TMS4H_HOUSEKEEPING MOBILITY BUSINESS PROCESSES — OPERATIONS

NOVEMBER 2024



















TASKS RECKONING



To start using the Housekeeping Mobility APP, it is necessary to go first to the tasks reckoning transaction in TMS and distribute the rooms to each employee.

You will find all the details in the Housekeeping manual (Chapters 1 and 3)

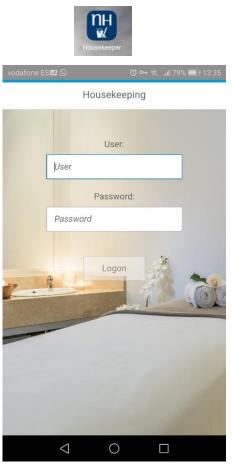
https://nhorganization.nh-hotels.com/content/housekeeping-manual

| First steps | Colors an | d main menud legendtustustus | 5 |
|-----------------------------------|---|--|--------------------|
| Supervisor Menu | Housekeeping Manager main screen accesses Options in the Housekeeping Manager menu Change the room status to clean. Assign rooms to staff Re-assign rooms to staff Lost items list. | | 8 9 10 11 |
| Staff Menu | Staff main screen options | | |
| Both menus (Supervisor and staff) | | Change the room status to dirty, Change the room status to pending to check, do not disturb or uncover Minibar. Actions (special tasks). Housekeeping remarks. Extra tasks (new in the task reckoning). Lost items Maintenance pre-incidents. Housekeeping Mobility remarks. | |
| System specifications (TMS) | | Staff management Extra tasks (new in the task reckoning). Actions and remarks. Loaned items Maintenance pre-incidents transaction Modifications user. | 32 33 34 |
| Issues and support | | Report devices or APP issues | 39 |

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First steps

LOG-IN AND MAIN MENU

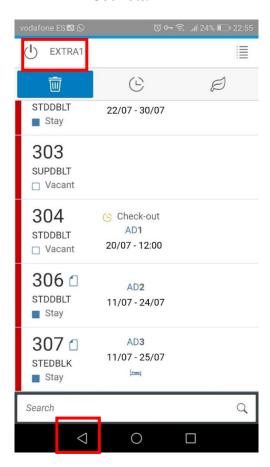


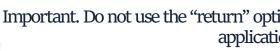
Username and password defined in TMS in Staff Management of the HSK module (See page 31)

User Supervisor



User staff

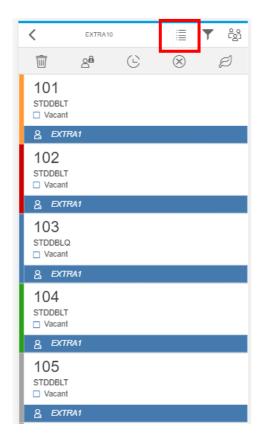




Important. Do not use the "return" option of the mobile phone. Always use the application icons.

First steps

COLORS AND LEGEND



Legend

Signature Tilter unassigned rooms

Filter dirty rooms

Filter do not disturb rooms

Filter rooms to check by supervisor

Filter uncovered rooms

Filter clean rooms

In the change needed

Remarks

Room with VIP reservation

Room with special tasks

Reservation with extra bed

Reservationwith crib

Returned

Items collected

Items requested

Complete

Pending

Green: Clean

Red: Dirty

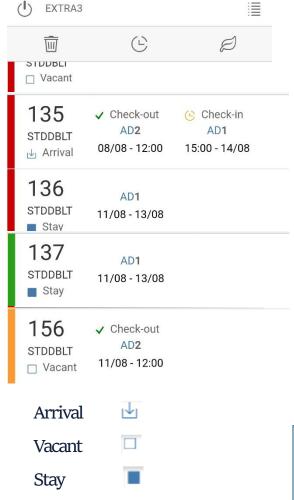
Grey: Uncover

Blue: Do not disturb

Orange: Pending to check

First steps

ROOM STATUS



Stay:

The reservation assigned to the room is neither arrival nor departure.



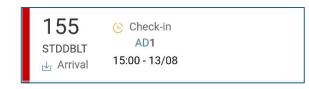
Vacant:

Room is not occupied and not assigned for today.



Arrival:

Room is assigned for today's arrival.



Loaned items (if applicable).

Room is departure, but is not assigned for arrival.



Room is departure and assigned for today's arrival (both columns will appear).





Number of people: AD (adults) CH (children) BB (baby) Staying dates Arrival/Departure time.



Completed

HOY ES 12/08



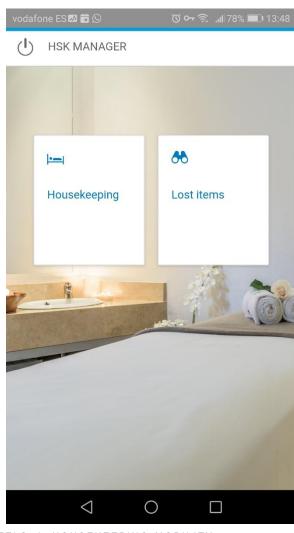
Pending





SUPERVISOR MENU

SUPERVISOR MENU



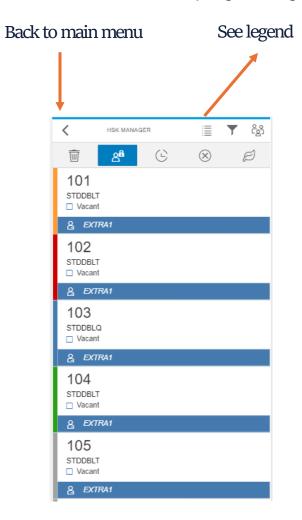
Housekeeping Manager Main screen accesses

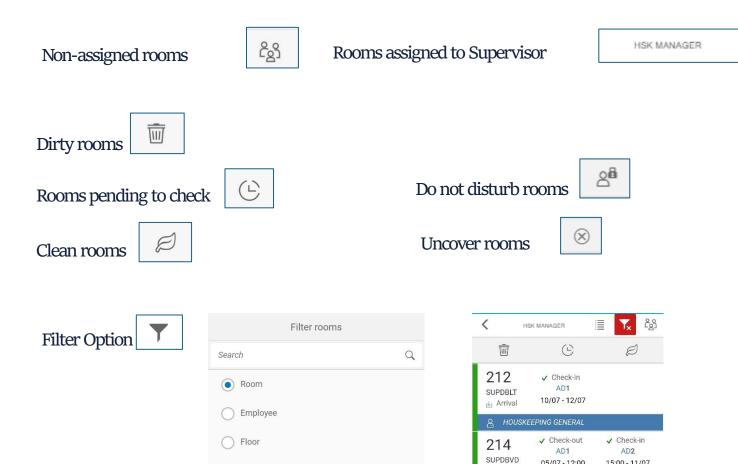
Housekeeping options:

- Check room status and modify accordingly
- See the status of reservations associated with each room (arrival, stay or vacant)
- See reservation details (staying dates, time of arrival and departure, number of guests and loaned items).
- Assign rooms to staff
- Charge minibar
- Register lost items
- Create maintenance pre-incident
- See an action of a reservation and complete it
- See specific housekeeping remarks

<u>Lost objects options:</u> Check lost items list

Options in the Housekeeping Manager menu





Several possibilities

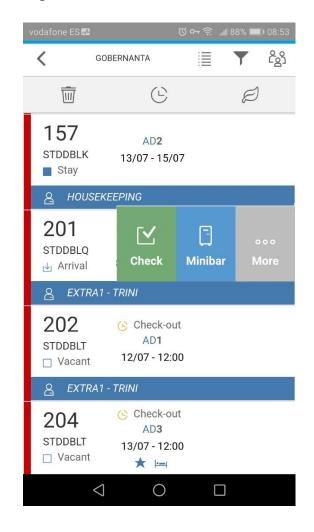
Room status

The filter will be highligted

05/07 - 12:00

15:00 - 11/07

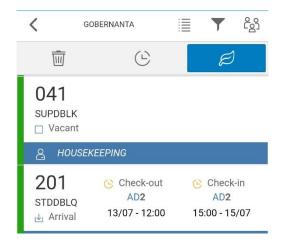
Change the room status to clean



Select Check

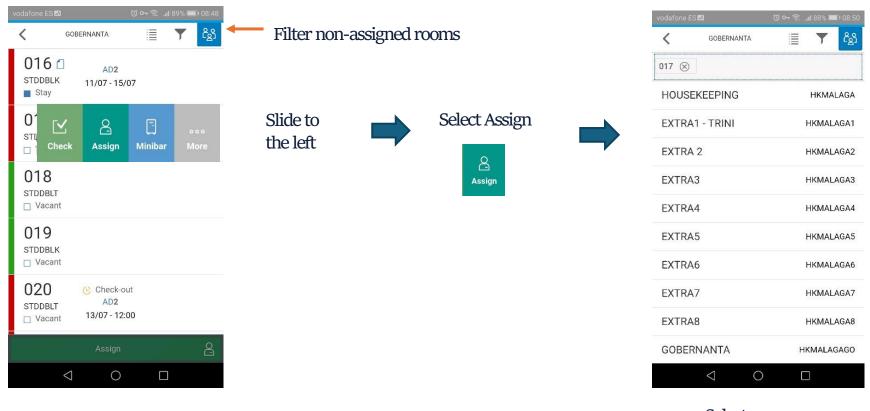
Slide to the left

The room status will be changed to clean, both in the APP and in TMS.



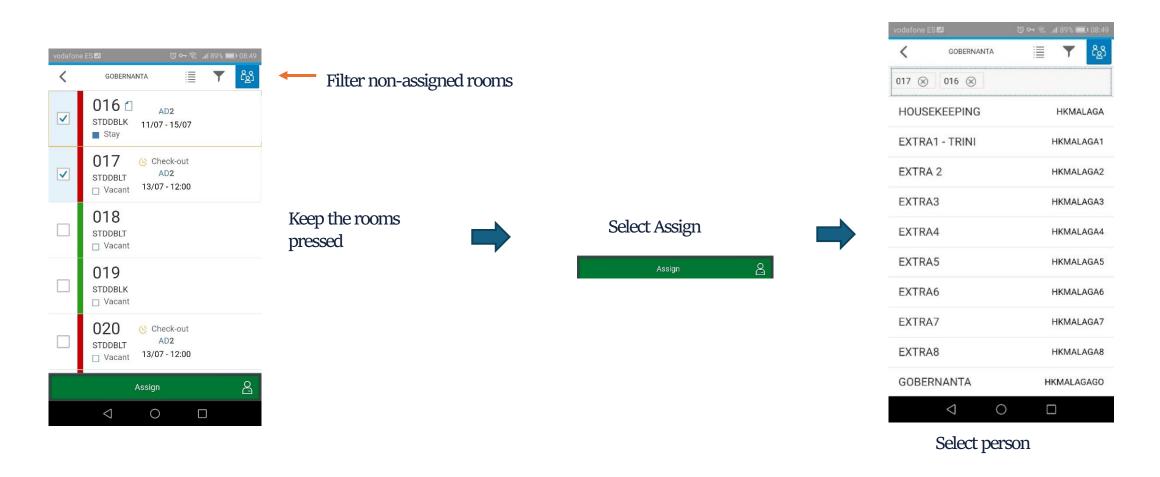


Assign one room to staff

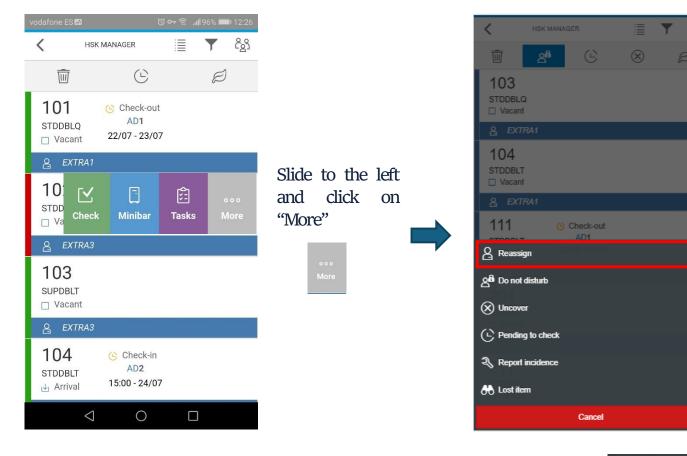


Select person

Assign several rooms to staff



Re-assign rooms to staff

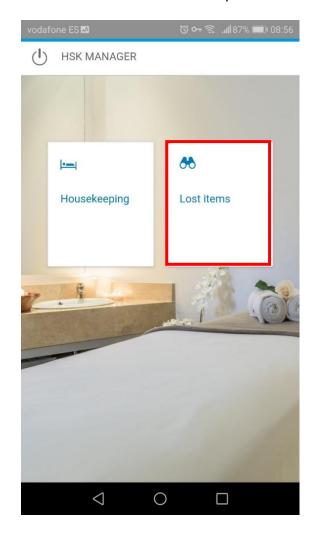


Reassign option

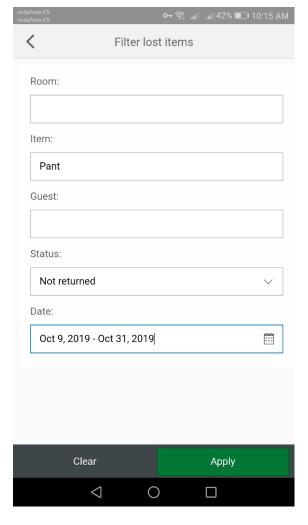


Reassign Select person

List of lost items in the Supervisor Menu







Search



STAFF MENU

STAFF MENU

Staff main screen options



- Check the status of the rooms assigned to them and modify accordingly.
- See the status of reservations associated with each room (arrival, stay or empty).
- See reservation details (staying dates, number of guests and loaned items).
- Charge minibar.
- Register lost objects.
- Create maintenance pre-incident
- See an action of a reservation and complete it
- See specific housekeeping remarks

Dirty rooms



Do not disturb rooms



Rooms pending to check



Uncover rooms

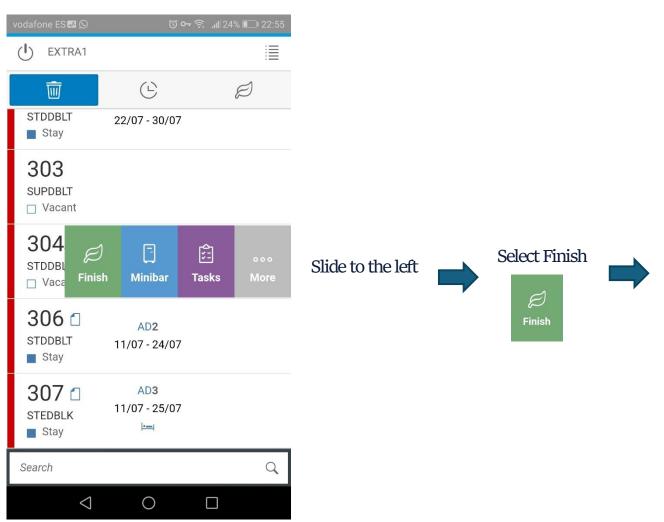


Clean rooms

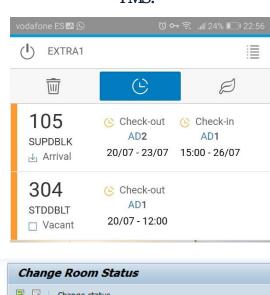


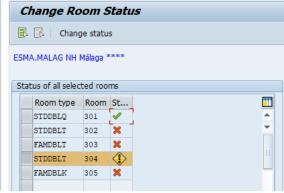
STAFF MENU

Change the room status to clean (pending to check)



The room status will be changed to Pending to check, both in the APP and in TMS.

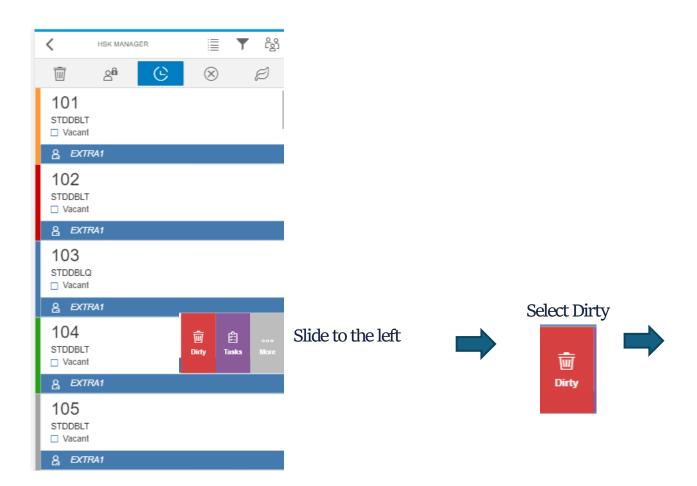




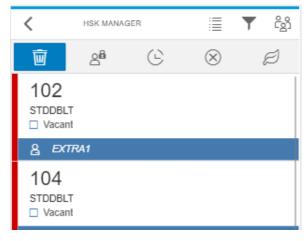
17

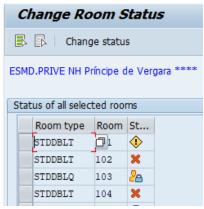


CHANGE THE ROOM STATUS TO DIRTY

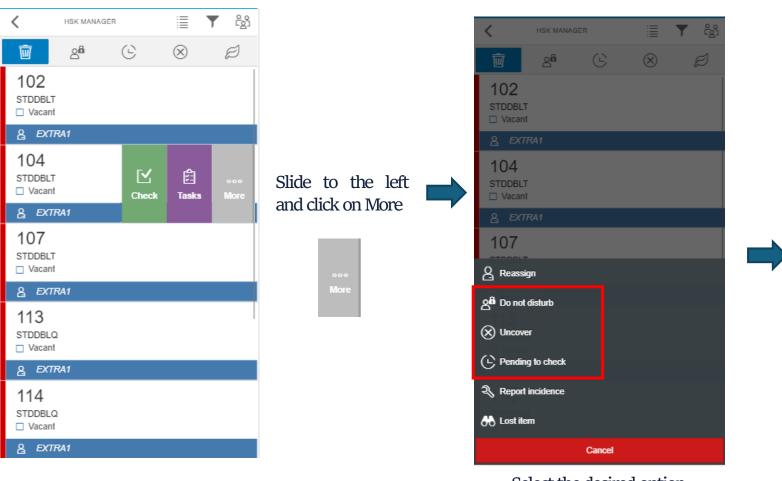


The room status will be changed to dirty, both in the APP and in TMS.

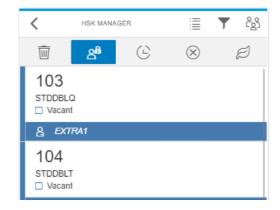


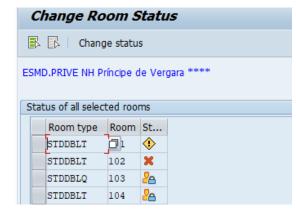


CHANGE THE ROOM STATUS TO PENDING TO CHECK, DO NOT DISTURB OR UNCOVER



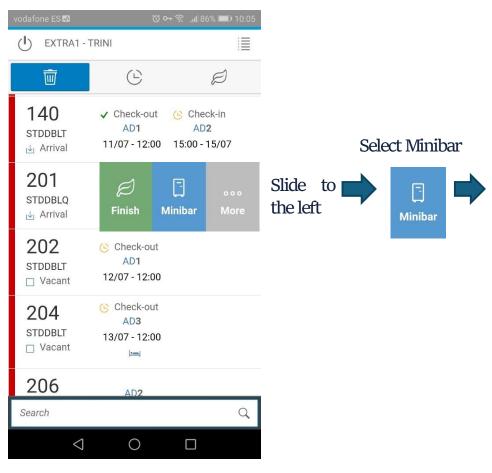
The room status will be changed to the new status, both in the APP and in TMS.

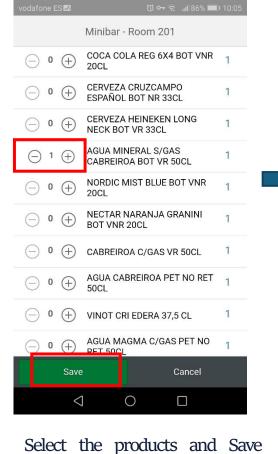




Select the desired option.

MINIBAR





option

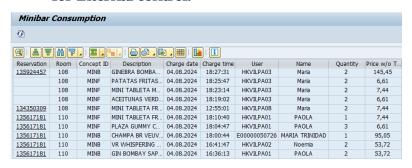




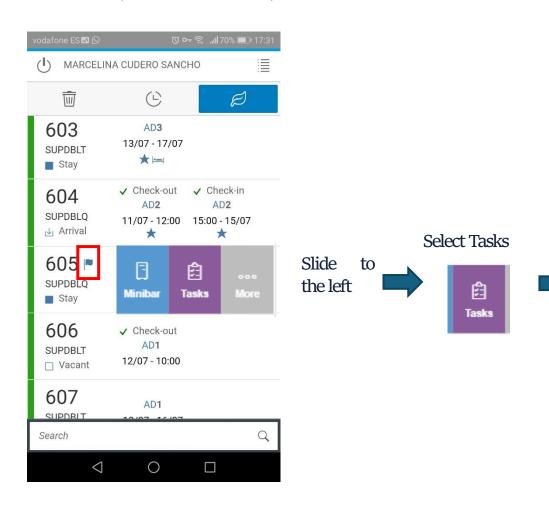
Charges will be added in Folios in occupied rooms that have not made check in today.

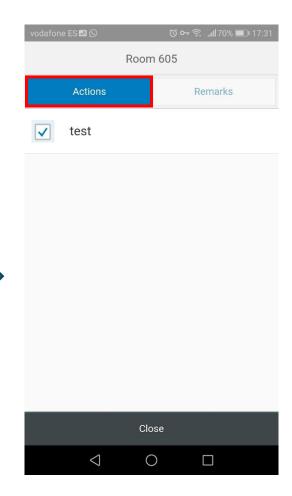


In the rest of the rooms, consumption will recorded in be the ZEY CONSUM MINIBAR Minibar consumption (including Hsk Mob) report for internal control.



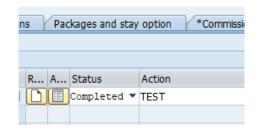
ACTIONS (SPECIAL TASKS)

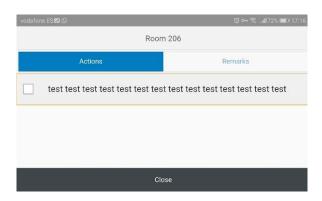




Read the action.

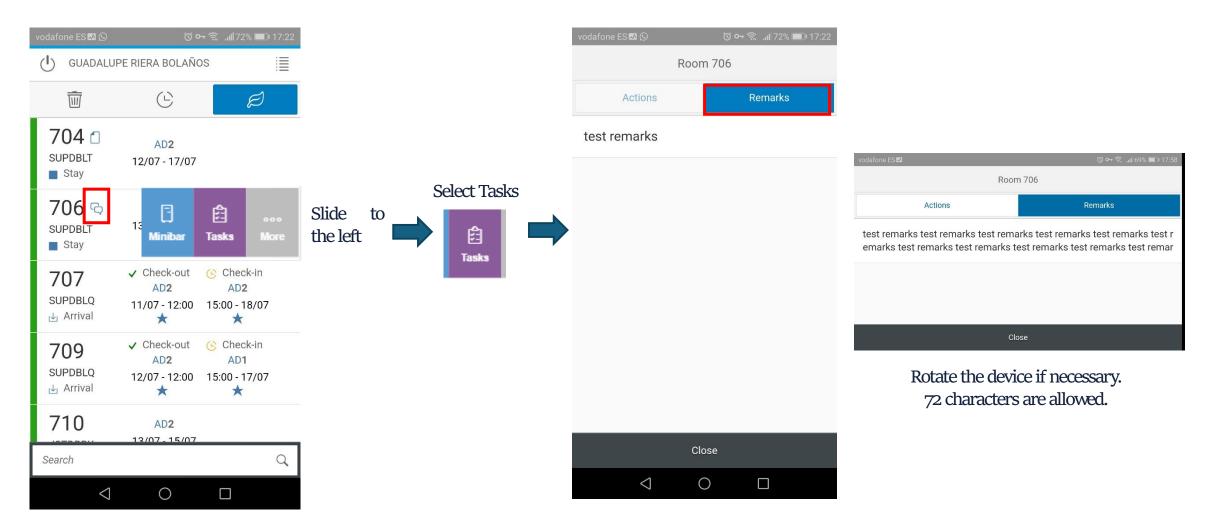
After flag the action, it will be completed in TMS.



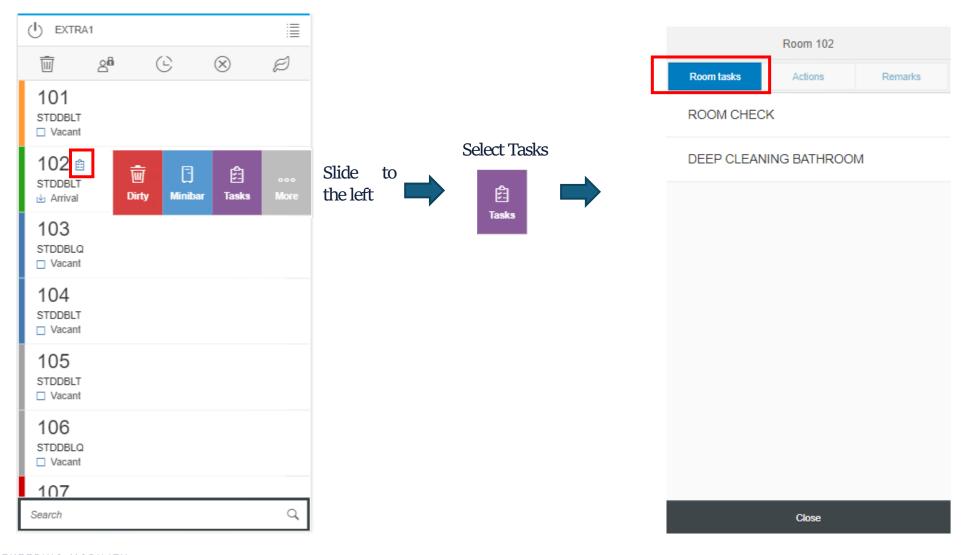


Rotate the device if necessary. 72 characters are allowed.

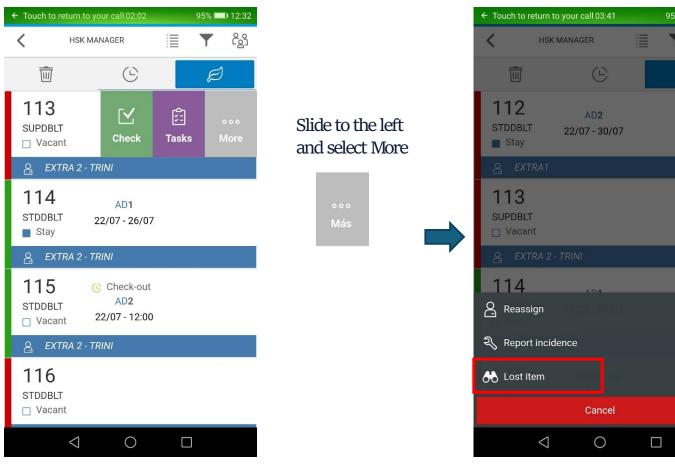
HOUSEKEEPING REMARKS

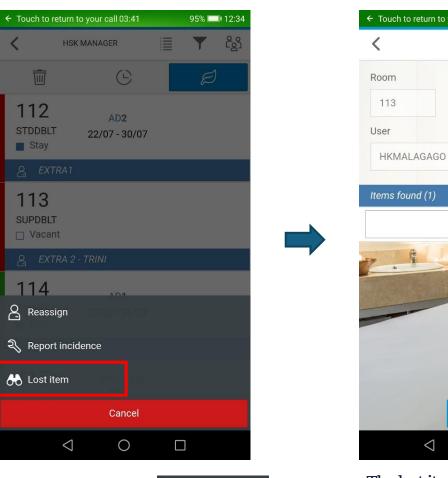


EXTRA TASKS

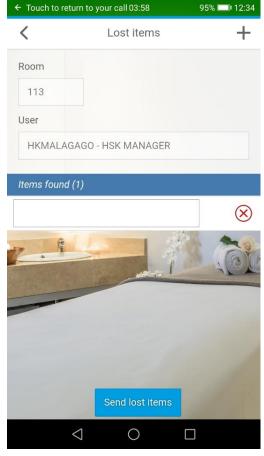


LOST ITEMS



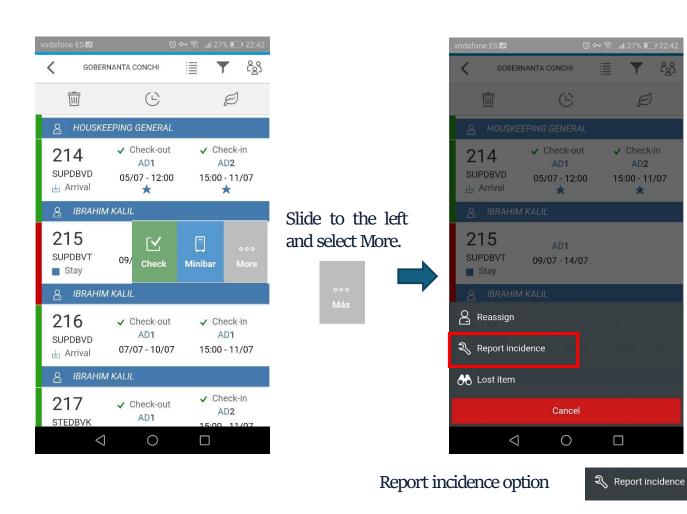


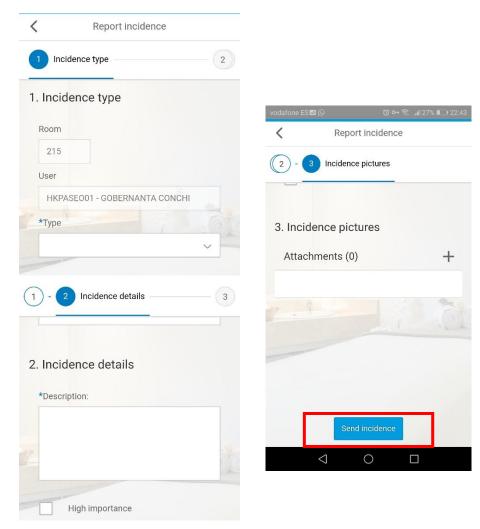
Lost item option



The lost item will be registered both in the APP and in TMS

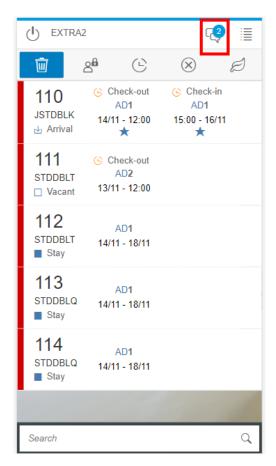
MAINTENANCE PRE-INCIDENTS



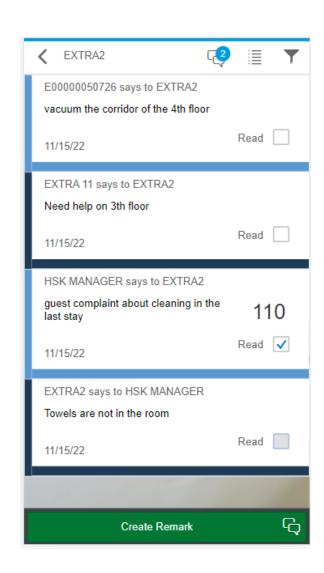


Enter information and select Send incidence. A maintenance pre-incidence will be created in TMS.

CHECK HOUSEKEEPING MOBILITY REMARKS



All users will have the Housekeeping Mobility remarks icon and a number that will show messages pending to read.



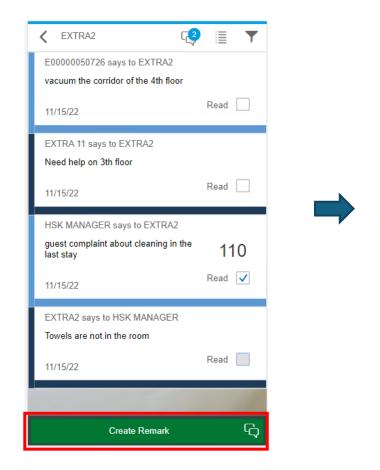
A list of messages will appear in the following order:

- Assigned to that user, pending to read.

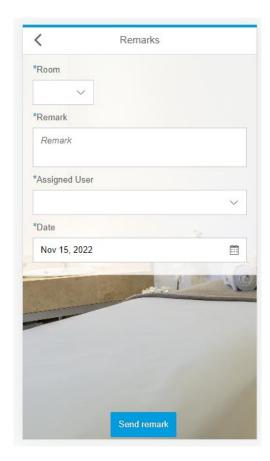
Assigned to that user and read.

Written by that user for other recipients.

CREATE HOUSEKEEPING MOBILITY REMARKS



To create a new message, we will use the bottom option.



Complete the necessary fields and accept.

I can link the message to:

- A specific room

or

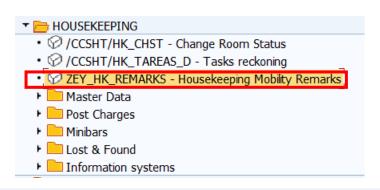
- A specific user

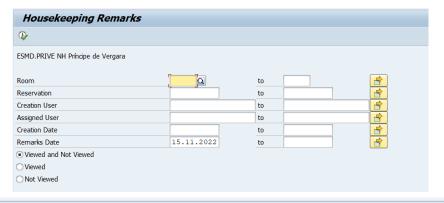
or

- A room and a user at the same time.

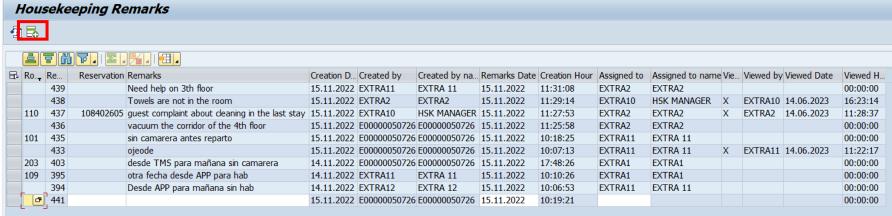
What is not possible is to leave both fields blank, it does not allow sending.

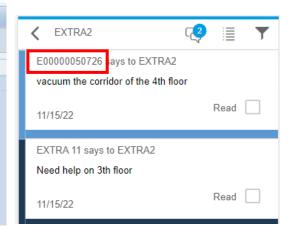
CHECK AND CREATE HOUSEKEEPING MOBILITY REMARKS IN TMS





There will be a history of all the messages that have been generated, in display mode.





There is the option to create a new one that I can link to:

A specific room

or

A specific user

Oľ

A room and user at the same time.

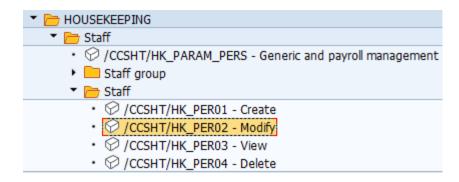
If we create it for a room for tomorrow, the message will be linked to the staff once the tasks reckoning is made.

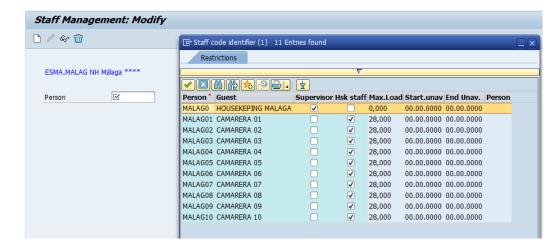


SYSTEM SPECIFICATIONS (TMS)

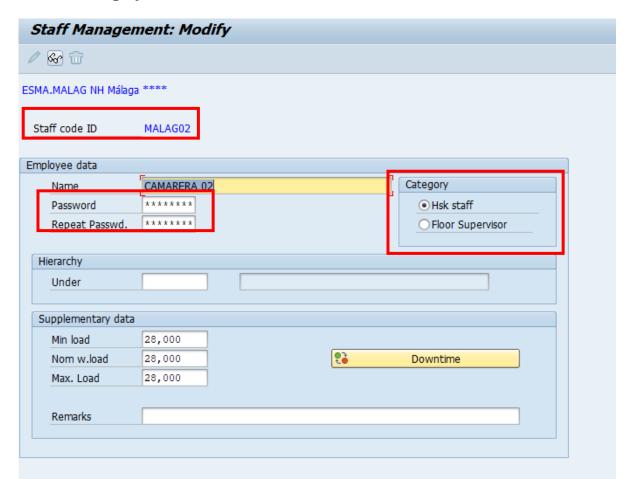
STAFF MANAGEMENT IN TMS

In the Staffmenu of HSK the users and passwords of each employee can be checked and modified.



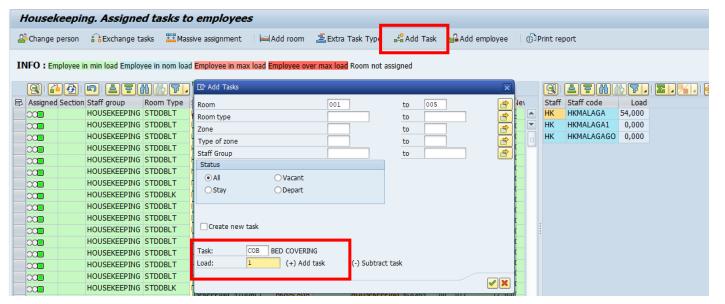


Important! If the password contains letters, TMS saves them in upper case. Recommendation: use only numbers.

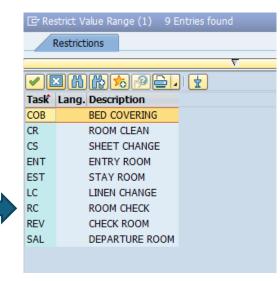


Define also the correct category.

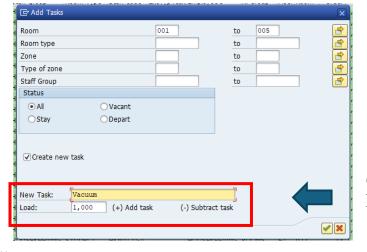
ADD TASK IN /CCSHT/HK_TAREAS_D - Tasks reckoning (New for Hsk Mobility)



Now, you can add extra tasks to the rooms.



Selecting them from a previously configured list and indicating the load.

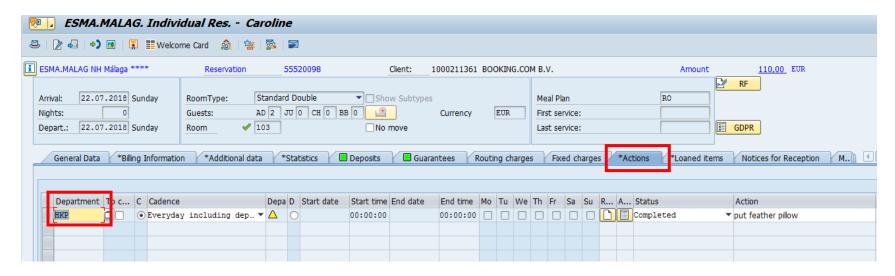


Or adding manual text indicating the load.

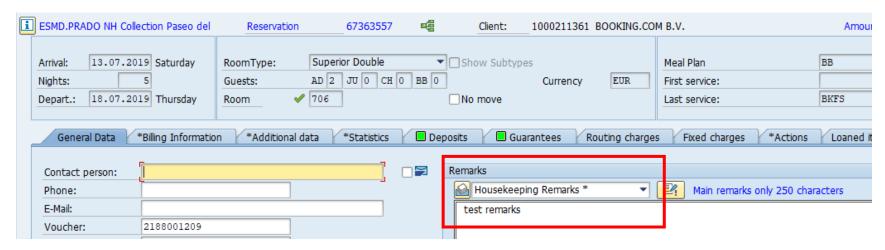


RESERVATION ACTIONS & REMARKS

Actions assigned to the HSK Department will appear on the APP:



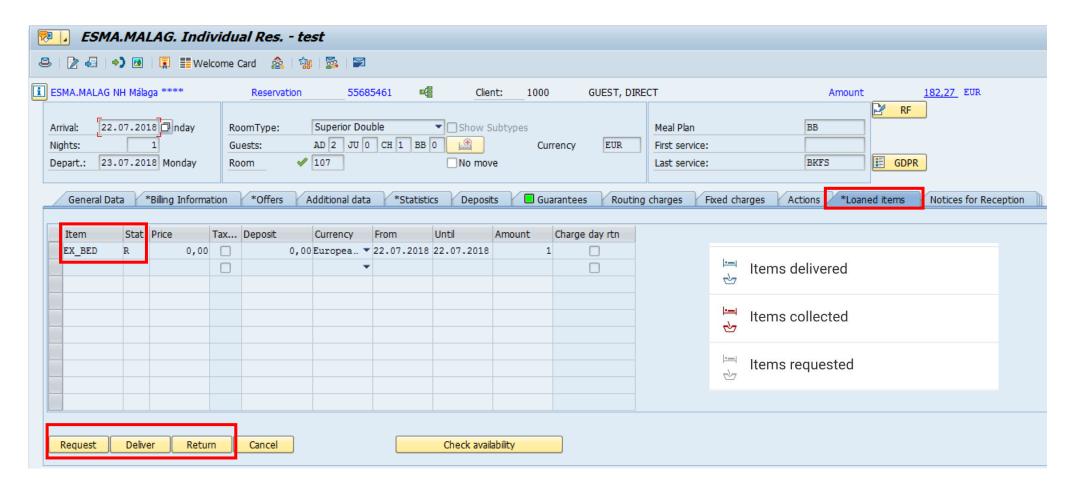
Same happens with Housekeeping remarks:



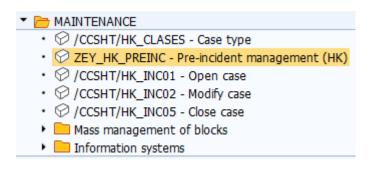
LOANED ITEMS

Extra beds and cots added in a reservation will appear in the APP.

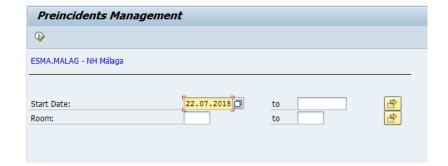
The color of the items will change according to the status.

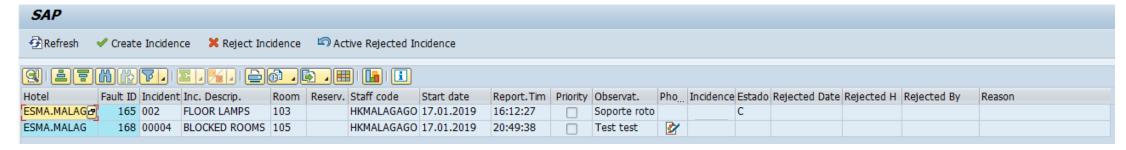


MAINTENANCE PRE-INCIDENTS

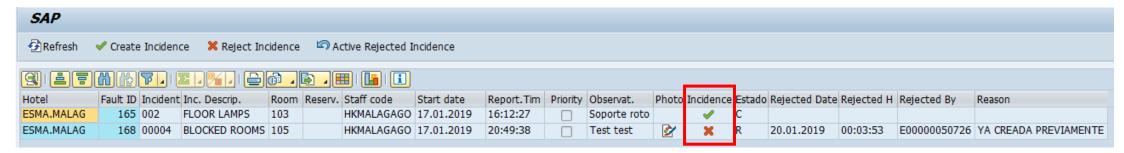








Mark the line and choose option: Create, Reject or Active Rejected Incidence

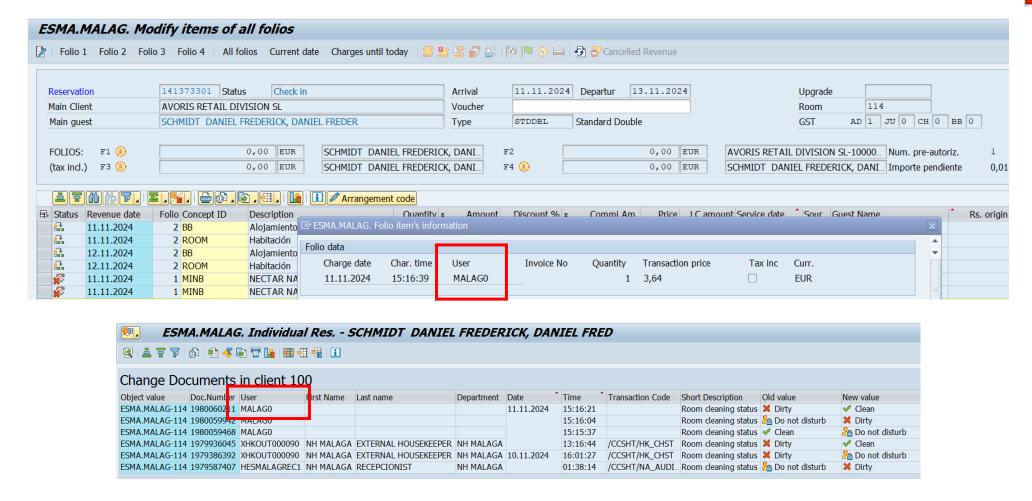


Icons will appear if incident is created or rejected, and the rest of columns will be filled if applicable.

MODIFICATION USER

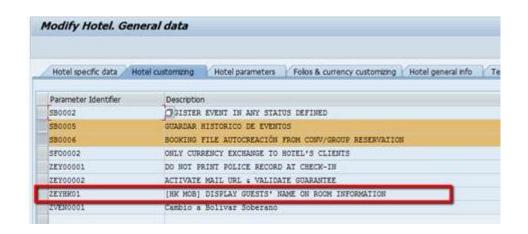
new

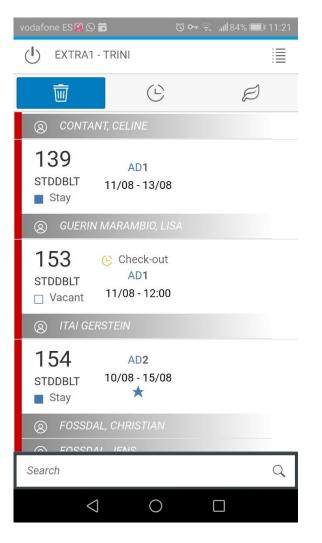
The user that appears in Minibar charges, Modification history and Modification history rooms is the <u>Staffcode ID</u>:



SHOW GUEST NAMES (depending on the hotel)

We have the option to configure whether we prefer to see the names of the guests or not.

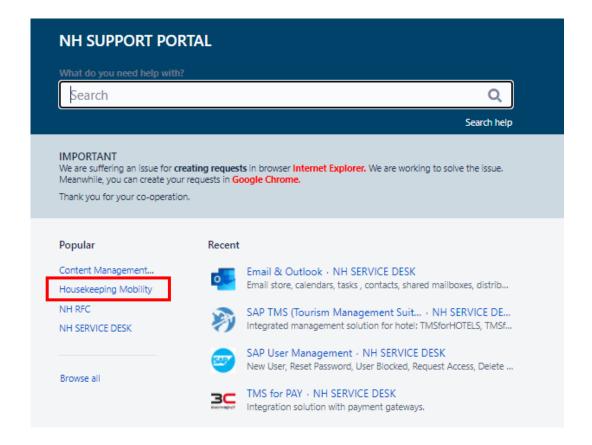






ISSUES AND SUPPORT

ISSUES AND SUPPORT



JIRA NH SERVICE DESK HOUSEKEEPING MOBILITY USER GUIDE



Thank You