

UPDATE TMS > HUB

Thanks to the recent integration between TMS and HUB, you can obtain real-time information on hotel room status, in different sections in HUB.

In this first phase of the integration, data is transferred from TMS to HUB. In the second phase, from HUB to TMS, transferring all the necessary information to improve the daily operations of your hotel.

1.- WEB ENVIRONMENT

1.1.- Dashboard

1.2.- Quality

1.3.- Departures

1.4.- Building View

2.- APP

2.1.- Housekeeping

2.2.- Maintenance

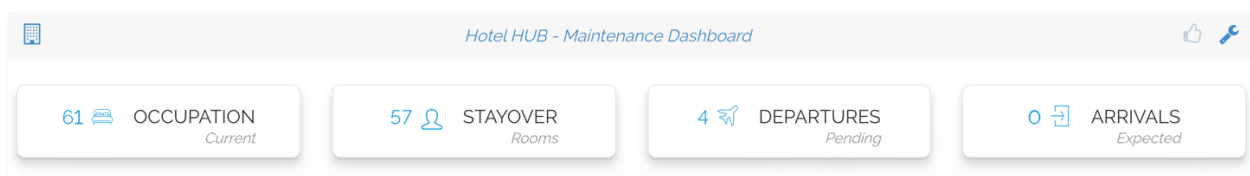
2.3.- Quality

1.- WEB ENVIRONMENT

The new functionalities from the web environment are:

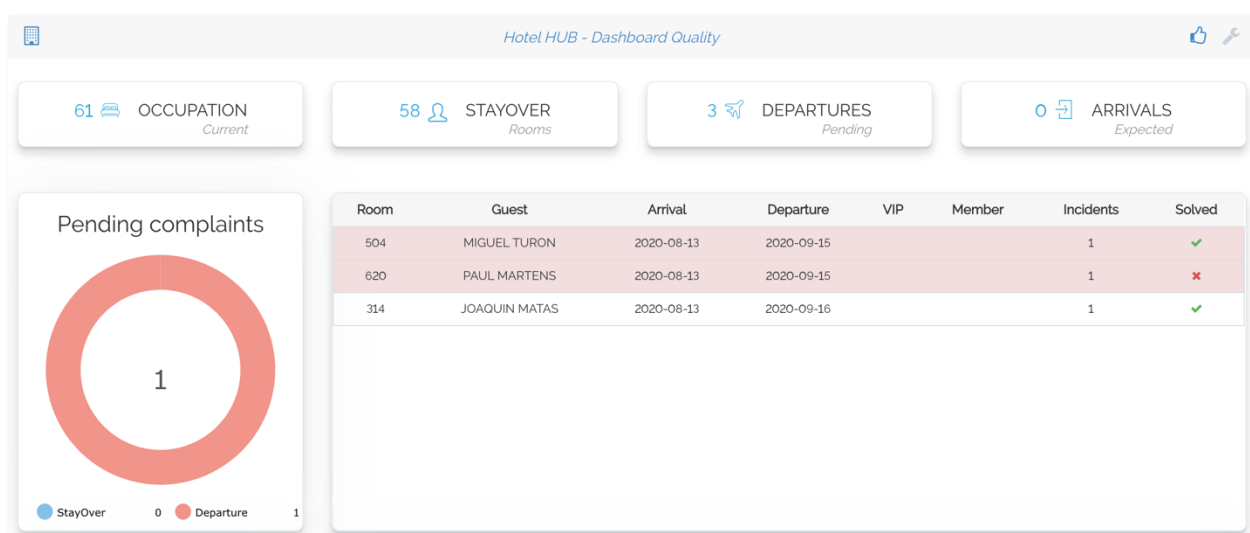
1.1.- Dashboard

At the top of each dashboard (Maintenance and Quality) there are various details on the daily status of the hotel: the total occupancy, the number of guest rooms, departures and arrivals.



Quality Dashboard shows you the rooms in which you have customer incidents, quickly seeing if you have managed them (✓) or not (✗).

In the case of a departure room, the row is highlighted in red.



1.2.- Quality

When reporting a Quality incident, the customer data is automatically filled in, indicating the reservation number, name and surname, phone number and email.

New complaint/6th Floor/616

Type: Complaint Language: English

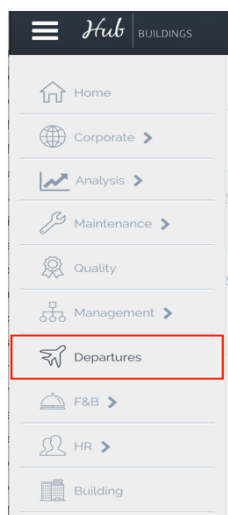
Reservation: 29142419 Name (*): GEORGE SMITH Telephone: E-mail:

Complaint (*)

Guest In-House

1.3.- Departures

A new section appears in the side menu called "Departures". It indicates the departures of today, and if there is any incident or fault associated to a reservation.



Departures

! With pending incidences

Room	Reservation	Guest's name	Stay over	Vipcode	Language	Incidents
504	29142444	MIGUEL TURON	13/08 - 15/09			2 !
325	29142446	ALEXANDER CAIL	13/08 - 15/09			0
620	28696760	PAUL MARTENS	13/08 - 15/09			1 !

By clicking on it, you access to the incident's details.

Departures

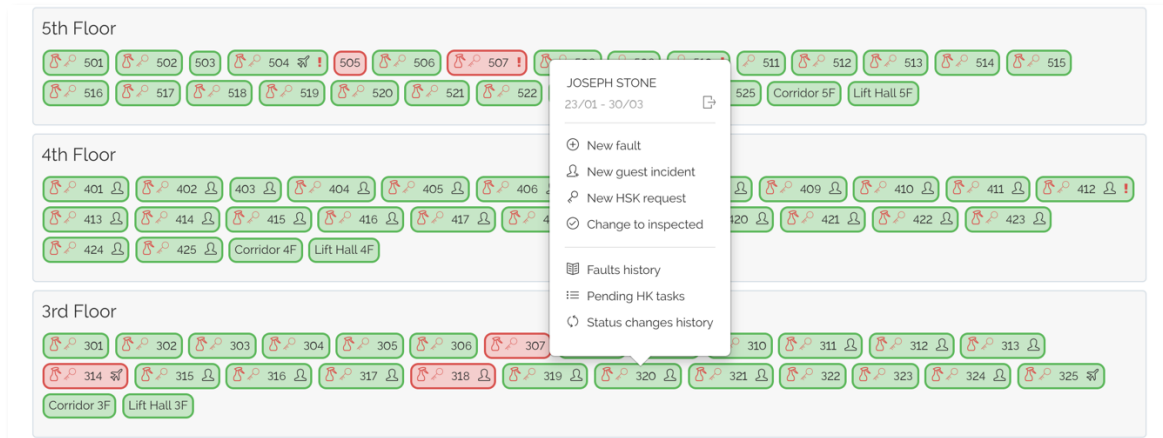
Room: 620 Guest's name: PAUL MARTENS Stay over: 13/08 - 15/09 Guest details: 28696760

COM000023 2020-09-15 11:08:40 Pending

the bathroom was dirty

1.4.- Building View

By clicking on the room, you obtain the reservation details: guest name and surname, as well as the date of arrival and departure.




The icons and color code to consider are the following:

	Stay-over room
	Departure room
	Arrival room
	Vacant room
	Inspected status
	Clean status
	Dirty status
	Room with pending Quality incidents (complaint)


2.- APP

2.1.- Housekeeping

In the housekeeping profile, through the global view, you can check in real time the rooms and common areas status.

By default, it opens the Rooms view  where you can verify the status sent by TMS to HUB:

Housekeeping Status

 Inspected room

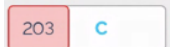
 Dirty room

 Clean room

Rooms Status

 Stay-over room

 Departure room


 Room with Check-out completed

Other Status

 Room with pending faults

 Out of service (OS) or Out of order (OO) room



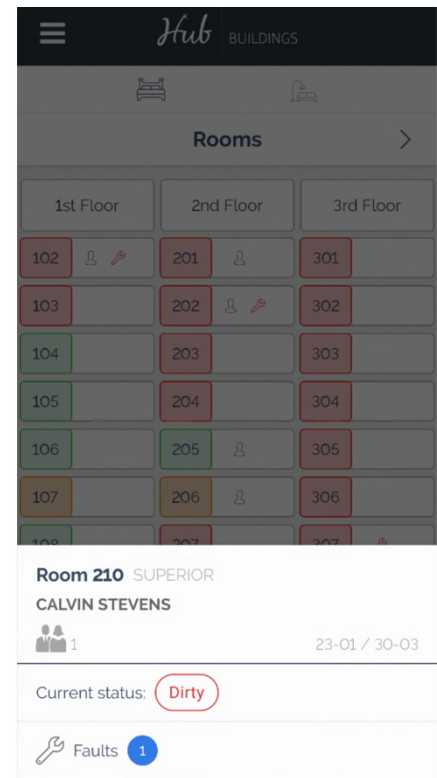
Rooms		
1st Floor	2nd Floor	3rd Floor
102  	201 	301
103	202  	302
104	203	303
105	204	304
106	205 	305
107	206 	306
108	207	307 
109	208 	308
110	209  	309
111	210  	310
112	211 	311 


Last sync. now

Clicking on any room, a new window appears with the reservation details:

- Guest name
- Number of guests
- Type of room
- Arrival / Departure date
- Room status
- Pending faults

By clicking on Faults you can verify the faults or report a new one.



On the Common Areas view  you can check the other hotel areas.



2.2.- Maintenance

In the maintenance profile, from the building view, you can see the rooms status (dirty / clean), if there are guests in the room, if departed already or if it is a vacant room.

In the list of pending faults, you have the reservation type with the associated faults, identified by the icons for when is a stay-over, departure or a vacant room, but also the guest name.

PENDING (10)		POSTPONED (0)	
407	Bathroom - Mirror	Person icon	21 days
606	Bathroom - Cistern Not Working	Person icon	27 days
102	Room - Safe	Person icon	20 days
210	Bathroom - Toilet	Person icon	21 days
Public Bathrooms		Person icon	25 days
209	light not working	Person icon	27 days
318	Bathroom - Bathtub Handle	Person icon	35 days
314	Room - A/C Not Working	Person icon	35 days
202	Room - Safe	Person icon	70 days

Last sync. now

2.3.- Quality

From the Quality section, you access the list of open incidents and the guest name.

Once you click on the incident, you have the information of which language the guest reported the incident and the email.

Hotel HUB

504 MIGUEL TURON (Cleanliness) 5 minutes

618 VALERIA RAMOS (Pre Arrival)

614 JUAN BENÍTEZ (Accommodation)

620 PAUL MARTENS (Cleanliness)

612 SUSANA PAZ (Check in/Check out)

507 COM0000015 (Maintenance)

Complaint related to fault: ygyug. fdasfs

Joan León (27 days ago)

Guest details:
Room: 507
Name: SUSANA PAZ
Language: English

Thread (+)

Status: In progress

Internal monitoring

Follow up with guest