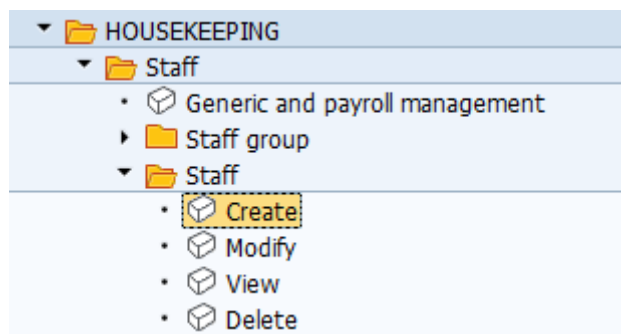
- Informative message - Press enter and continue
- Advertence message - Press enter and continue
- Mistake message - This message **won't let you continue**, the mistake must be corrected

CHAPTER 1 STAFF

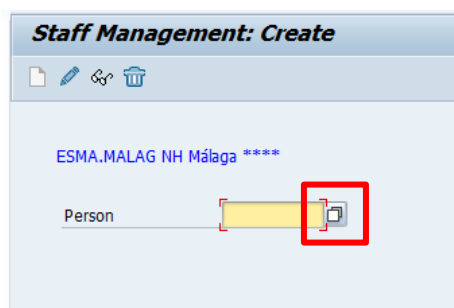
For any management related to the housekeeping staff, we must use the following TMS folder:



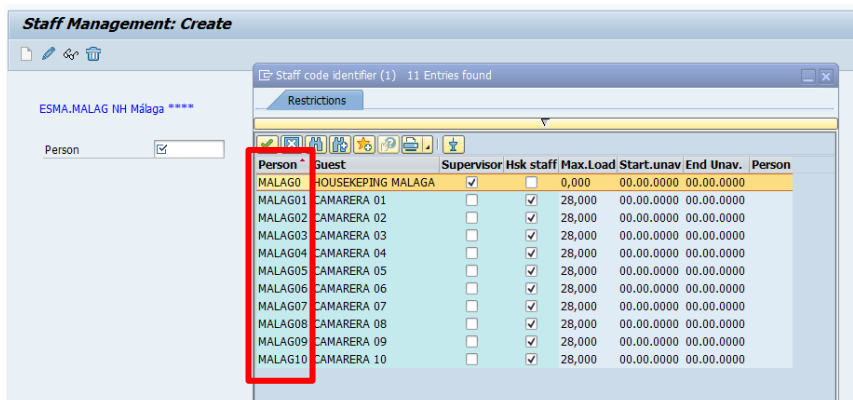
1.1 Create



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:

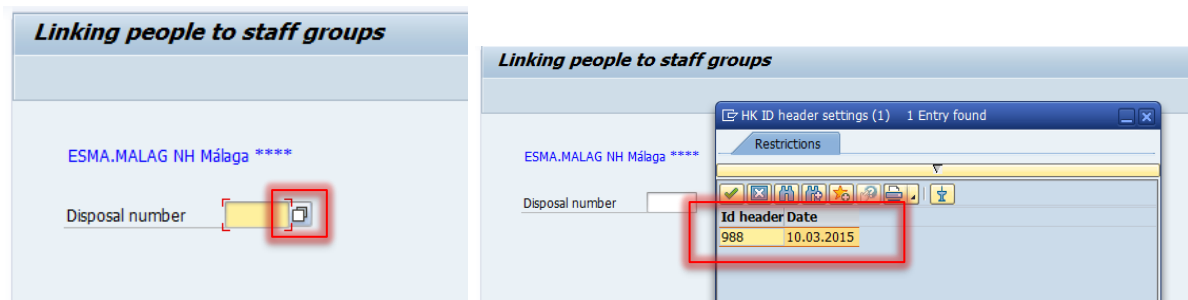
1.2 Create staff group

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

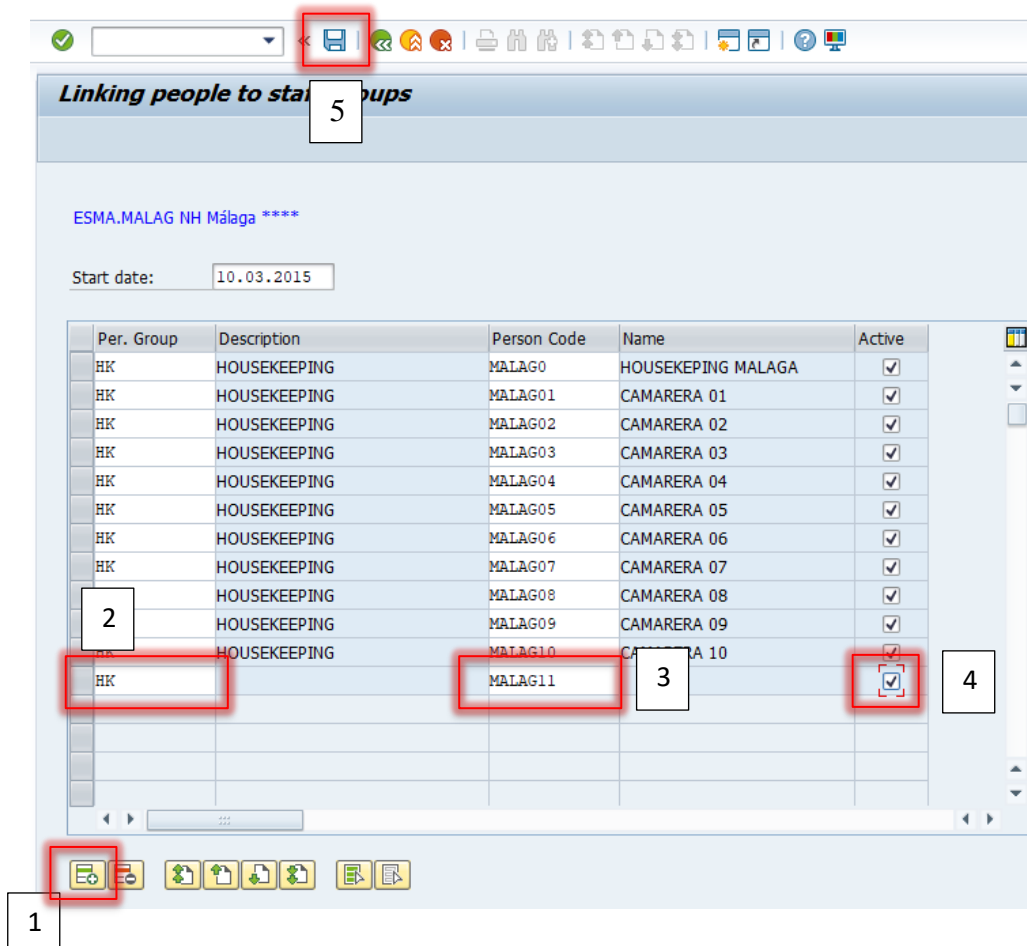
Look for the Disposal number to be modified with the “Match code” button:



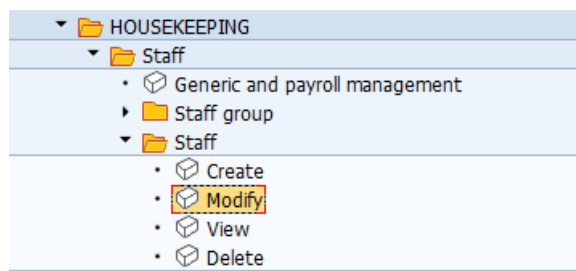
Double click to modify.

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

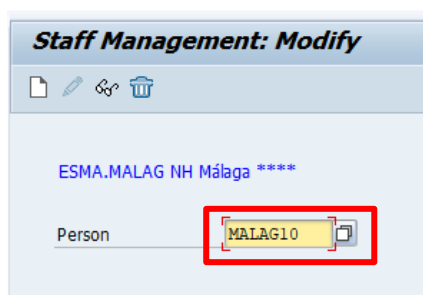


If we need to modify any information of an existing employee in our hotel, we will use the transaction “Modify” inside the folder STAFF.

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.

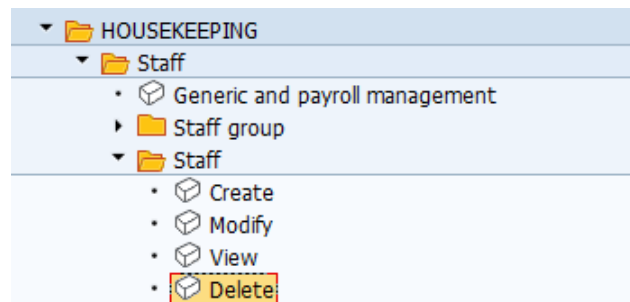
To modify an employee, we will indicate the assigned employee number or search with the “Match code” button in case we do not know it:



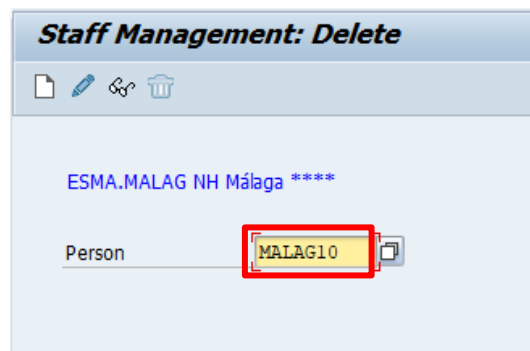
Once the profile is opened, we can modify the name directly by writing over the existing one:

We can also modify the *Category* to define if it is Floor Supervisor or Hsk staff.

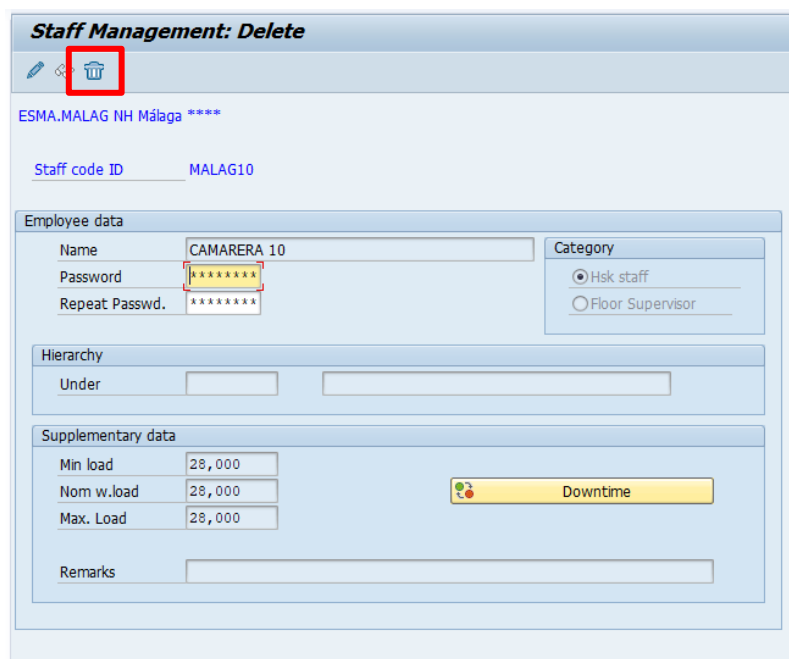
1.4 Delete



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:

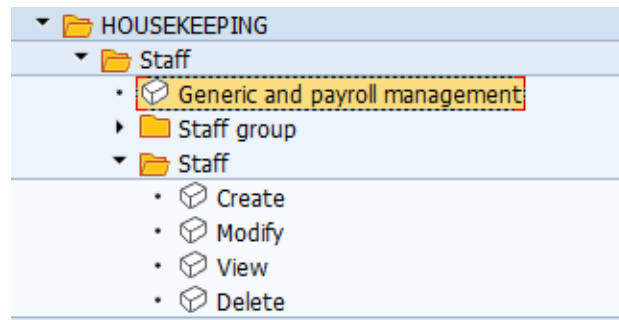


This action cannot be undone, so in case of mistake, a new employee must be created.

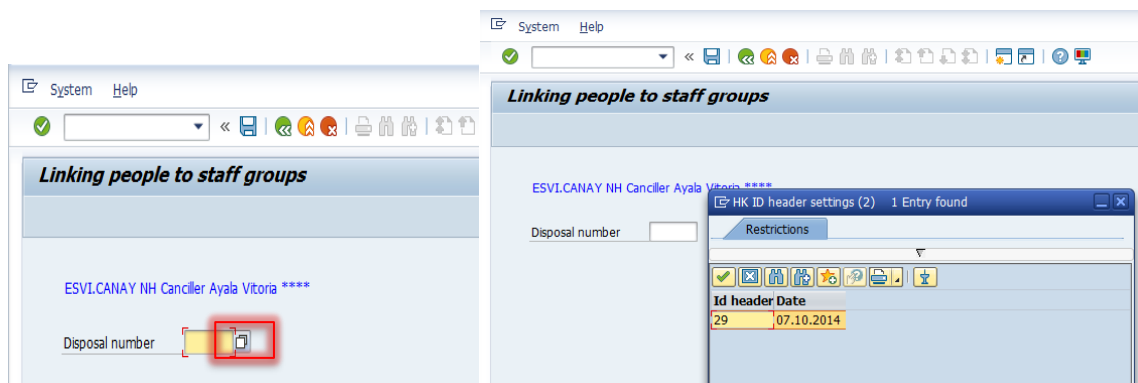
1.5 Deactivate

To temporarily deactivate an employee we will use the following transaction:

/CCSHT/HK_PARAM_PERS



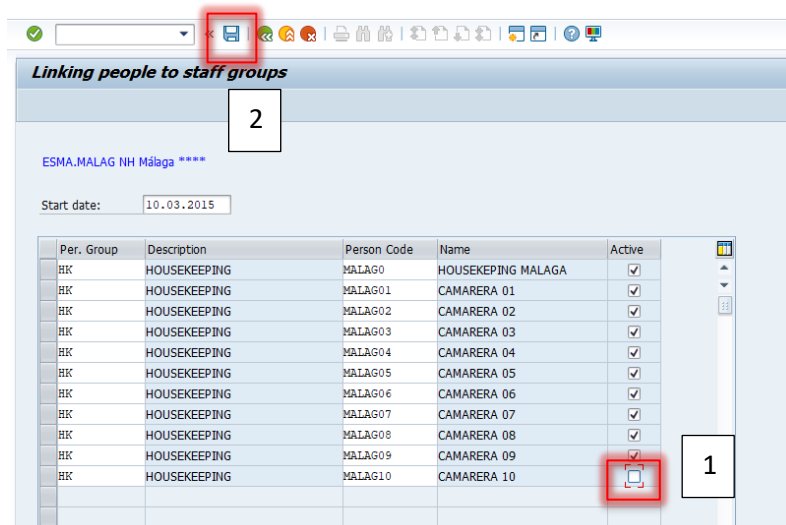
Once inside the transaction, we will look for the Disposal number with the “Match code” button:



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.

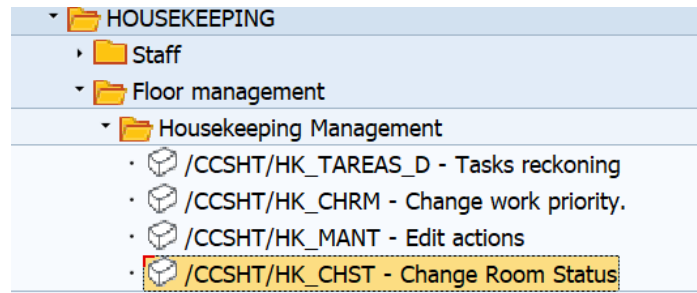
The activation will be done in the same transaction and following the same steps.

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:

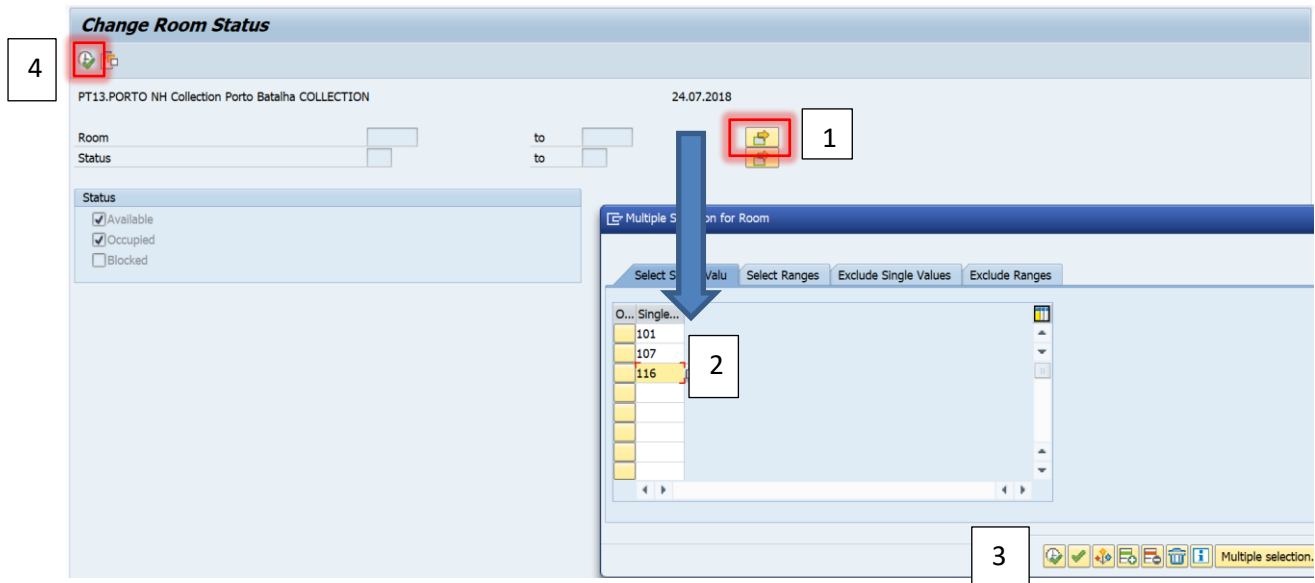
1. Individually typing the room number + click on the clock (Execute) of F8

A screenshot of the 'Change Room Status' window. At the top, it says 'PT13.PORTO NH Collection Porto Batalha COLLECTION' and '24.07.2018'. Below this, there are input fields for 'Room' and 'Status'. The 'Room' field contains the number '102' and is highlighted with a red box. To the right of the 'Room' field is a 'to' field and a 'Status' field. Below these fields is a 'Status' section with three checkboxes: 'Available' (checked), 'Occupied' (checked), and 'Blocked' (unchecked). On the left side of the window, there is a red box around a clock icon and a document icon. On the right side, there are two yellow icons with arrows.

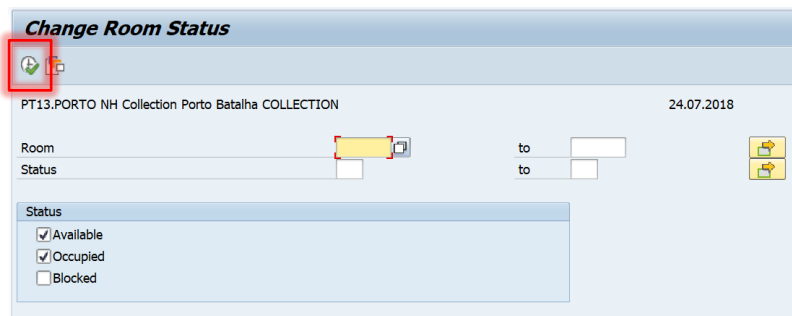
2. By plants or correlative ranges writing from minor to major + click on the clock (Execute) or F8

A screenshot of the 'Change Room Status' window. At the top, it says 'PT13.PORTO NH Collection Porto Batalha COLLECTION' and '24.07.2018'. Below this, there are input fields for 'Room' and 'Status'. The 'Room' field contains the number '102' and is highlighted with a red box. To the right of the 'Room' field is a 'to' field containing the number '119', which is also highlighted with a red box. Below these fields is a 'Status' section with three checkboxes: 'Available' (checked), 'Occupied' (checked), and 'Blocked' (unchecked). On the left side of the window, there is a red box around a clock icon and a document icon. On the right side, there are two yellow icons with arrows.

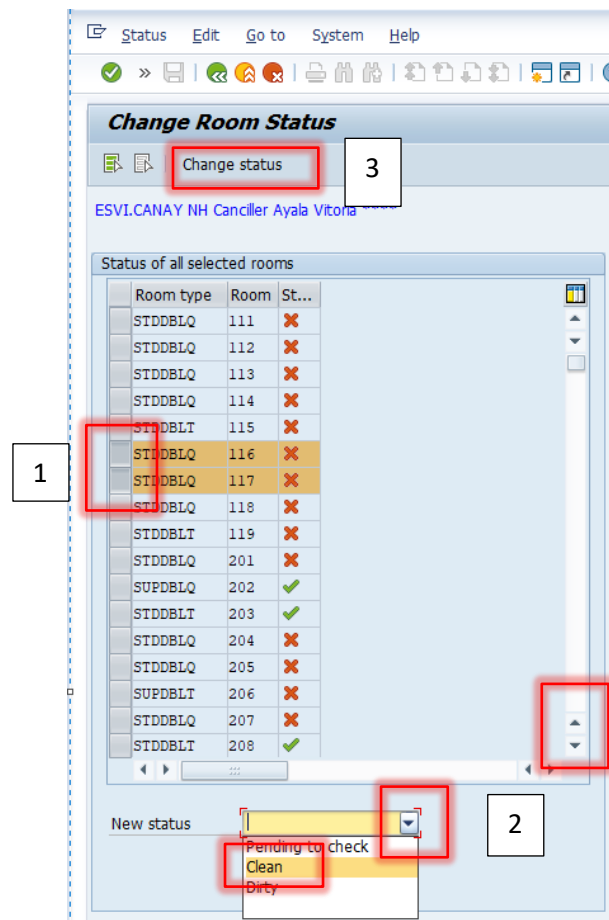
3. Multiple selection (non-correlative rooms).
 - I. Click on the yellow arrow.
 - II. Write the individual values
 - III. Click on the clock (Execute) or F8



4. All hotel rooms at the same time, without completing any info + click on the clock (Execute) or F8

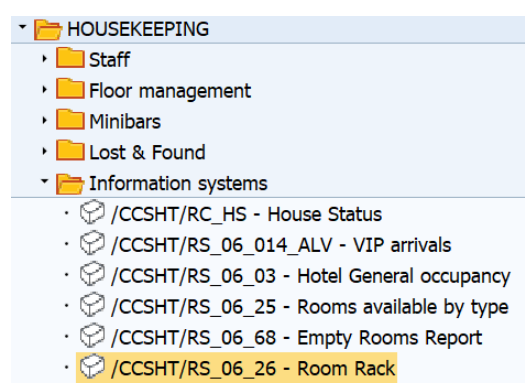


Once on screen, we will select the rooms to change (click on the grey box), then we will choose the new status and finally clicking on “Change status” we will make the changes:



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):

PT13.PORTO. Room Rack.

PT13.PORTO NH Collection Porto Batalha COLLECTION

Date to

Room type to

Rooms to

Floor to

Building to

Period to show
☒ 31 days
☐ 7 days

☐ Show leading online host name
☒ Show ALV

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):

PT13.PORTO. Room Rack.

Current date Previous period From Re

From Tuesday 24 July 2018

Room	Cleaning	Room Type	Room id	Tuesday 24
101	✓	SUPDBLT		
102	✗	SUPDBVT		
103	✗	SUPDBLT		<RR
104	✗	SUPDBVD		CC>
105	✗	SUPDBLT		CC>
106	✗	PRED BVD		CC>
107	✗	SUPDBLD		CCC
108	✗	SUPDBVT		
109	✗	SUPDBLT		

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

View Room 101 (Basic data)

☒ Documents mod. ☐ Incidents History

PT13.PORTO NH Collection Porto Batalha COLLECTION

Room Superior Double Double

Room type

Building

Floor

Tech. location

Room short Desc

Generic room type

Features

- QUIET ROOM
- LOCATION
- EXTERNAL SPACE
- WOODEN FLOOR
- ROOM FACING
- PETS
- ROOM DESIGN

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:

View Room 101 (Basic data)

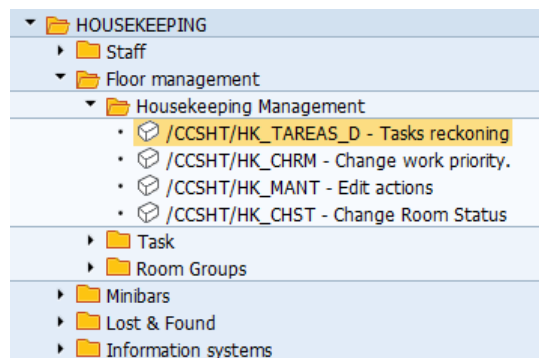
Change Documents in client 100

Object value	Doc. no.	User	First name	Last name	Department	Date	Time	Old value	New value
PT13.PORTO-101	96906226	HPTPORTOREC1	NH COLLECTION PORTO	RECEPCIONIST	NH COLLECTION PORTO	28.01.2015	17:10:17	✓ Clean	✗ Dirty
PT13.PORTO-101	96935581	HPTPORTOREC2	NH COLLECTION PORTO	RECEPCIONIST	NH COLLECTION PORTO	28.01.2015	19:39:13	✗ Dirty	✓ Clean
PT13.PORTO-101	96965950	HPTPORTOREC2	NH COLLECTION PORTO	RECEPCIONIST	NH COLLECTION PORTO	29.01.2015	01:01:05	✓ Clean	✗ Dirty
PT13.PORTO-101	97130006	HPTPORTOREC2	NH COLLECTION PORTO	RECEPCIONIST	NH COLLECTION PORTO	29.01.2015	20:42:17	✗ Dirty	✓ Clean

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:

Housekeeping. Assigned tasks to employees

 ESTO.TOLED NH Toledo *****

Date: ☐ Priority by room order (not by load)

Task type:

Recalculate tasks assignment: ☐

Active employees

Employee Gr...	Description	Employee Code	Employee's Name	Active
HKTOLE	HOUSKEEPING GENERAL TOLEDO	01	HKTOLEDO	<input checked="" type="checkbox"/>
HKTOLE	HOUSKEEPING GENERAL TOLEDO	02		<input checked="" type="checkbox"/>
HKTOLE	HOUSKEEPING GENERAL TOLEDO	03		<input checked="" type="checkbox"/>
HKTOLE	HOUSKEEPING GENERAL TOLEDO	04		<input checked="" type="checkbox"/>
HKTOLE	HOUSKEEPING GENERAL TOLEDO	05		<input checked="" type="checkbox"/>
HKTOLE	HOUSKEEPING GENERAL TOLEDO	06		<input checked="" type="checkbox"/>
HKTOLE	HOUSKEEPING GENERAL TOLEDO	07	EXTRA 1	<input checked="" type="checkbox"/>
HKTOLE	HOUSKEEPING GENERAL TOLEDO	08	EXTRA 2	<input checked="" type="checkbox"/>
HKTOLE	HOUSKEEPING GENERAL TOLEDO	10	EXTRA 4	<input checked="" type="checkbox"/>
HKTOLE	HOUSKEEPING GENERAL TOLEDO	09	EXTRA 3	<input checked="" type="checkbox"/>


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”

Room selection for the distribution of tasks

Continue

BuildingID	Floor	Room Type	Room	Status	Room Statu	New status	ExtraTaskT
01	01	STDDBLQ	108	✓	Vacant		
01	01	STDDBLT	109	✓	Vacant		
01	01	STDDBLQ	110	✗	Stay		
01	01	STDDBLQ	111	✓	Vacant		
01	01	JSTDBLK	113	✓	Vacant		
01	01	STDDBLT	114	✗	Stay		
01	01	STDDBLT	115	⚠	Depar.	Vacant	
01	01	SUPDBLK	116	✓	Vacant		
01	02	STDDBLQ	201	✗	Depar.	Vacant	
01	02	STDDBLT	208	✗	Depar.	Vacant	
01	02	STDDBLT	209	✓	Vacant		
01	02	STDDBLT	210	✓	Vacant		
01	02	STDDBLT	211	✗	Stay		
01	02	STDDBLT	212	✗	Stay		
01	02	STDDBLT	213	✗	Depar.	Vacant	
01	02	STDDBLT	214	✗	Depar.	Vacant	
01	02	STDDBLT	215	✗	Depar.	Vacant	
01	02	STDDBLT	216	✗	Depar.	Vacant	
01	02	STDDBLQ	217	✗	Depar.	Vacant	
01	02	STDDBLQ	218	✗	Depar.	Vacant	
01	02	STDDBLQ	219	✗	Stay		
01	02	STDDBLQ	220	✓	Vacant		


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:

Room selection for the distribution of tasks

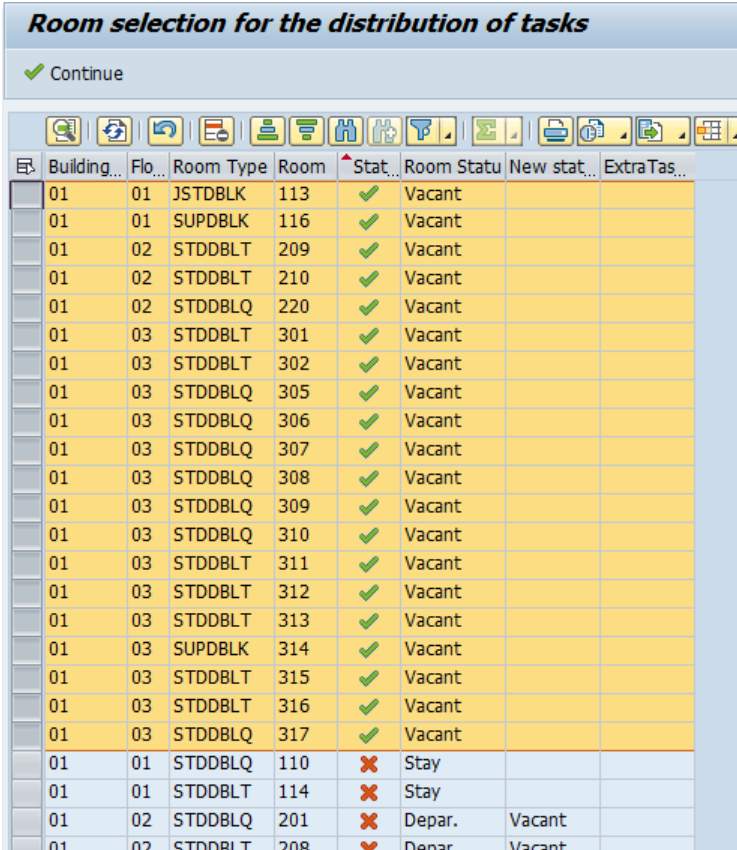
Continue

Building...	Flo...	Room Type	Room	Stat...	Room Statu	New stat...	ExtraTas...
01	01	STDDBLQ	108	✓	Vacant		
01	01	STDDBLT	109	✓	Vacant		
01	01	STDDBLQ	111	✓	Vacant		
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		

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	Extra Tas
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

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

<

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

Housekeeping. Assigned tasks to employees

Change person Exchange tasks Massive assignment Add room Extra Task Type Add Task Add employee

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

By employee By floor

Assigned	Staff group	Room Type	BuildingID	Person	Employee's	Status	Floor	Room	Order	Σ	Load	Room Statu	New status
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ	01	01	HKTOLEDO	✗	01	110	1	1,000		Stay	
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Stay	
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Dejar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ										Dejar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Dejar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Stay	
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Stay	
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Dejar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Dejar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Dejar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Dejar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Dejar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ										Dejar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ										Dejar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ										Dejar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ										Stay	

Change assigned person

Room 110
Room order 000
Staff HOUSKEEPING GENERAL TOLEDO
Person 01

Load of the person

	Min load	Assigned load	Max load
	54.000	14.000	54.000
	54.000		54.000
	54.000		54.000

We select the person by double clicking on the name:

Housekeeping. Assigned tasks to employees

Change person Exchange tasks Massive assignment Add room Extra Task Type Add Task Add employee Print report

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

Empleados activos (2) 10 Entries found

Restrictions

Staff	Person	Employee's Name
HKTOLE 01		HKTOLEDO
HKTOLE 02		
HKTOLE 03		CRISTINA G
HKTOLE 04		
HKTOLE 05		
HKTOLE 06		
HKTOLE 07		EXTRA 1
HKTOLE 08		EXTRA 2
HKTOLE 09		EXTRA 3

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

Click on the green flag to confirm.

Change person
Exchange tasks
Massive assignment
Add room
Extra Task Type
Add Task
Add employee

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

By employee By floor

Assigned	Staff group	Room Type	BuildingID	Person	Employee's	Status	Floor	Room	Order	Σ	Load	Room Statu	New status
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ	01	01	HKTOLEDO	✖	01	110	1	1,000		Stay	
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Stay	
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Depar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ										Depar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Depar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Stay	
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Stay	
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Depar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Depar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Depar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLT										Depar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ										Depar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ										Depar.	Vacant
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ										Stay	

Change assigned person

Room

110

Room order

000

Staff

HOUSKEEPING GENERAL TOLEDO

Person

03 CRISTINA

Load of the person

Min load	28.000	Assigned load	8.000
Nom w.load	28.000		
Max.Load	28.000		

✖

Housekeeping. Assigned tasks to employees

Change person Exchange tasks Massive assignment Add room Extra Task Type Add Task Add employee

Change assigned person

Room 217
 Room order 9
 Staff HOUSKEEPING GENERAL TOLEDO
 Person 01 HKTOLEDO

Load of the person

	Min load	54.000	Assigned load	6.000
Nom w.load	54.000			
Max.Load	54.000			

By employee By floor

	Room	Order	Load	Room Status	New status
1	115	1	1,000	Depar.	Vacant
2	211	2	1,000	Stay	
2	212	3	1,000	Stay	
2	217	4	1,000	Depar.	Vacant
2	218	5	1,000	Depar.	Vacant
2	219	6	1,000	Stay	
			6,000		
1	110	1	1,000	Stay	
1	114	2	1,000	Stay	
2	201	3	1,000	Depar.	Vacant
2	208	4	1,000	Depar.	Vacant
2	213	5	1,000	Depar.	Vacant
2	214	6	1,000	Depar.	Vacant
2	215	7	1,000	Depar.	Vacant
2	216	8	1,000	Depar.	Vacant
			8,000		
			14,000		

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

Housekeeping. Assigned tasks to employees

Change person

Exchange tasks

Massive assignment

Add room

Extra Task Type

Add Task

Add employee

Print report

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

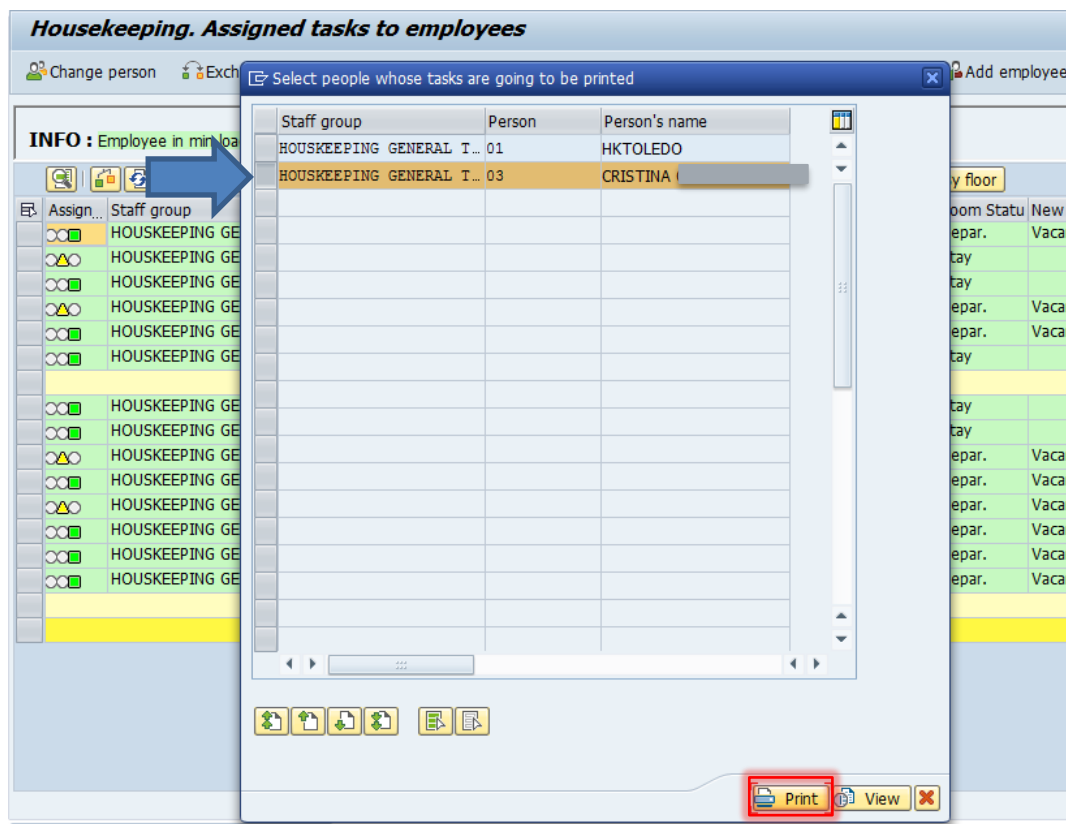
By employee

By floor

Assign...	Staff group	Room Type	BuildingID	Pers...	Employee's	Status	Flo...	Room	Or...	Σ	Load	Room Statu	New stat...
	HOUSKEEPING GENERAL TOLEDO	STDDBLT	01	01	HKTOLEDO		01	115	1	1,000	Depar.	Vacant	
	HOUSKEEPING GENERAL TOLEDO	STDDBLT	01	01	HKTOLEDO		02	211	2	1,000	Stay		
	HOUSKEEPING GENERAL TOLEDO	STDDBLT	01	01	HKTOLEDO		02	212	3	1,000	Stay		
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ	01	01	HKTOLEDO		02	217	4	1,000	Depar.	Vacant	
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ	01	01	HKTOLEDO		02	218	5	1,000	Depar.	Vacant	
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ	01	01	HKTOLEDO		02	219	6	1,000	Stay		
										6,000			
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ	01	03	CRISTINA ...		01	110	1	1,000	Stay		
	HOUSKEEPING GENERAL TOLEDO	STDDBLT	01	03	CRISTINA ...		01	114	2	1,000	Stay		
	HOUSKEEPING GENERAL TOLEDO	STDDBLQ	01	03	CRISTINA ...		02	201	3	1,000	Depar.	Vacant	
	HOUSKEEPING GENERAL TOLEDO	STDDBLT	01	03	CRISTINA ...		02	208	4	1,000	Depar.	Vacant	
	HOUSKEEPING GENERAL TOLEDO	STDDBLT	01	03	CRISTINA ...		02	213	5	1,000	Depar.	Vacant	
	HOUSKEEPING GENERAL TOLEDO	STDDBLT	01	03	CRISTINA ...		02	214	6	1,000	Depar.	Vacant	
	HOUSKEEPING GENERAL TOLEDO	STDDBLT	01	03	CRISTINA ...		02	215	7	1,000	Depar.	Vacant	
	HOUSKEEPING GENERAL TOLEDO	STDDBLT	01	03	CRISTINA ...		02	216	8	1,000	Depar.	Vacant	
										8,000			
										14,000			

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:

Workload by Housekeeping Staff

ESTO.TOLED NH Toledo *****

Selection parameters

Floor Supervisor	<input type="text"/>	to	<input type="text"/>	
Staff code	03	to	<input type="text"/>	
Room	<input type="text"/>	to	<input type="text"/>	
Task type	= <input type="text"/>	to	<input type="text"/>	
Task	<input type="text"/>	to	<input type="text"/>	
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

Date: 22.07.2018 Hour: 16:13:02

Employee: 03 CRISTINA G.

Total rooms: 8

E00000089381
1/1

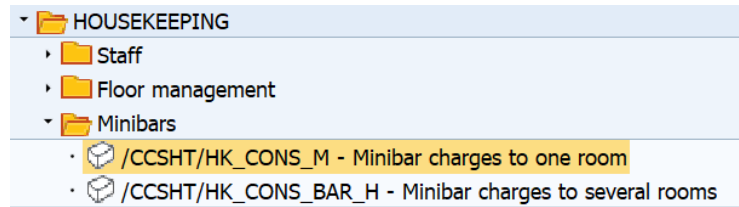
Room	Type	Sta1	Sta2	Area	Load	Res.Status	Nac.	Attentions	Arrival	Hour	Departure	Hour	VIP	AD	JU	CH	BB	Loaned Obj.	Tasks	Remarks
110	STDDBLQ	Dirty	Stay		1,000		US		21.07.2018	15:00	23.07.2018	12:00	2	0	1	0		Extra Bed	room clean	- Children age: B_BASIC
114	STDDBLT	Dirty	Stay		1,000		ES		13.06.2018	00:00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

The screenshot shows the 'Charges made to Room' form. At the top, there is a 'Continue entry' button with a green checkmark icon, highlighted with a red box. Below it, the text 'PT13.PORTO NH Collection Porto Batalha COLLECTION' is displayed. There are two input fields: 'Room No.' and 'Reservation'. The 'Room No.' field is highlighted with a red box.

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”.

The screenshot shows the 'Charges made to Room' form with a modal window titled 'Selección Minibar' open. The modal window contains a table with the following data:

Hotel	Minibar types	Description	No reducing
ESBA.MA...	MINIBAR	MINIBAR	
ESBA.MASTE	OPENBAR	OPEN BAR	X

At the bottom right of the modal window, there is a green checkmark icon highlighted with a red box.

- 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.

Minibar charges made to a reservation

ESBA.MASTE NH Example ***

Reservation: 48730774 Room: 102 Standard Double Twin Main guest: SILVA, GENARIO ANDREY

Item: [] Price: 0,00 [] Tax included []

Quantity: [] Service date: 11.02.2019 Target folio: [] Relation type: []

Item	Description	Quan...	Price	Curre...	Amount	Reservation	Folio	Date	Room

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.

Minibar charges made to a reservation

ESBA.MASTE NH Example ***

Reservation: 48730774 Room: 102

Item: [] Price: 0,00 [] Tax included []

Quantity: [] Service date: 11.02.2019 Target folio: [] Relation type: []

Hotel	Minibar ty	Material	Material Description	Quantity	Price to apply	Cur.	Language
ESBA.MASTE	MINIBAR	01003602	GALLETA OREO	1	3,18	EUR	EN
ESBA.MASTE	MINIBAR	01077834	PATATAS MARINAS OLIVA 50GR	1	3,18	EUR	EN
ESBA.MASTE	MINIBAR	02000456	CERVEZA HEINEKEN LONG NECK BOT VR 33CL	1	3,18	EUR	EN
ESBA.MASTE	MINIBAR	02000315	COCA COLA REG 6X4 BOT VNR 20CL	1	3,18	EUR	EN
ESBA.MASTE	MINIBAR	02023712	AGUA MAGMA C/GAS PET NO RET 50CL	1	3,18	EUR	EN
ESBA.MASTE	MINIBAR	02000733	NECTAR NARANJA GRANINI BOT VNR 20CL	1	3,18	EUR	EN
ESBA.MASTE	MINIBAR	02004373	AGUA CABREIROA PET NO RET 50CL	1	3,18	EUR	EN

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.

Minibar charges made to a reservation

Insert item

ESBA.MASTE NH Example ***

Reservation: 48730774 Room 102 Standard Double Twin Main guest SILVA, GENARIO ANDREY

Item 01003602 GALLETA OREO Price 3,18 EUR ☐ Tax included

Quantity 1 Service date 23.07.2018 Target folio 1 Reservation type

Description	Quan...	Price	Curre...	Amount	Reservation	Folio	Date	Room	Tax in
PATATAS MARINAS OLIVA 50...	1	3,18 EUR		3,18	48730774	0	23.07.2018	102	<input type="checkbox"/>

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

Save

Minibar charges made to a reservation

Insert item

ESBA.MASTE NH Example ***

Reservation: 48730774 Room 102 Standard Double Twin Main guest SILVA, GENARIO ANDREY

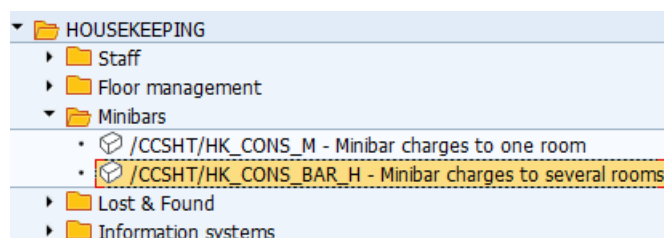
Item 01003602 GALLETA OREO Price 3,18 EUR ☐ Tax included

Quantity 1 Service date 23.07.2018 Target folio 1 Reservation type

Item	Description	Quan...	Price	Curre...	Amount	Reservation	Folio	Date	Ro
1077834	PATATAS MARINAS OLIVA 50...	1	3,18 EUR		3,18	48730774	0	23.07.2018	10
1003602	GALLETA OREO	1	3,18 EUR		3,18	48730774	1	23.07.2018	10

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.

Minibar charges made to a reservation

Insert item

ESBA.MASTE NH Example ***

Reservation: 0 Room **102** Main guest

Item Price 0,00 ☐ Tax included

Quantity Service date Target folio Reservation type

Minibar charges made to a reservation

Selección Minibar

Hotel	Minibar types	Description	No reducing
ESBA.MA...	MINIBAR	MINIBAR	
ESBA.MASTE	OPENBAR	OPEN BAR	X

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

Minibar charges made to a reservation

Insert item

ESBA.MASTE NH Example ***

Reservation: 48730774 Room **102** STDDBLT Main guest SILVA, GENARIO ANDREY

Item 01077834 PATATAS MARINAS OLIVA 50GR Price 3,18 EUR ☐ Tax included

Quantity 1 Service date 22.07.2018 Target folio 1 Reservation type

Item	Description	Quan...	Price	Curre...	Amount	Reservation	Folio	Date	Room
------	-------------	---------	-------	----------	--------	-------------	-------	------	------

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

Minibar charges made to a reservation

Insert item

ESBA.MASTE NH Example ***

Reservation: 48730774 Room **102** STDDBLT Main guest SILVA, GENARIO ANDREY

Item 01077834 PATATAS MARINAS OLIVA 50GR Price 3,18 EUR ☐ Tax included

Quantity 1 Service date 22.07.2018 Target folio 1 Reservation type

Item	Description	Quan...	Price	Curre...	Amount	Reservation	Folio	Date	Room
1077834	PATATAS MARINAS OLIVA 50...	1	3,18 EUR		3,18	48730774	1	22.07.2018	102

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:

Minibar charges made to a reservation

Insert item

ESBA.MASTE NH Example ***

Reservation: 55703053 Room **107** STDBLT Main guest ROVERATO UGOLINI, CAROLINA VITORIA

Item 01077834 PATATAS MARINAS OLIVA 50GR Price 3,18 EUR ☐ Tax included

Quantity 1 Service date 22.07.2018 Target folio 1 Reservation type

Item	Description	Quan...	Price	Curre...	Amount	Reservation	Folio	Date	Room
1077834	PATATAS MARINAS OLIVA 50...	1	3,18 EUR		3,18	48730774		122.07.2018	102

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.

Minibar charges made to a reservation

Modify item Delete clicked item

ESBA.MASTE NH Example ***

Reservation: 48730774 Room **102** STDBLT Main guest ROVERATO UGOLINI, CAROLINA VITORIA

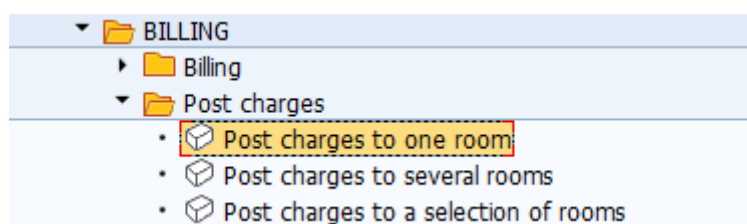
Item 01077834 PATATAS MARINAS OLIVA 50GR Price 3,18 EUR ☐ Tax included

Quantity 1 Service date 22.07.2018 Target folio 1 Reservation type

Item	Description	Quan...	Price	Curre...	Amount	Reservation	Folio	Date	Room
1077834	PATATAS MARINAS OLIVA 50GR	1	3,18 EUR		3,18	48730774		122.07.2018	102

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.

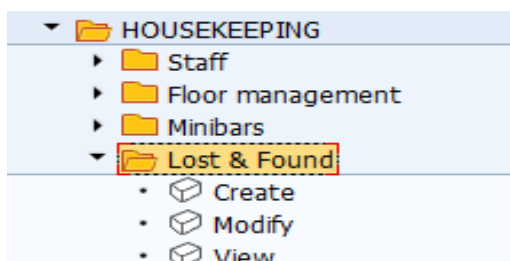
- 1) Select the Concept LNDR (Laundry).
- 2) Indicate quantity.
- 3) If we don't specify the target folio we want the charge in, it will automatically be charged in folio 1.
- 4) If we make click on this option, it means that taxes are included.
- 5) By default it shows the date in which we are making 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.

The screenshot shows the 'Enter charges in a reservation' interface. It includes a menu bar (Process, System, Help), a toolbar with icons, and a main form area. The form contains fields for Reservation (67807875), Room (807), Main guest (TENA OLLOQUI, JOSE CARLOS), Concept (LNDR), Quantity (1), Price, EUR, Target folio, Service date (01.04.2019), and Tax included. A table at the bottom displays the entered charges. Numbered callouts 1-7 highlight specific elements: 1 points to the Concept field, 2 to the Quantity field, 3 to the Target folio field, 4 to the Tax included checkbox, 5 to the Service date field, 6 to the Insert item button, and 7 to the Save button in the toolbar.

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...).

Lost and Found Record

ESVI.CANAY NH Canciller Ayala Vitoria ****

Notification date	01.04.2019	Time reported	17:35:53
Room	1009	Reservation	40053633
Guest			
Found in...	WC		
Zone			
Person	ZURINE	<input type="checkbox"/> Valuable	

Item found

EARRINGS

Remarks

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:

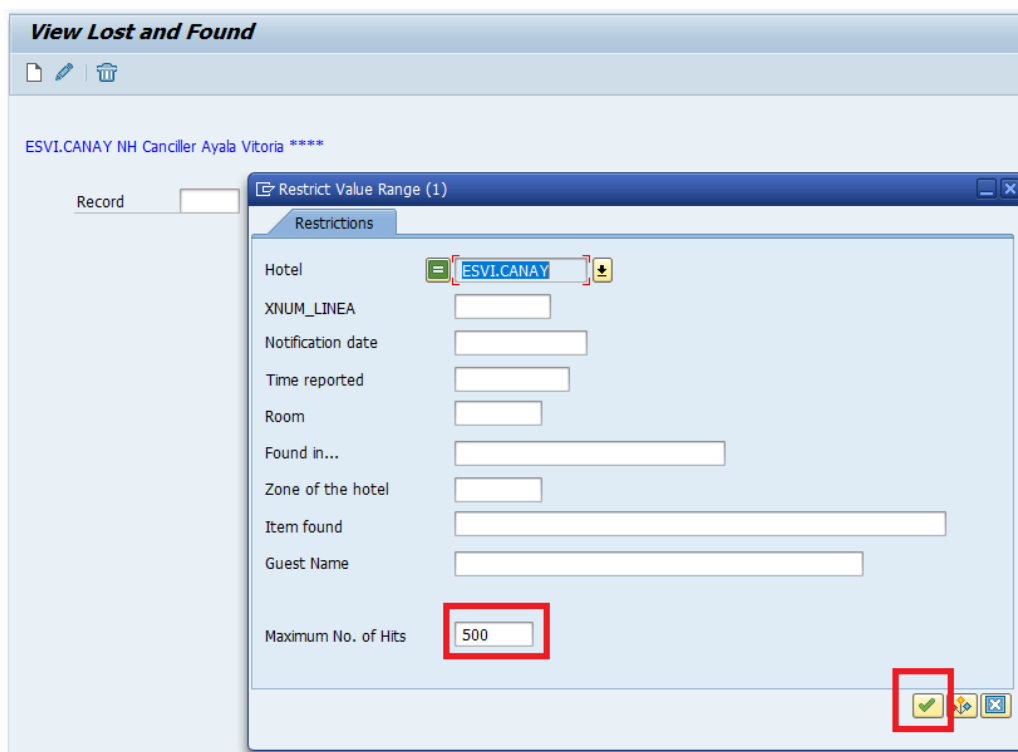
Front Office and Housekeeping will use this transaction in case the client takes contacts with us or comes to pick it up. Remember to include all the details, such as pick up day, who took the item...

6.3 View

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

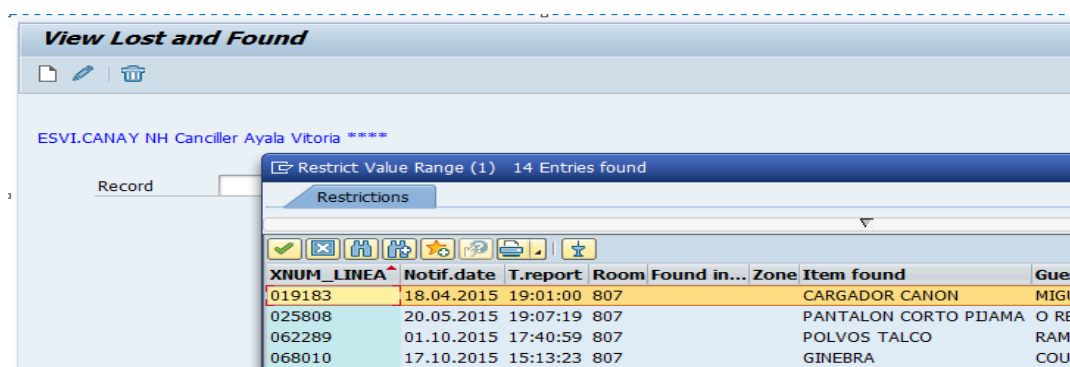
If we click on the “Match code” icon:

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



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.

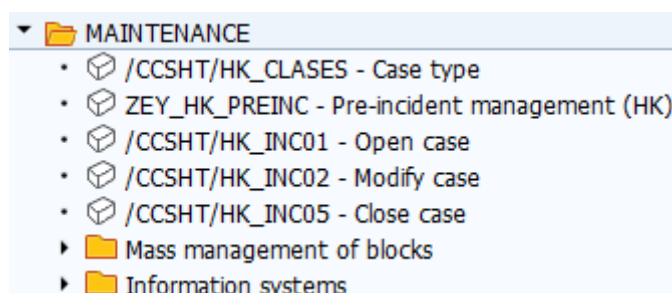
Example, in this case we indicate room 807 and we will have these results:



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.



7.1 Open case

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



Create maintenance request

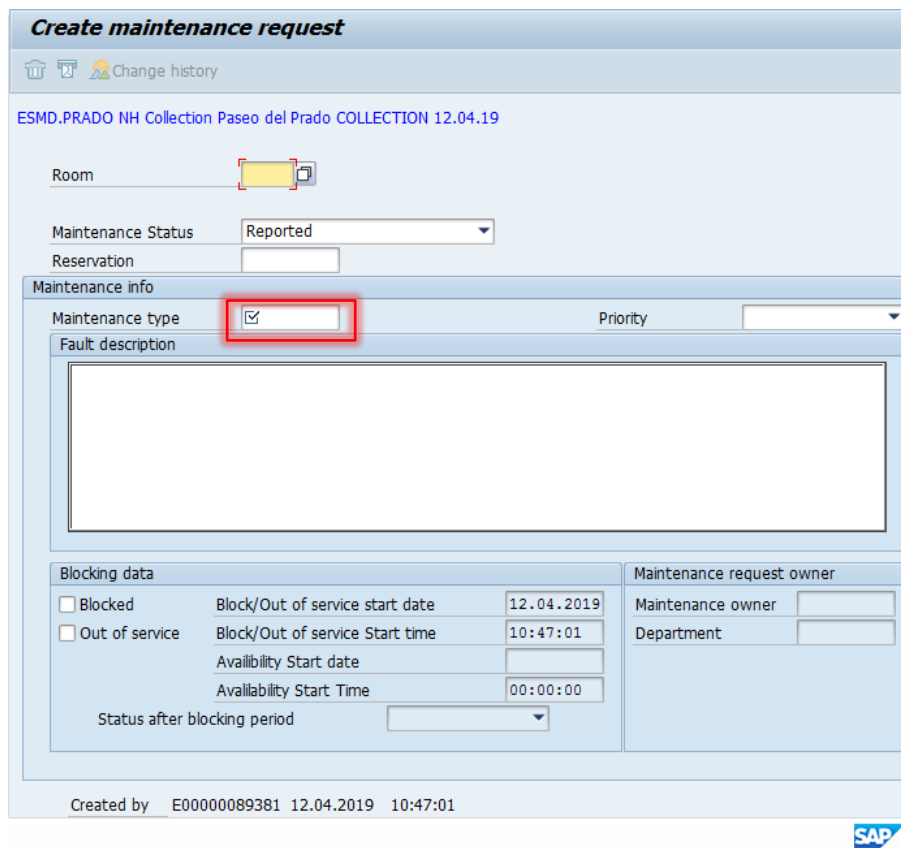


ESMD.PRADO NH Collection Paseo del Prado COLLECTION 12.04.19



Maintenance area

☒ Room
☐ Lounge
☐ Zone


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.



Create maintenance request

  Change history


ESMD.PRADO NH Collection Paseo del Prado COLLECTION 12.04.19

Room 

Maintenance Status

Reservation

Maintenance info

Maintenance type ☒ 

Priority

Fault description

Blocking data

☐ Blocked ☐ Out of service

Block/Out of service start date

Block/Out of service Start time

Availability Start date

Availability Start Time


Status after blocking period

Maintenance request owner

Maintenance owner

Department

Created by E00000089381 12.04.2019 10:47:01



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:

Create maintenance request

ESMD.PRADO NH Collection Paseo del Prado COLLECTION 12.04.19

Room: 102

Maintenance Status: Reported

Reservation:

Maintenance info

Maintenance type: 017 TOILET SEAT

Priority:

Incident type identifier (1) 387 Entries found

Incident	Description
01	MILDEW
010	WINDOW
011	CURTAIN TRACKS
012	FLOORSTRIPS
013	LUGGAGE RACK
0130	****siehe Beschreibung****
014	SAFE
015	SINK
016	SINK SHOWER
017	TOILET SEAT
018	TOILET FLUSH
019	TOILET PAPER HOLDER
02	DESK

Created by: E0000008 387 Entries found

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

Create maintenance request

ESMD.PRADO NH Collection Paseo del Prado COLLECTION 12.04.19

Room: 102

Maintenance Status: Reported

Reservation:

Maintenance info

Maintenance type: 017 TOILET SEAT

Priority:

Fault description

Blocking data

☒ Blocked

Block/Out of service start date: 12.04.2019

Block/Out of service start time: 10:47:01

Availability start date:

Availability start time: 00:00:00

Status after blocking period:

Maintenance request owner

Maintenance owner:

Department:

Created by: E00000089381 12.04.2019 10:47:01

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:

Create maintenance request

ESMD.PRADO NH Collection Paseo del Prado COLLECTION 12.04.19

Room

Maintenance Status

Reservation

Maintenance info

Maintenance type TOILET SEAT Priority

Fault description

Blocking data

☐ Blocked

☒ Out of service

Block/Out of service start date

Block/Out of service Start time

Availability Start date

Availability Start Time

Status after blocking period

Maintenance request owner

Maintenance owner

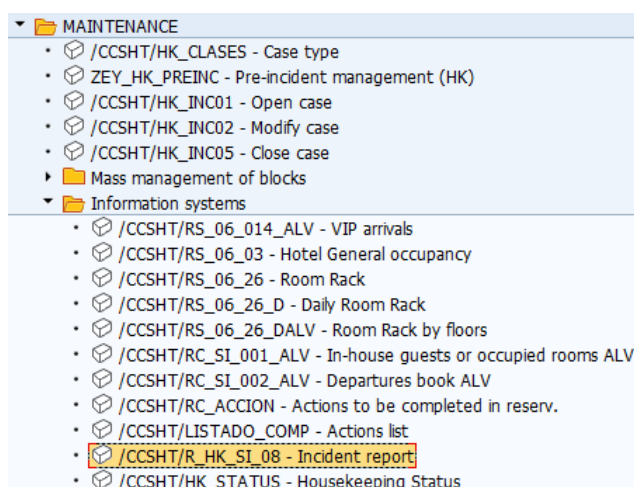
Department

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.

ESMD.PRADO. Maintenance report.

ESMD.PRADO NH Collection Paseo del Prado COLLECTION

Hotel section

Maintenance situation

Responsible for resolution

Room number

Function room

Reservation No.

Block status

Block start date.

Maintenance type identifier

Room block type

Breakdown identifier

Group incident ID

Maintenance desc. for searching

Maintenance type

- ☒ Room
- ☐ Hall
- ☐ Zone

The result would be presented as follows:

ESMD.PRADO. Maintenance report.

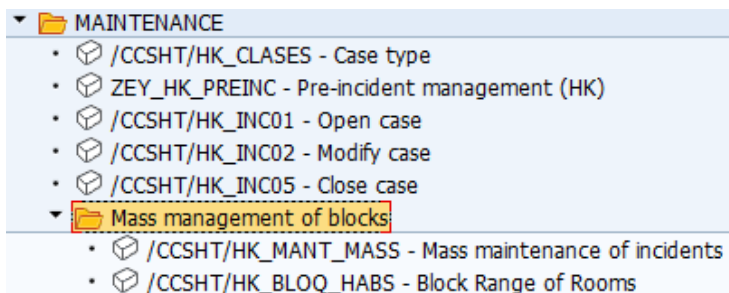
ESMD.PRADO NH Collection Paseo del Prado COLLECTION

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	

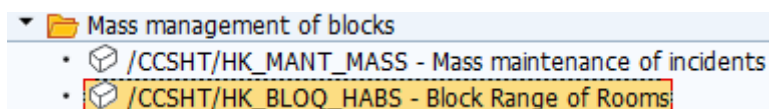
7.5 Mass management of blocks

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:

Block ranges of rooms.

ESMD.PRADO NH Collection Paseo del Prado COLLECTION

Group incident ID

From date: 12.04.2019 to

From room: to

Room type to

Building ID to

Floor to

Proposals

Incident type ID ☒

Status after blocking period ☒

Priority

Problem fixed by :

Block data

☒ Blocked ☐ Out of service ☐ No Block

Fault description.

- ☒

-

-

-

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 click 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
<input checked="" type="checkbox"/>	218	PREDVBT
<input type="checkbox"/>	217	STEDSVK
<input type="checkbox"/>	216	PREDVBD
<input type="checkbox"/>	215	PREDVBT
<input type="checkbox"/>	214	PREDVBD
<input type="checkbox"/>	212	PREDBLT
<input type="checkbox"/>	211	PREDBLT
<input type="checkbox"/>	210	PREDBLT
<input type="checkbox"/>	209	PREDBLT
<input type="checkbox"/>	208	PREDBLT
<input type="checkbox"/>	207	PREDBLT
<input type="checkbox"/>	206	PREDBLT
<input type="checkbox"/>	205	PREDBLQ
<input type="checkbox"/>	204	PREDBLQ
<input type="checkbox"/>	203	PREDBLT
<input type="checkbox"/>	202	PREDVBD
<input type="checkbox"/>	201	PREDVBT

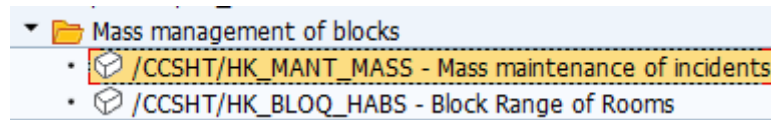
Here we can use the icon to Select all (if we have done the filter correctly and we want the entire 2nd floor) or mark with the mouse the rooms that we want to include in the incident.

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:



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 

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
Availability Start date: 22.07.2018
Incident status: Closed
Created by: E00000100547

Incident Close date 22.07.2018 Status:

Sel.	Room	Incident ID
<input checked="" type="checkbox"/>	110	0001075356
<input checked="" type="checkbox"/>	105	0001075359
<input checked="" type="checkbox"/>	102	0001075360

Next to continue we must select the icon on top .

It will lead us to the Closure of incidence screen:

Room Incidents Mass Maintenance

ESMD.PRADO NH Collection Paseo del Prado COLLECTION

Fault ID code
 Incident status Closed

Incident record
 Incident type Priority
 Fault description

PINTURA PRIMER PISO

Blocking data

☒ Blocked
☐ Out of order

Block Start date
 Availability Start date
 Status after blocking period Dirty

☐ Checked by guest Closing resp.

Responsible for resolution
 Problem fixed by
 Department

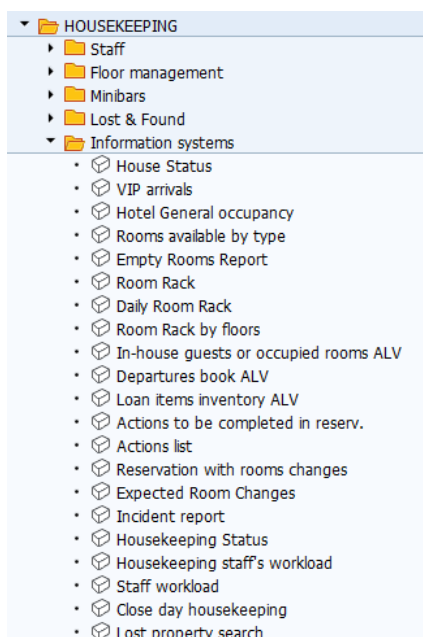
Created by E00000100547 22.07.2018 Modified by: _____
 Closed by _____

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:

NH Canciller Ayala Vitoria - HOUSE STATUS

Occupancy Room Occupancy Event weekly planning Overb.

Date: 02.04.2019 ☐ Net Prod. ☐ Finance Prod. ☐ Gross Prod. Room Total: 174 Blocked: 0 Available: 1-
☐ Price w/ Taxes Inventory: 174 Out of serv: 0 Availability allot: 0

Activity More..

Ext Sty/Chk Un.	Room	Grp.	Ind.	GUEST AD	JU	CH	BB	VIP
In-house (Check-ins):	69	3	66	80	80	0	0	0
Depart. Expected:	13	0	13	20	20	0	0	0
Checked out:	52	0	52	57	57	0	0	0
Arrivals Expected:	106	0	106	120	120	0	0	1
Checked in:	4	3	1	4	4	0	0	0
Extended stays:								
Checked out Unexpect:								
Checkout postponed:								
Day use:	0	0	0	0	0	0	0	0
Check ins en espera	0	0	0	0	0	0	0	0

Room type Booked Room Assigned Meal plan

Room type	Confr.	Tent.	Avail.	Lock.	Grp.R	Ind.R	Pax
FAMQPL			2	0	0	0	0
STDDBL	166		8	0	3	159	189
STDDBLQ	5		28	0	1	33	5
STDDBLT	1		63	0	2	27	2
STDQPL			0	0	0	0	0
STEDBW			2	0	0	0	0
STEDBWD			2	0	0	0	0
SUPDBL	2		3	0	0	11	2

Groups All Individuals

Room	Guests	Revenue
Room nights: 175	Stays: 200	Room: 12.265,12
% Occupancy: 100,57	% Occupancy: 56,50	Meal plan: 1.205,88
%Occup.+Blck: 100,57	%Occup.+Blck: 56,50	F&B: 2.029,67
%Occup. Max.: 100,57	%Occup. Max.: 56,50	Others: 1.544,32
%Occup.+B Max: 100,57	%Occup.+B Max: 56,50	Total: 17.044,99
ADR: 70,09	ADR Pax: 61,33	By guest: 85,22
ADR +Meal P: 76,98	ADR Pax+M.PI: 67,36	
RevPAR: 70,49	RevPAB: 34,65	Curr: EUR

Status at hotel date: 02.04.2019

Status	Icon	Rooms	Vacancy	Occupied
Clean	✓	41	38	3
Dirty	✗	130	64	66
Pending to check	⚠	3	3	0

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 Canciller Ayala Vitoria - HOUSE STATUS

Occupancy Room Occupancy Event weekly planning Overb.

Date: 02.04.2019 Net Prod. Finance Prod. Gross Prod. Room Total: 174 Blocked: 0 Available: 1-
Inventory: 174 Out of serv: 0 Availability allot: 0

Activity More...

Room type Booked Room Assigned Meal plan

Ext Sty/Chk Un. Room Gp. Ind. GUEST AD JU CR BB VIP

In-house (Check-ins): 69 3 66 80 80 0 0 0 0
Depart. Expected: 13 0 13 20 20 0 0 0 0
Checked out: 52 0 52 57 57 0 0 0 0

Arrivals Expected: NH Canciller Ayala Vitoria - HOUSE STATUS
Checked in:
Extended stays:
Checked out Unexpected:
Checkout postponed:
Day use:
Check ins en espera

Groups All

Room nights:
% Occupancy:
%Occup.+Bk:
%Occup. Max.:
%Occup.+B Max:
ADR:
ADR +Meal P:
RevPAR:

Room	Room type	Confr.	Tent.	Avail.	Lock.	Grp.R	Ind.R	Pax
FAMQPL				2	0	0	0	0
STDBL	166			8-	0	3	159	189
STDBLQ	5			28	0	1	33	5
STDBLT	1			63	0	2	27	2

Room	Arrival date	Room Type	Departure	Rate	Name 1
1002	01.04.2019	STDBLQ	02.04.2019	NHR_SD1	REWARDS, NH
1007	01.04.2019	STDBL	02.04.2019	COR_NEG3	NAUTALIA VIAJES
1008	01.04.2019	STDBL	02.04.2019	OCR_8-15%	EXPEDIA INTERNACIONAL
1013	01.04.2019	STDBL	02.04.2019	MAP_COR	HRS HOTEL RESERVATION SERVICE
201	01.04.2019	STDBL	02.04.2019	FLEXBB	BOOKING.COM B.V.
203	01.04.2019	STDBL	02.04.2019	OCR_12-20	VIAJES ECUADOR SA
204	01.04.2019	STDBL	02.04.2019	FLEXBB	BOOKING.COM B.V.
205	01.04.2019	STDBL	02.04.2019	FLEXBB	BOOKING.COM B.V.
208	01.04.2019	STDBL	02.04.2019	OPR_SD1	EXPEDIA INTERNACIONAL
210	01.04.2019	STDBL	02.04.2019	OCR_15-22	RASO VIAJES E TURISMO SA
211	01.04.2019	STDBL	02.04.2019	OCR_15-22	RASO VIAJES E TURISMO SA
214	01.04.2019	STDBL	02.04.2019	OCR_8-15%	CARLSON WAGONLIT ESPAÑA SLU
216	01.04.2019	STDBL	02.04.2019	OCR_15-22	GLOBAL BUSINESS TRAVEL SPAIN S
302	01.04.2019	SUPDBL	02.04.2019	BAR	HRS HOTEL RESERVATION SERVICE
303	01.04.2019	STDBL	02.04.2019	SD1_7-14D	BOOKING.COM B.V.
307	01.04.2019	STDBLQ	02.04.2019	OCR_15-22	EROSKI BIDAIAK SA
316	01.04.2019	STDBLQ	02.04.2019	OCR_10-20	VIAJES ABRAMAR SA

8.2 Hotel General occupancy

We must use this transaction to control hotel availability.

Inform dates and click on the clock or F8:

Ocupación general

Sel. Hoteles por jerarquía

Hotel to

Date to

☐ Only types of pax that occupy

The screen will show the following information:

Ocupación general																									
Room Rack		Blocked Room Rack		Occupancy per room type		Update data		View Overb.		House Status		Restrictions													
Date: 08.04.2019 - 21.04.2019																									
Hotel	Date	Wmgs.	z Tot. Rooms	z Blocked	z Rooms	z Confirmed	z Available	z Tentative	z Min avala	z TotMaxSel	z MaxOccup	z MinOccup	z %Room in	z Room out	z Reserv.	z AvalAlot	z Pickup PIA	z Guests In	z Guests Out	z Guest Stay	z Extras	z % Min PAX	z % Max PAX	z % Min PAX	z % Max PAX
ESVI.CANAY	08.04.2019	174	0	174	61	113	1	112	112	35,63	35,06	41	32	21	0	0	0	49	52	74	0	20,90	21,1	20,90	21,1
	09.04.2019	174	0	174	81	93	2	91	91	47,70	46,55	47	26	105	0	0	0	58	33	99	0	27,97	28,5	27,97	28,5
	10.04.2019	174	0	174	114	60	33	27	27	84,48	65,52	103	39	153	0	0	0	85	45	139	0	39,27	48,5	39,27	48,5
	11.04.2019	174	0	174	121	53	51	2	1	98,85	69,54	82	57	178	0	0	0	86	70	155	1	43,79	58,1	43,79	58,1
	12.04.2019	174	0	174	92	82	54	28	28	83,91	52,87	33	59	156	0	0	0	61	82	134	5	37,85	53,1	37,85	53,1
	13.04.2019	174	0	174	123	51	16	35	35	79,89	70,69	104	111	195	0	0	0	196	90	240	6	67,80	72,3	67,80	72,3
	14.04.2019	174	0	174	61	113	0	113	113	35,06	35,06	33	111	159	0	0	0	60	190	110	4	31,07	31,0	31,07	31,0
	15.04.2019	174	0	174	61	113	0	113	113	35,06	35,06	31	31	92	0	0	0	62	58	114	7	32,20	32,2	32,20	32,2
	16.04.2019	174	0	174	55	119	0	119	119	31,61	31,61	22	28	83	0	0	0	42	55	101	6	28,53	28,5	28,53	28,5
	17.04.2019	174	0	174	111	63	0	63	63	63,79	63,79	95	32	124	0	0	0	183	70	214	9	60,45	60,4	60,45	60,4
	18.04.2019	174	0	174	166	8	4	4	1	97,70	95,40	105	46	184	0	0	0	186	82	318	12	89,83	92,0	89,83	92,0
	19.04.2019	174	0	174	156	18	0	18	18	89,66	89,66	38	52	158	0	0	0	68	87	299	11	84,46	84,4	84,46	84,4
	20.04.2019	174	0	174	135	39	0	39	39	77,59	77,59	33	54	142	0	0	0	52	105	246	7	69,49	69,4	69,49	69,4
	21.04.2019	174	0	174	93	81	0	81	81	53,45	53,45	22	64	128	0	0	0	45	123	168	8	47,46	47,4	47,46	47,4
ESVI.CANAY		2.436	0	2.436	1.430	1.006	161	845		65,31	58,70	789	749	1.951	0	0	0	1.233	1.142	2.411	76	48,65	51,9	48,65	51,9
		2.436	0	2.436	1.430	1.006	161	845		65,31	58,70	789	749	1.951	0	0	0	1.233	1.142	2.411	76	48,65	51,9	48,65	51,9

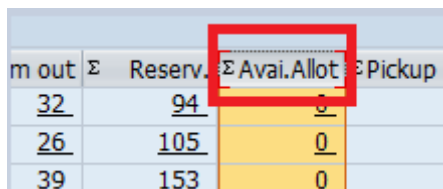
Red color informs that it is a weekend. The same color in availability tells us the hotel is closed to sales and/or we have an overbooking.

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.

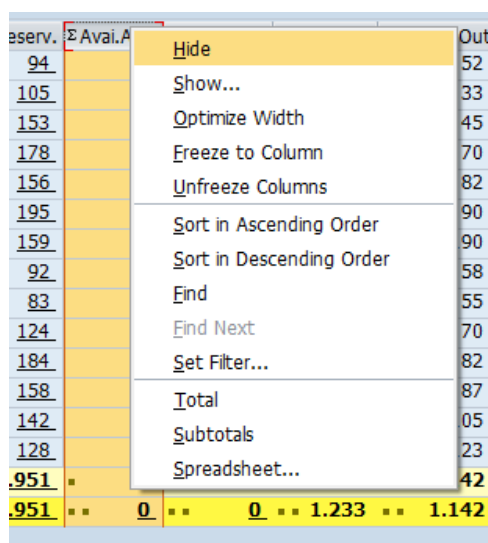
For example, if Avai.Allot is not necessary for us, we can hide it from the view:

1. Select column clicking on the name:



m out	Σ	Reserv.	Σ Avai.Allot	Σ Pickup
32		94	0	
26		105	0	
39		153	0	

2. Click on the right button over the name of the column and choose option Hide:

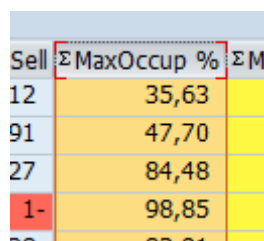


eserv.	Σ Avai.A	Out
94		52
105		33
153		45
178		70
156		82
195		90
159		90
92		58
83		55
124		70
184		82
158		87
142		05
128		23
951		42
951	0	1.233
		1.142

It is also possible to change the columns order so the view can be easier for us.

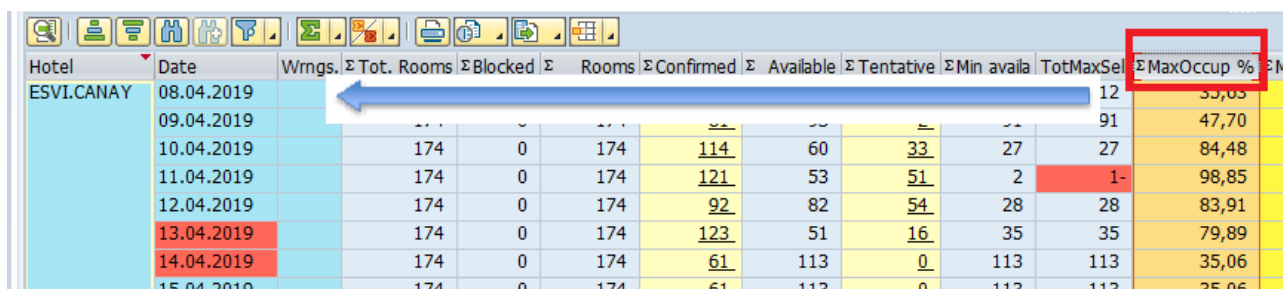
For example, if we want to see MaxOccup % on the first place, we will follow this guide:

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



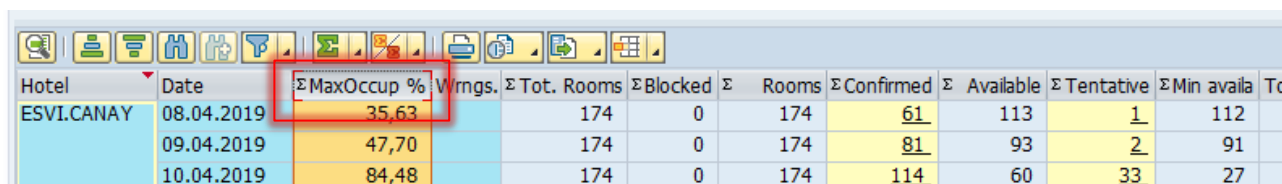
Sell	Σ MaxOccup %	Σ Mi
12	35,63	
91	47,70	
27	84,48	
1-	98,85	
28	82,01	

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:



Hotel	Date	Wrngs.	Σ Tot. Rooms	Σ Blocked	Σ Rooms	Σ Confirmed	Σ Available	Σ Tentative	Σ Min availa	TotMaxSel	Σ MaxOccup %	Σ Mi
ESVI.CANAY	08.04.2019									12	35,63	
	09.04.2019									91	47,70	
	10.04.2019		174	0	174	114	60	33	27	27	84,48	
	11.04.2019		174	0	174	121	53	51	2	1-	98,85	
	12.04.2019		174	0	174	92	82	54	28	28	83,91	
	13.04.2019		174	0	174	123	51	16	35	35	79,89	
	14.04.2019		174	0	174	61	113	0	113	113	35,06	
	15.04.2019		174	0	174	61	113	0	113	113	35,06	

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



Hotel	Date	Σ MaxOccup %	Wrngs.	Σ Tot. Rooms	Σ Blocked	Σ Rooms	Σ Confirmed	Σ Available	Σ Tentative	Σ Min 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:

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

Ocupación general

Room Rack

Blocked Room Rack

Occupancy per room type

Update data

View

Date: 08.04.2019 - 21.04.2019

Choose Layout...

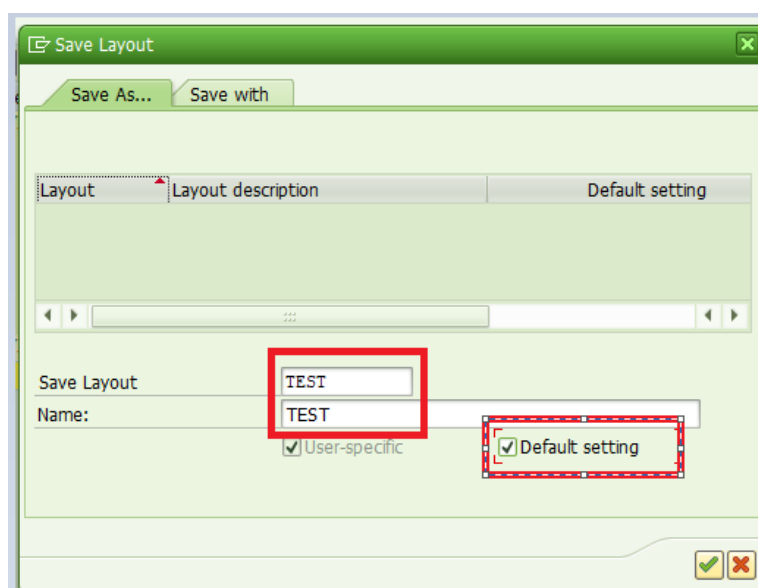
Change Layout...

Save Layout...

Manage Layouts

Hotel	Date	Σ MaxOccup %	Wrngs.	Σ Tot. Rooms	Σ Blocked	Σ Rooms	Σ Confirmed	Σ Available	Σ Tentative	Σ Min availa	To
ESVI.CANAY	08.04.2019	35,63		174							
	09.04.2019	47,70		174							
	10.04.2019	84,48		174							
	11.04.2019	98,85		174							
	12.04.2019	83,91		174	0	174				92	
	13.04.2019	79,89		174	0	174				123	

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



Save Layout

Save As... Save with

Layout	Layout description	Default setting
...		

Save Layout

Name:

☒ User-specific ☒ Default setting

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:

Room	Cleaning	Room type	Room id	Sunday 22	Monday 23	Tuesday 24
118	✓	STDBLQ		BBB		
119	✓	STDBLT		BBB		
201	✓	STDBLQ				
202	✗	SUPDBLQ				
203	✓	STDBLT				
204	✓	STDBLQ		<C>		
205	✓	STDBLQ				
206	✓	SUPDBLT				
207	✓	STDBLQ		<CC	CCC	CC>
208	✓	STDBLT				
209	✓	STDBLT			<RR	RRR

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

- Room 209 ♦ is reserved (not yet occupied) for the nights of July 23 and 24.
- Room 207 ♦ is occupied on the nights of 22, 23 and 24
- 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:

ESVI.CANAY. Room Rack.

ESVI.CANAY NH Canciller Ayala Vitoria *****

Date: 02.04.2019

Room type: [] to: []

Rooms: [] to: []

Floor: [] to: []

Building: [] to: []

Period to show

☒ 31 days

☐ 7 days

☒ Show leading online host name

☒ Show ALV

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:

Room Rack

ESVI.CANAY NH Canciller Ayala Vitoria *****

Date: 02.04.2019

Room type: [] to: []

Room: [] to: []

Floor: [] to: []

Building ID: [] to: []

☐ Show virtual rooms

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:

Room Rack											
<div> Previous date Next day Select date Refresh Check-in Check-out Inc. Show Connected R. Room allow C.O.L </div>											
ESVI.CANAY NH Canciller Ayala Vitoria ***** BUILDING 1 Tuesday 02 - April - 2019											
Key: P -> Provisionally booked R -> Confirmed C -> Checked-in Check-out pending & free Check-out pending & booking B -> Blocked Out of service Free											
01	02	03	04	05	06	07	08	09	10		
111-...	201-...	301-...	401-...	501-...	601-...	701-...	801-...	901-...	1001-...		
112-...	202-...	302-...	402-...	502-...	602-...	702-...	802-...	902-...	1002-...		
113-...	203-...	303-...	403-...	503-...	603-...	703-...	803-...	903-...	1003-...		
114-...	204-...	304-...	404-...	504-...	604-...	704-...	804-...	904-...	1004-...		
115-...	205-...	305-...	405-...	505-...	605-...	705-...	805-...	905-...	1005-...		
116-...	206-...	306-...	406-...	506-...	606-...	706-...	806-...	906-...	1006-...		
117-...	207-...	307-...	407-...	507-...	607-...	707-...	807-...	907-...	1007-...		
118-...	208-...	308-...	408-...	508-...	608-...	708-...	808-...	908-...	1008-...		
119-...	209-...	309-...	409-...	509-...	609-...	709-...	809-...	909-...	1009-...		
	210-...	310-...	410-...	510-...	610-...	710-...	810-...	910-...	1010-...		
	211-...	311-...	411-...	511-...	611-...	711-...	811-...	911-...	1011-...		
	212-...	312-...	412-...	512-...	612-...	712-...	812-...	912-...	1012-...		
	213-...	313-...	413-...	513-...	613-...	713-...	813-...	913-...	1013-...		
	214-...	314-...	414-...	514-...	614-...	714-...	814-...	914-...			
	215-...	315-...	415-...	515-...	615-...	715-...	815-...	915-...			
	216-...	316-...	416-...	516-...	616-...	716-...	816-...	916-...			
	217-...	317-...	417-...	517-...	617-...	717-...	817-...	917-...			
	218-...	318-...	418-...	518-...	618-...	718-...	818-...	918-...			
	219-...	319-...	419-...	519-...	619-...	719-...	819-...	919-...			

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).

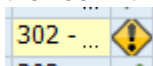
Free → Free room without any reservation assigned.

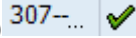
Once the legend is detailed, let's see 4 examples:

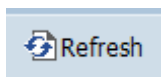
a) Room 715 → It is already check in (is busy) and it has not the check out today. On the other hand we can see (Green tic) **715 - ...** . If the room would be check out today, the color would be a light green.

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).



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



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 number	Room type	Descr.	Occupancy	Status	AD	JU	CH	BB	Arrival day	Departure	Guest Name	Group Name	ID F
01	117	STDBLQ		Free	Clean	0	0	0	0					
	118	STDBLQ		Free	Clean	0	0	0	0					
	119	STDBLT		Free	Clean	0	0	0	0					
02	201	STDBL		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	STDBL		Departure	Dirty	1	0	0	0	01.04.2019	02.04.2019			678
	204	STDBL		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”.