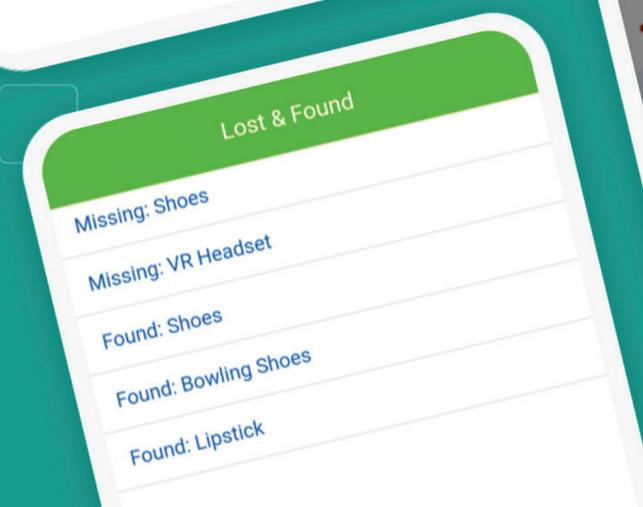
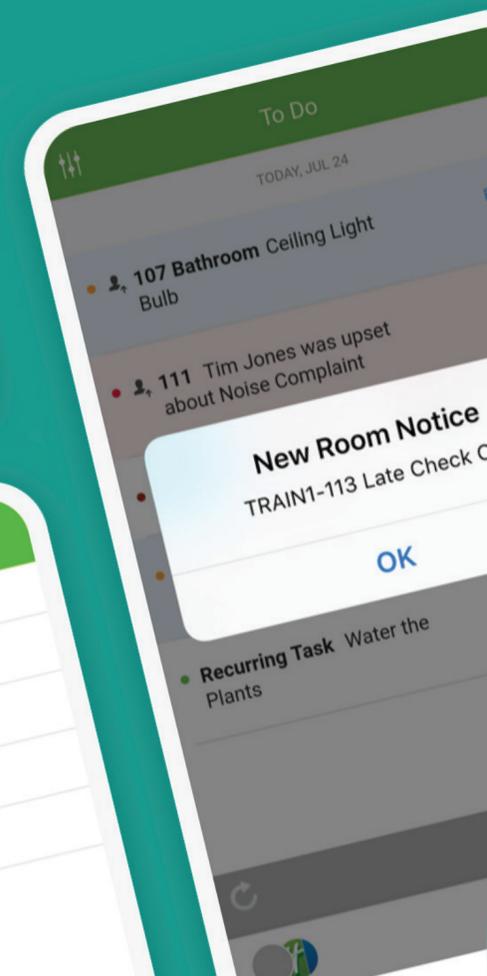
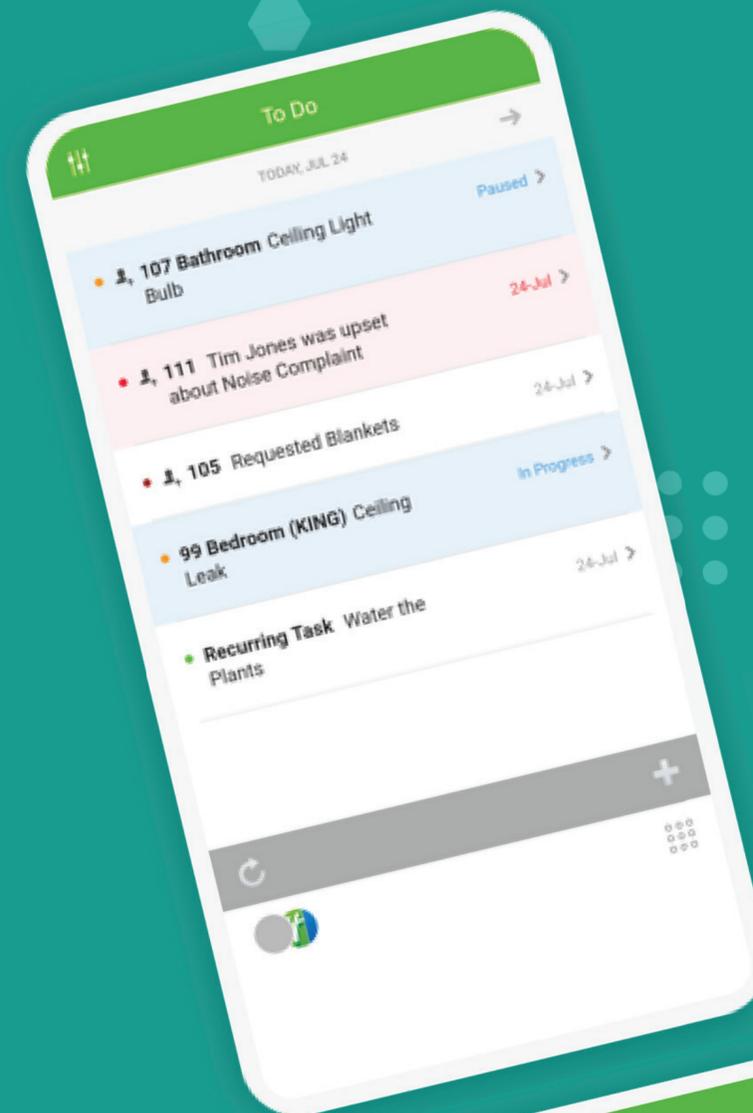




# Housekeeping Guide

Learn how Quore can help your housekeeping staff.



# Agenda

Meet Quore	3
Manage Your Daily Work	6
Find Important Room Info	13
Report Lost & Found Items	15
Inspect Cleaned Rooms	17

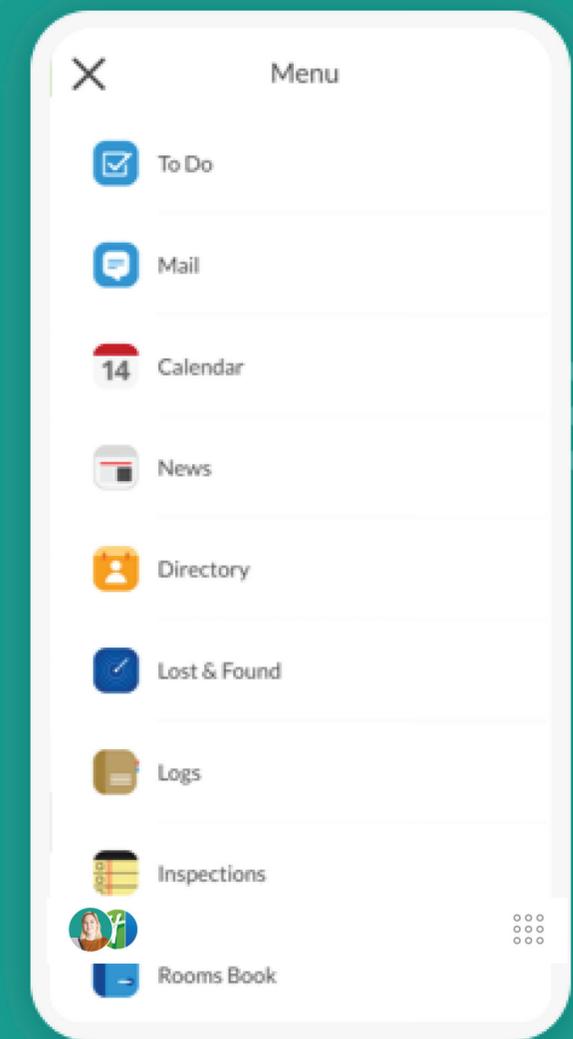


*As an Executive Housekeeper, Quore helps me be more efficient and stay in better contact with the other departments. I am able to complete inspections faster because I don't have to file paperwork. Most importantly, we are able to respond immediately to requests from our guests.*



# Meet Quore

Welcome to Quore! In this section, we explain how to use Quore in your daily routine, and how to navigate through the system.



# The Quore Advantage

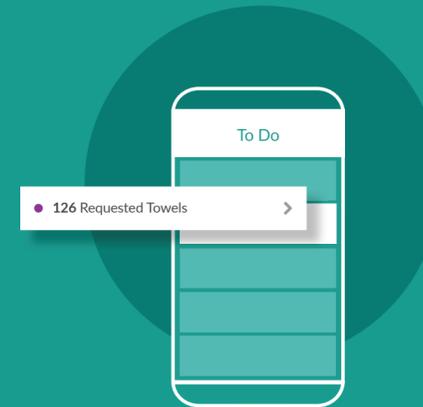
- ✓ Receive notifications for requests
- ✓ Inspect cleaned rooms
- ✓ Get realtime room status updates
- ✓ Report lost items on the go

## PRO TIP

One of the most powerful things about Quore is that as you communicate, you also document. So when it goes into the system, you don't have to worry about writing anything down later.

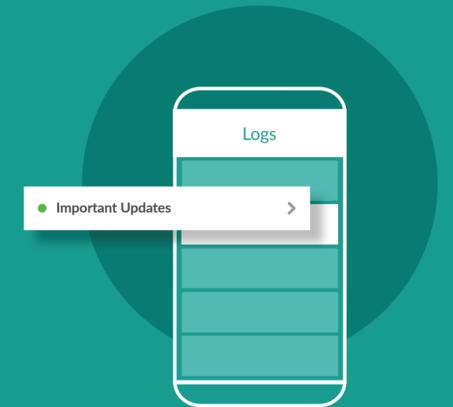
## The Quore Housekeeping Routine

01



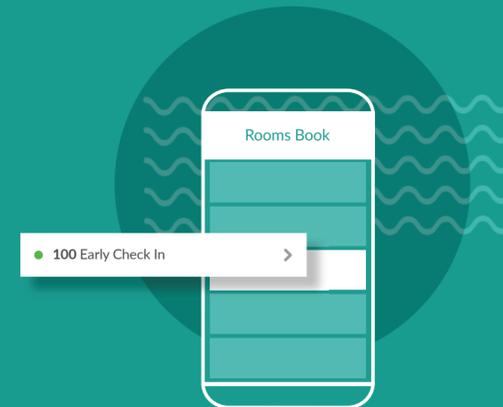
Check To Do List to make sure nothing needs to be completed.

02



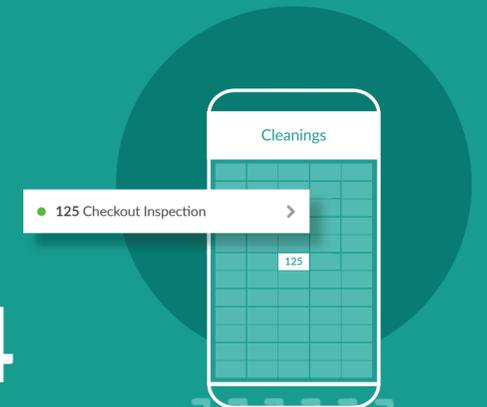
Check Logs to find out the latest happenings at the hotel.

03



Check Room Notices to see any room updates.

04



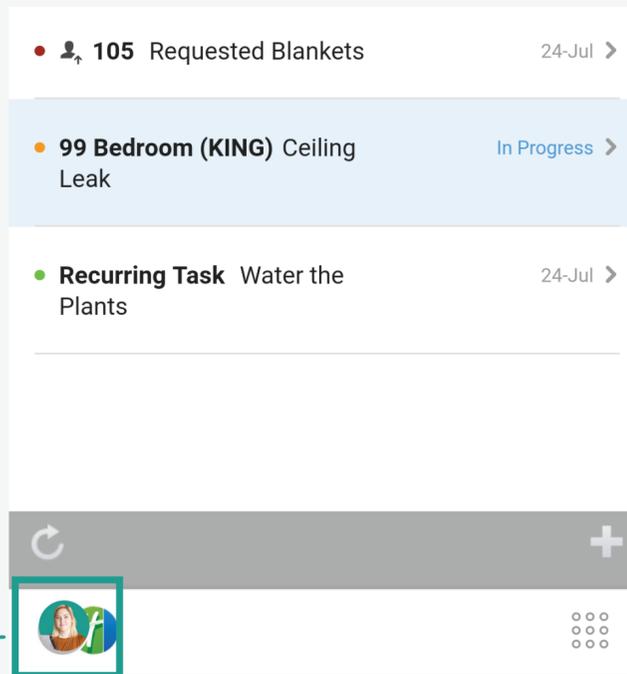
Use the Cleanings app to inspect rooms (*Supervisors only*).

# Mobile Navigation

The Quore mobile app keeps you aware of hotel happenings in real time. Remember to mark yourself on duty before navigating to the Dashboard. This allows you to receive push notifications for items assigned to you.

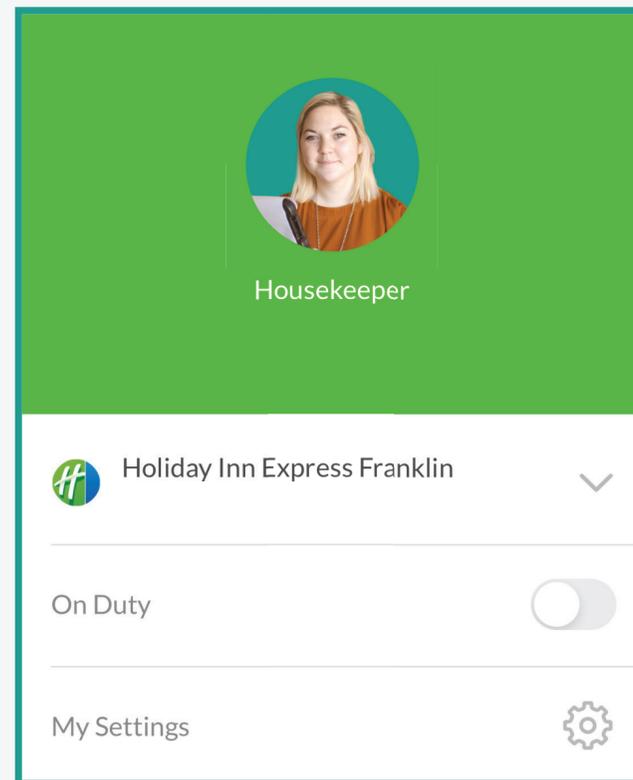
1

When you log in to the Quore mobile app, you will see your To Do List. This will show you all of your open items for the day. Tap the **User Profile**.



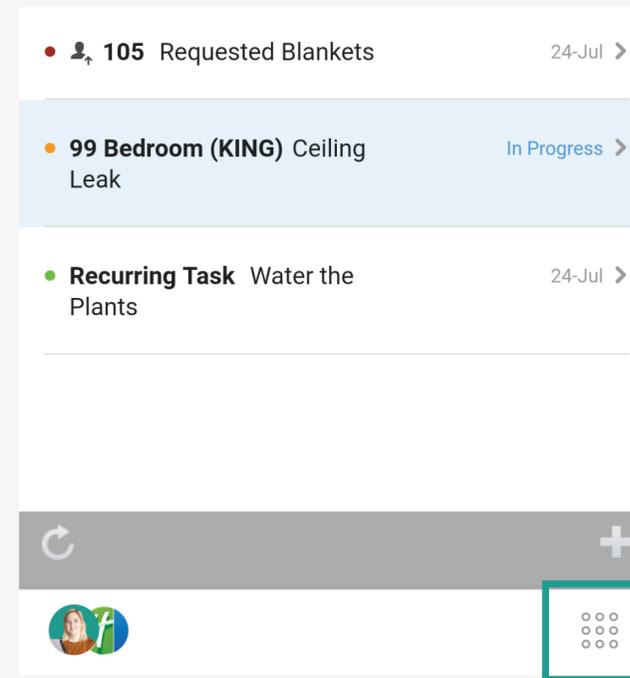
2

This allows you to change your property (if applicable), change your on duty status, go to settings, get support, or log out. Tap on the gray area to return to the previous screen.



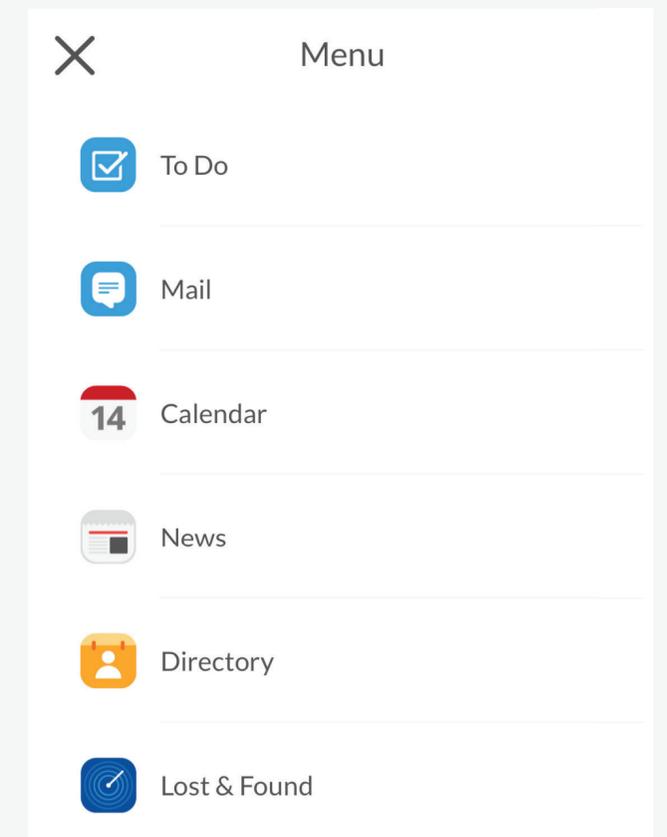
3

To navigate away from the To Do List, tap the **App Switcher**.



4

Select another app.

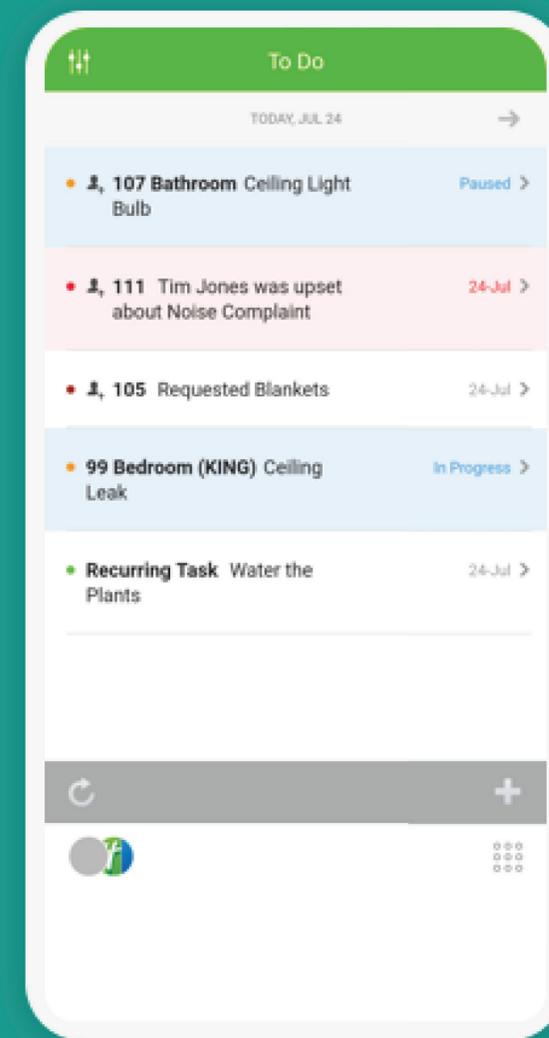




TO DO APP

# Manage Your Daily Work

As a member of the housekeeping department you should check your To Do List at the start of each shift. This will allow you to see anything that is assigned to you, your department, or anyone. You will also use the To Do app after you receive notifications for Requests and Tasks.



# Understanding the To Do List

The To Do List includes Requests, Work Orders, Tasks and several other items assigned to the housekeeping department.

Filter by type.

The dots represent the type of to do item.

- Request
- Complaint
- Work Order
- Task

To Do		
TODAY, JUL 24		
●	107 Bathroom Ceiling Light Bulb	Paused >
●	111 Tim Jones was upset about Noise Complaint	24-Jul >
●	105 Requested Blankets	24-Jul >
●	99 Bedroom (KING) Ceiling Leak	In Progress >
●	Recurring Task Water the Plants	24-Jul >

View next day To Do List.

Blue means an item is in progress.

The date represents the due date. Red means an item is past due.

**Q PRO TIP**

To Dos with a later due date can be found by using the arrow to skip to that date.

# Understanding the Request Form

Fill in these fields to create a Request. Some fields default to certain options to help save time, but every field can be changed.

## PRO TIP

Keep in mind that checking Guest Requested will trigger escalation push notification alerts to department heads within 30 minutes and to management after 45 minutes if the Work Order is not addressed.

The screenshot shows a mobile application interface for creating a new request. The form is titled 'New Request' and has a green header bar with 'Back' and 'New Request' options. The form is divided into several sections: 'LOCATION' with a dropdown menu showing '105'; 'REQUEST' with a dropdown menu showing 'Hand Soap'; 'DETAILS' with a sub-section 'Optional' containing a 'Guest Requested' checkbox which is checked; 'DUE DATE' with a date picker showing 'Jul 12, 2018'; and 'ASSIGN TO' with two dropdown menus for 'Department' (set to 'Housekeeping') and another dropdown. At the bottom is a large green 'Post' button. Callouts with teal circles and lines point to these specific elements, providing instructions: 'Select location.' points to the location dropdown; 'Select requested item.' points to the request dropdown; 'Add relevant notes.' points to the 'Additional notes...' text area; 'Assign due date.' points to the date picker; 'Tap the checkbox if the Request is guest initiated.' points to the 'Guest Requested' checkbox; 'You can assign to a department, a specific person, or anyone.' points to the 'Department' dropdown; and 'Tap Post when finished.' points to the 'Post' button.

# Creating a Request

The Request To Do type will be selected when a guest needs towels, pillows or any other item. Requests are the most common To Do for the housekeeping department.

**1**

From the mobile To Do app, tap the + icon in the bottom right corner of your screen.

**2**

Tap **Request**.

**3**

Fill out the New Request form.

**4**

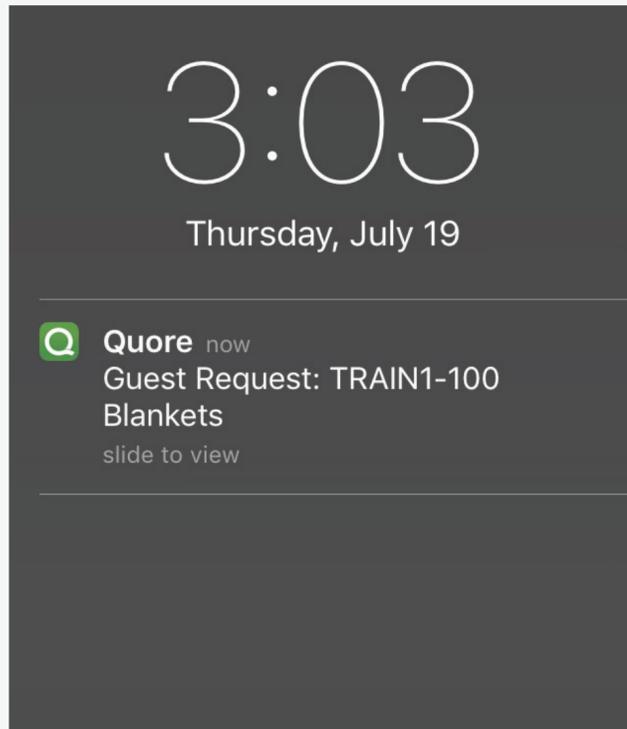
Tap **Post**.

# Closing a Request

Follow these steps to close a request.

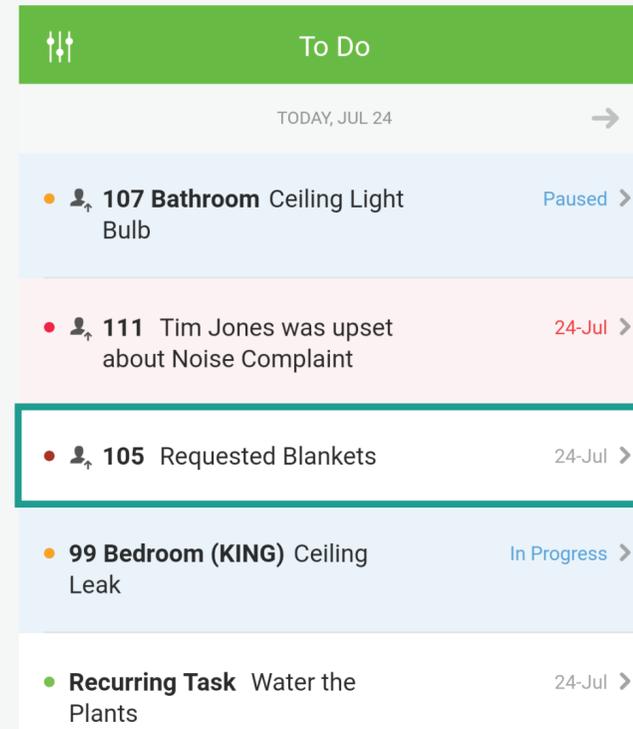
1

Receive request and navigate to the mobile To Do app.



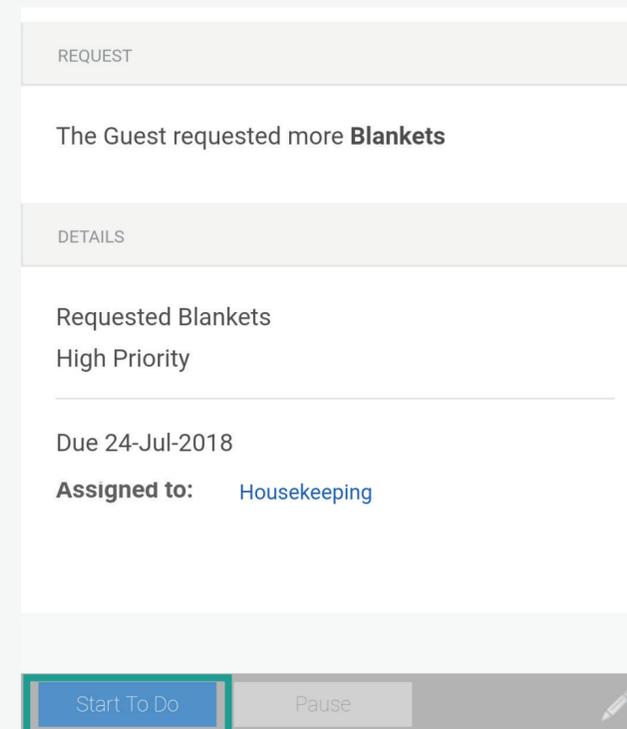
2

Tap requested item to open.



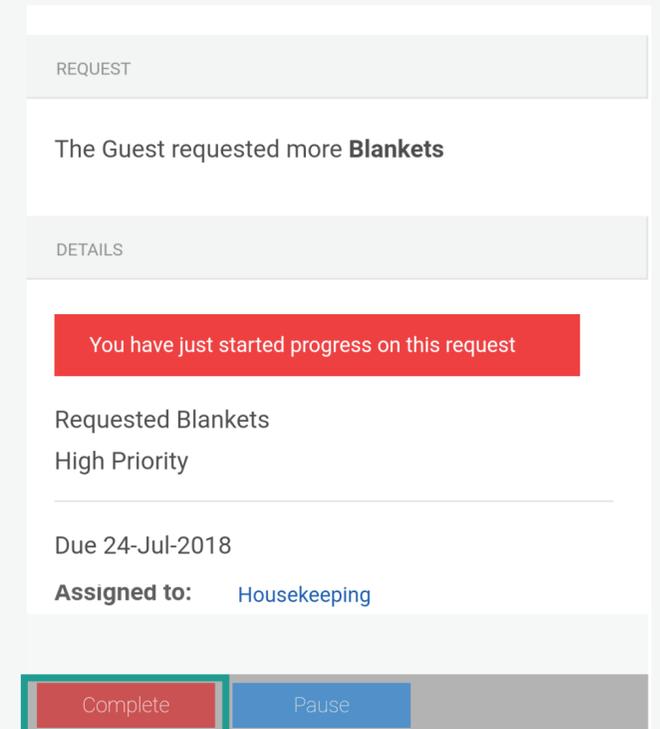
3

Tap **Start To Do** to mark Request as in progress.



4

Tap **Complete** once you have fulfilled the Request.



# Understanding the Work Order Form

Fill in these fields to create a Work Order. Some fields default to certain options to help save time, but every field can be changed.

**PRO TIP**

Keep in mind that checking Guest Requested will trigger escalation push notification alerts to department heads within 30 minutes and to management after 45 minutes if the Work Order is not addressed.

The screenshot shows the 'New Work Order' form with the following fields and callouts:

- LOCATION:** A text input field with the placeholder 'Type to select area...'. Callout: 'Select location. A location must be selected to activate the form.'
- WHAT:** A text input field with the placeholder 'Type to select item...'. Callout: 'Select item.'
- Issue:** A dropdown menu currently showing 'Issue'. Callout: 'Select issue.'
- DETAILS (Optional):** A section containing a checkbox labeled 'Guest Requested'. Callout: 'Tap the checkbox if the Work Order is guest initiated.'
- Additional notes...:** A text input field for notes. Callout: 'Add relevant notes.'
- DUE DATE:** A date picker showing '07/24/2018'.
- ASSIGN TO:** Two dropdown menus, one for 'Department' (showing 'Engineering') and another for 'Engineering'. Callout: 'Select who will get the request.'
- ADD PHOTOS (Optional):** A section containing a camera icon. Callout: 'Optional: Tap the camera icon if you want to take a picture.'
- Post:** A green button at the bottom of the form. Callout: 'Tap Post to add Work Order to the To Do List.'

# Creating a Work Order

Use Work Orders to let people know what is broken. Follow these steps to create a Work Order.

**1**

From the mobile To Do app, tap the + icon in the bottom right corner of your screen.

The screenshot shows a mobile app interface with a list of tasks. At the bottom right, a green plus icon is highlighted with a dashed box. The tasks listed include '105 Requested Blankets', '99 Bedroom (KING) Ceiling Leak', and 'Recurring Task Water the Plants'.

**2**

Tap **Work Order**.

The screenshot shows the 'New To Do' screen with a green header. The 'Work Order' option, represented by a wrench icon, is highlighted with a green border.

**3**

Fill out the Work Order form.

The screenshot shows the 'New Work Order' form with fields for 'LOCATION', 'WHAT', 'Issue', and 'DETAILS'. The 'Guest Requested' checkbox is checked. The 'Post' button is highlighted with a green border.

**4**

Tap **Post**.

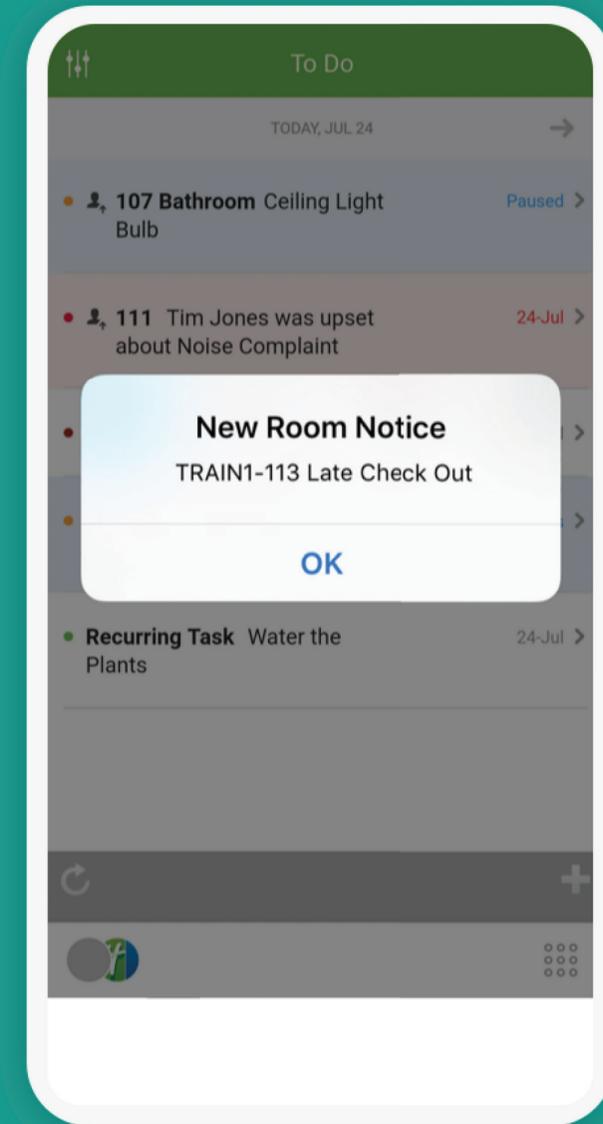
The screenshot shows the 'Post' button highlighted with a green border. The form above it shows the 'DUE DATE' as 07/24/2018 and 'ASSIGN TO' as Engineering.



ROOMS BOOK APP

# Find Important Room Info

The Rooms Book app houses Room Notices that make the housekeeping team aware of room status changes like late checkouts, VIP rooms or pet rooms. If the guest tells the front desk staff about a change, they can easily enter it in for housekeeping.

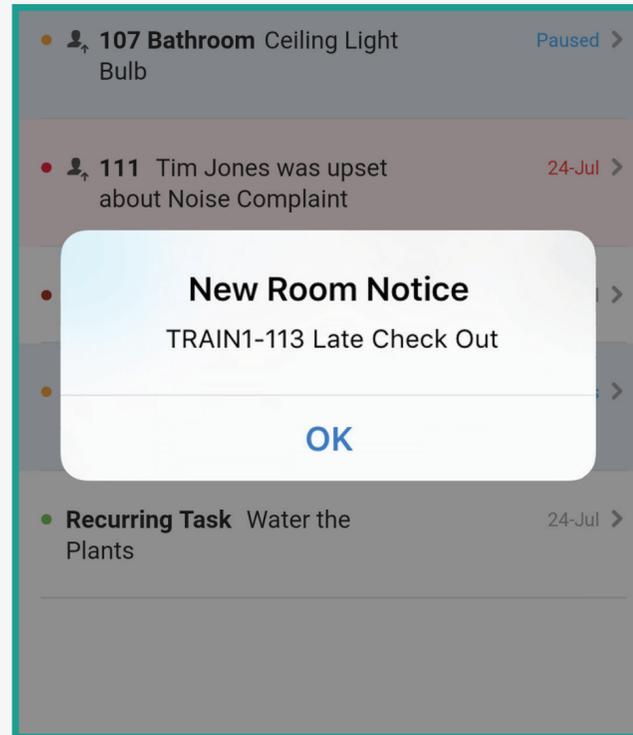


# Completing a Room Notice

Follow these steps to complete a Room Notice.

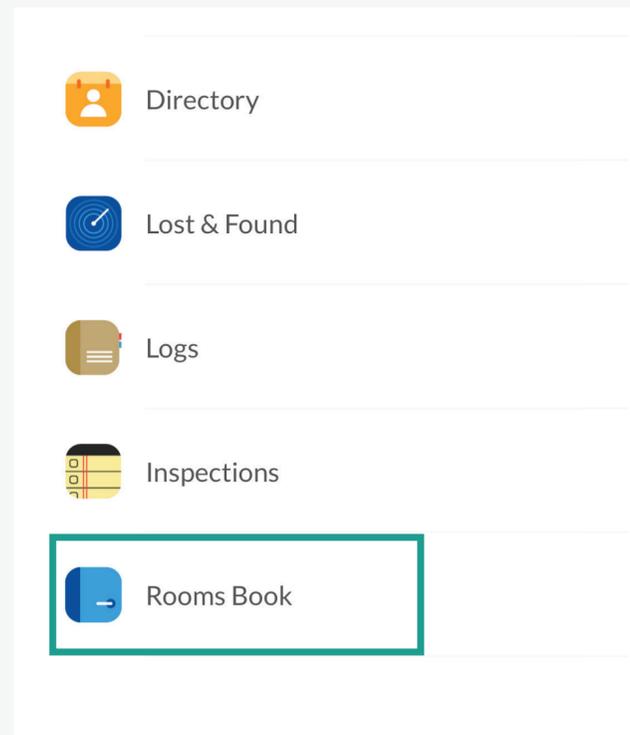
1

Receive a Room Notice.



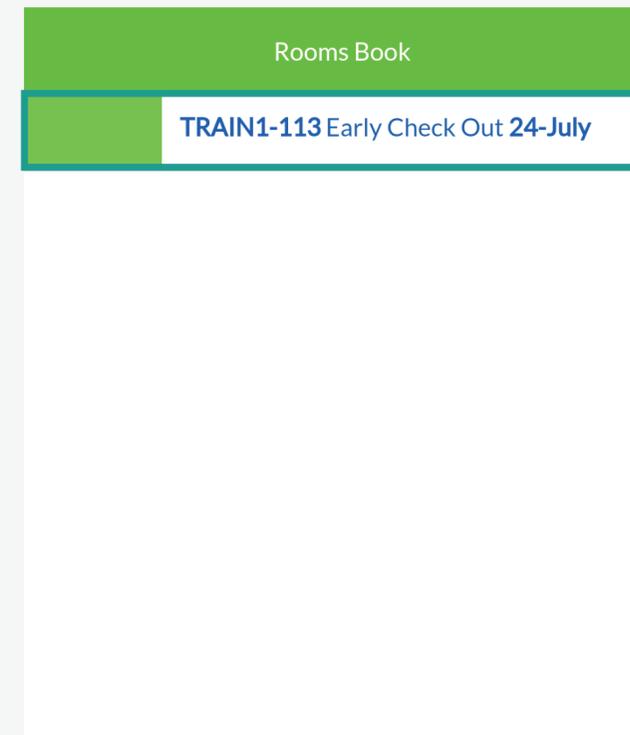
2

Open the **Rooms Book** app.



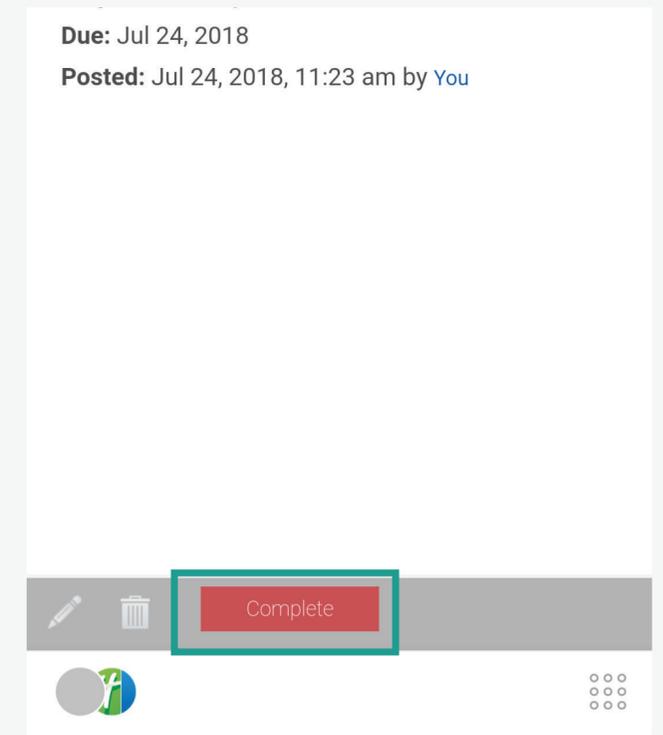
3

Tap the **Room Notice**.



4

Tap **Complete**.

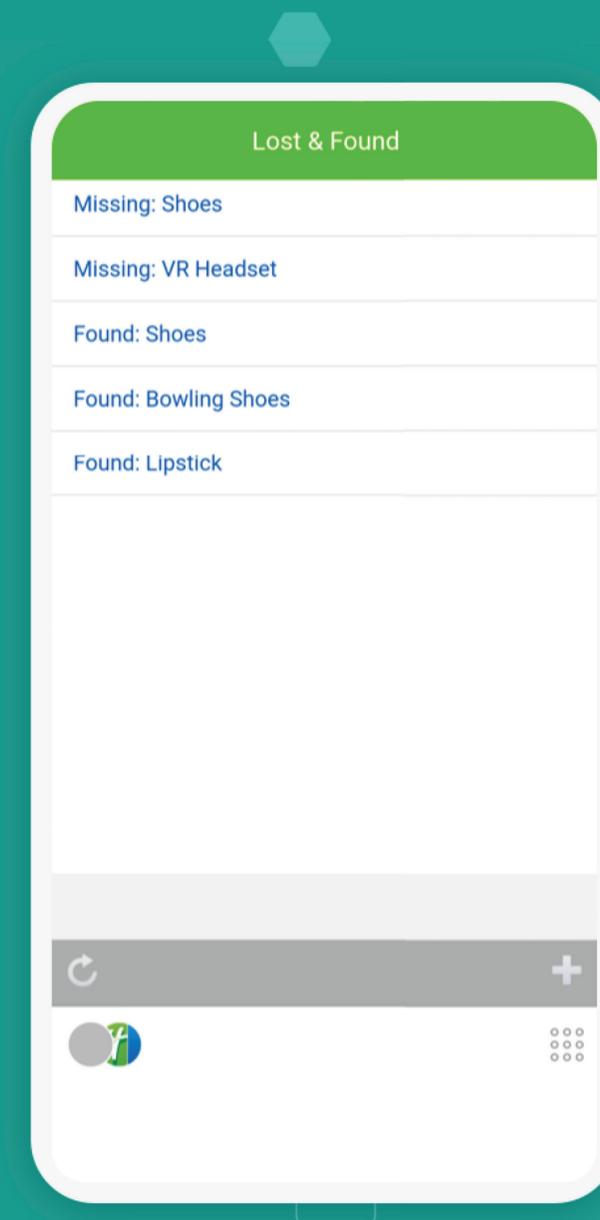




LOST & FOUND APP

# Report Lost & Found Items

Whether it's lost or found, Quore has a great way to track it. Items can be inventoried, monitored, and identified as needing to be discarded after a certain amount of time. The entire database is searchable, and returned items can include tracking information, ensuring they make their way back to the guest.



# Reporting a Lost Item

Find an item while walking the hotel? Enter it in Quore to make everyone aware to be on the look out for it.

**1**

From the mobile **Lost & Found** app, tap the **+ icon** in the bottom right corner of your screen.

**2**

Tap **+ Item**.

**3**

Select **Missing Item** or **Found Item** as the type from the dropdown. Fill out the form.

**4**

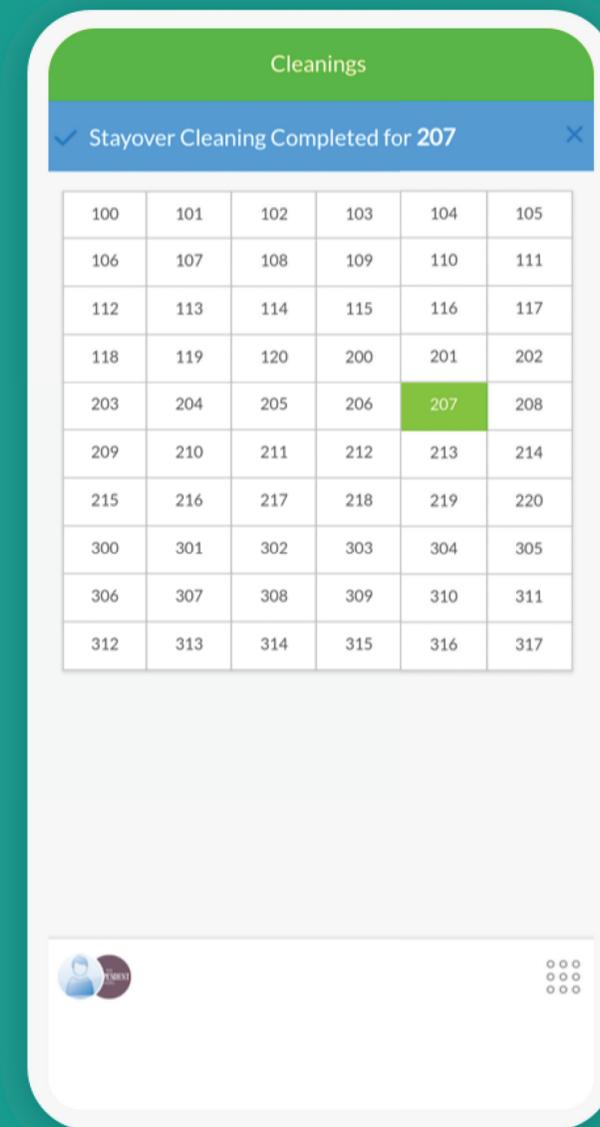
Tap **Post Item**.



CLEANINGS APP

# Inpsect Cleaned Rooms

The Cleanings app is a great tool for tracking housekeeper performance. The app also allows you to create templates for your different types of cleaning inspections.



# Completing a Cleaning Inspection

Follow these steps to complete a cleaning inspection. In order get the most out of this app, be sure to create user accounts for your housekeepers so they are available to select as a room cleaner.

1

From the mobile Cleanings app, tap the **room number** in the Cleanings Rooms Grid.

Cleanings

All Guestroom Cleanings TODAY

100	101	102	103	104	105
106	107	108	109	110	111
112	113	114	115	116	117
118	119	120	200	201	202
203	204	205	206	207	208
209	210	211	212	213	214
215	216	217	218	219	220
300	301	302	303	304	305
306	307	308	309	310	311
312	313	314	315	316	317

2

Tap the cleaning type.

✕ Select Cleaning Type

Checkout

Stayover

Deep Clean

3

Perform your inspection. Mark any item as failed by tapping the **X icon**. Tap the **Complete** button to finish your cleaning inspection.

Stayover Inspection

INSPECTION ITEMS

Bathtub/Shower

Shower walls clean ✕

No hair on floor ✕

Tub clean ✕

Complete

4

Quore will prompt you to type in the name of the housekeeper. Tap the name of the housekeeper to attach them to that cleaning. Add notes as needed. **Tap Complete.**

< Complete Inspection

ROOM CLEANER:

Mr. Clean

Add notes...

Complete

# You're Trained!

Now that you have completed the housekeeping training, log on the desktop and go to the My Account section to update any important information including time zone, preferred language or your password. Get ready to experience the Quore difference!

## Questions?

Visit Quore Learn at [learn.quore.com](https://learn.quore.com) to search by keyword. Contact our support team 24-7 at [+1 \(877\) 974-9774](tel:+18779749774) or [support@quore.com](mailto:support@quore.com).

## About Quore

Quore is a service optimization platform that helps hotels use to run their day-to-day operations more efficiently. Our product improves communications between guests and staff by streamlining housekeeping, guest relations, engineering and every other aspect of running a hotel.



**Our Cleanings Plus app is great way to track the efficiency of housekeepers as they clean rooms.**

To learn more visit [go.quore.com/cleanings-plus](https://go.quore.com/cleanings-plus).