

# **How To Guide:**

## Service, Glitch, Mobile, Housekeeping, Inspection

Document version 3.6



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## System requirements and administrator information

As an Operations Suite system administrator, you have full access to the configuration and management of the software. This document is not intended as a setup guide for new systems, but as a guide to help you with the most common setup tasks after the software has been configured by a consultant.

If you are not sure about a certain task, contact your IT department, Support (via <a href="support@knowcross.com">support@knowcross.com</a> ), or your account manager.

To begin configuration, you must have Microsoft Silverlight installed. The URL can only be reached using Safari, Internet Explorer 11, or Edge with Internet Explorer mode enabled. Contact IT if you do not have this installed. Not all functionality or modules discussed in this document may be accessible to you, as some may be license- or PMS-dependent. See your IT department for more information.

The URLs you may need are:

- <u>www.tritonsuite.com</u>
- <u>www.tritononline.com</u>
- hk.knowcross.com
- ins.knowcross.com

## **General configuration**

### Creating a new staff member

1. From the home screen ( ), select System Configuration.

The home screen of the User Management console appears.

tform Config		S   v0.1 - alpha			User Co	nsole				(	KC Sales Engineeri	1 ng Director - Eng	țineeri
8	T	Search	•	🖛 Last update 🔹	$\checkmark$						0 0 (	5 +2	C
<u>r</u> e		Name	User Name	Department	Designation	Role	Active Devices	Password Expiry Date	Shared	Language	Last update	Created By	*
	$\checkmark$	Shaun Heffernan	SH	Food and Beverage	Food and Beverage Manager				No	English	21/06/2022		
ō		• KC Sales 1	KCS1	Engineering	Engineering Director	Admin	Ç D		No	English	21/06/2022		
		• KC Sales 2	KCS2	Front Office	Receptionist	Admin	<b>P</b>		No	English	21/06/2022		1
		• KC Sales 3	KCS3	Housekeeping	Housekeeping Supervisor	Admin	₽ □		No	English	21/06/2022		1
		• Kc Sales 4	KCS4	Engineering	Receptionist	Admin	₽ □		No	English	21/06/2022		
		Fred Harrison	BEN1	Housekeeping	Housekeeping Attendant	User - All Modules	<b>P</b> 0		No	English	21/06/2022		
		Benjamin McDonald	BEN	Housekeeping	Executive Housekeeper	User - KHK Only	<b>Q D</b>		No	English	21/06/2022		
		John Smith	CM1	Housekeeping	Housekeeping Attendant	User - All Modules	<b>Q</b> 0		No	English	16/06/2022		
		Christopher McNutt	СМ	Front Office	Hotel Manager	User - All Modules	₽ D		No	English	16/06/2022		
		Mardochee Gracia	MG	Engineering	Technician	User - KSV+KM+KMT	Ç D		No	English	16/06/2022		

2. Select the **create new user** icon in the upper-right corner of the screen.

Ħ	н к	NOW 🔻 🝸	Search		▼ 🖛 Last update	▼ ] [〒 Last update ▼ ] ↓						Ģ ₿
문은		Name	User Name	Department	Designation	Role	Active Devices	Password Expiry Date	Shared	Language	Last update	Created By
		• New Joinees 3	NJ3	FM&E	Assistant Front Office Ma	All Role			Yes	English	02.06.2022	Staff Console1
[40		Nitin Grover	NG	Front Office	Assistant Villa Manager	All Role	Q D		No	English	01.06.2022	Happy Singh
	0	• role test1	ROLE1	F&B	Admin Executive	Role Manager Testing 1		27.10.2022	No	English	01.06.2022	Ankur Jain

A window appears.

- 3. Complete the information for your new user.
  - o First Name
  - o Last Name



- o Language
- o Username
- o Password
- Service staff—Select this option if the staff will receive jobs.
- o Designation
- o Department
- $\circ$  Devices
- $\circ$  Role
- 4. When you are finished, select **Submit**.

	First Name *	Last Name			tion *		
				Select	t Designation		
	Preferred Language *			Departm	ent *		
	Select Language		*	Select	t Department		
User Name *		Password *	ø	Account	t Expiry Date	Password Expiry Date	Ē :
Service Staff		Password Auto Expire			Change Password		
Share Property	Role				Device Type	Details	
Share Property Or kcsales	Role		•		Device Type	Details	
			Y			Details EMAIL	
			¥		PC		
			Ŧ		PC Email	EMAIL SMS	

## Editing/updating staff

1. From the home screen ( ), select System Configuration.

The home screen of the User Management console appears.

2. Select the row of the staff that you want to update.

#### A pane opens.

C WCR		v0.1 - αlpha			User	Console		Testuser june     Director of Conv		sing			×
3	T	Search	*	.ast update 🛛 🔻	$\downarrow$			Change password	Update De	evice Notification	Update Role		=
<u>ب</u>		Name	User Name	Department	Designation	Role	Devices			User Name JUNEUAT2		Language English	
		• Testuser june uat2	JUNEUAT2	Purchasing	Director of Convention	All Role	φ.			Account Expiry Date 31/07/2022	e	Password Exp Date 31/07/2022	
j		• Test user june uat	JUNEUAT1	Executive Office	F&B - The Line AM	All Role	₽.			Created By		Last update 09/06/2022	
3		Pratima SLSH	PRATIMASLSH1	Housekeeping	HK - Room Attendant	Test role UAT	<b>P</b> (						
		• UAT Ankur UAT Jain	ANKUR_UAT	Engineering	BQT - AV Engineer	All Role		Service Sta	ff		Passwoi	rd Auto Expire	
		Ankur Jain UAT	ANKUR_1	Butlers	Assistant Director of Bus	All Role	₽.	Change Par	isword		Admin U		
		Nitin Tyagi	TINTIN_1	Engineering	BQT - AV Engineer	All Role		Device Notifications	Туре	Details			
		• Test Test	NEW_USER_VERY_NEW_UNIQUE	Engineering	BQT - AV Engineer	All Role		<b>P</b>	PC				
		• abc26503 def26503	TEST011	Front Office	FO - GSC Service Leader	All Role			MobileApp				
2	0	Shivani SLSH	SHIVANISLSH1	Housekeeping	HK - Room Attendant	All Role	<b>P</b> (						
		Deepali slsh		Purchasing	Security - Area Director		<b>P</b> (	Share Property	Role				Details
	•							O- SLSH	All Role				View Deta

On this pane, you can do the following:

- $\circ$  Change the password.
- Update the role.
- Update device notification.
- o Edit names/language/designation/department.



Complete the following steps, as necessary:

• Select Change password.

In the Change password dialog box, you can update the password of your staff. You create a new one and confirm the password to be able to submit the change.

ew Password	Ø	Confirm New Password	8

• Select Update Role.

In the Update Role dialog box, you can update the role of the staff. From the drop-down list, select a new role. Select **Submit**.

hare	Property	Role	
7	kcsales	User - All Modules	×

• Select Update Device Notification.

In the Update Device Information dialog box, you can add or remove the devices that must be changed for the staff. When you are finished with your updates, select **Submit**.

	Device Notifications	Туре	Details
/	Ģ	PC	
		Email	EMAIL
		SMS	SMS
~		MobileApp	
		Glitch Email	EMAIL

3. From the upper-right corner of the screen, select the **Edit** icon.

A menu appears. Options include:

- Language
- Edit
- Deactivate

## UNIFOCUS

#### • Delete

•	Search	- J = L	ast update 🛛 👻	$\checkmark$					Cancel Subm
	Name	User Name	Department	Designation	Role	Devices		First Name * Testuser	Last Name june uat2
	• Testuser june uat2	JUNEUAT2	Purchasing	Director of Convention	All Role	₽ (			Select Language *
	• Test user june uat	JUNEUAT1	Executive Office	F&B - The Line AM	All Role	φ.		User Name * JUNEUAT2	English ×
	• Pratima SLSH	PRATIMASLSH1	Housekeeping	HK - Room Attendant	Test role UAT	φ.		Account Expiry Date 31/07/2022	Password Exp Date 31/07/2022
	• UAT Ankur UAT Jain	ANKUR_UAT	Engineering	BQT - AV Engineer	All Role				
	Ankur Jain UAT	ANKUR_1	Butlers	Assistant Director of Bus	All Role	Ω.		Purchasing × 💌	Designation *
	Nitin Tyagi	TINTIN_1	Engineering	BQT - AV Engineer	All Role				
	• Test Test	NEW_USER_VERY_NEW_UNIQUE	Engineering	BQT - AV Engineer	All Role		Service Staff	F	assword Auto Expire
	• abc26503 def26503	TEST011	Front Office	FO - GSC Service Leader	All Role		Change Password	A	dmin User
	Shivani SLSH	SHIVANISLSH1	Housekeeping	HK - Room Attendant	All Role	<b>P</b> (	Last update		
0	Deepali sish		Purchasing	Security - Area Director			2022-06-09		

- 4. If necessary, select Language to update language for the staff.
- 5. If necessary, select Edit to update the following information:
  - First name
  - Last name
  - Designation
  - Department
  - Service staff status (if the staff receives jobs)
  - Change password (provides the option for the staff to change their password)
  - Auto Password
  - Admin User (authorizes the staff to access all features of the software)
- 6. If necessary, select **Deactivate** to deactivate staff. Deactivated staff cannot access the software.

KNDWC Platform Confi					Staff	Console		Testuser1 june uat2     Director of Convention					>
	T	Search		🖛 Last update 👻	$\downarrow$			Change password U	pdate Device Notification	Update Role			
연관		Name	User Name	Department	Designation	Role	Devices	0	User Name JUNEUAT2		Language	Language	Ì
()		• Testuser june uat2	JUNEUAT2	Purchasing	Director of Convention	All Role	₽.		Account Expiry Date 31/07/2022			Edit	
[*0		• Test user june uat	JUNEUAT1	Executive Office	F&B - The Line AM	All Role	P C		Created By		Last upda	Deactivate	
		Pratima SLSH	PRATIMASLSH1	Housekeeping	HK - Room Attendant	Test role UAT	φ.					Delete	_
		• UAT Ankur UAT Jain	ANKUR_UAT	Engineering	BQT - AV Engineer	All Role		Service Staff		Password	Auto Expl	Delete	_
		Ankur Jain UAT	ANKUR 1	Butlers	Assistant Director of Bus	All Role		Change Password	1	Admin Us	er		

7. If necessary, select **Delete** to delete staff from your database.

KNDWC Platform Con		<b>S</b>   ν0.1 - αlpha			Staff	Console		Testuser1 june u     Director of Conven				×
	T	Search	-	📻 Last update 👻	↓			Change password	Update Device Notification	Update Role		=
<del>ال</del>		Name	User Name	Department	Designation	Role	Devices	0	User Name JUNEUAT2	Language English	Language	÷
		• Testuser june uat2	JUNEUAT2	Purchasing	Director of Convention	All Role	₽ [		Account Expiry Date 31/07/2022		LUIL	
[*0		• Test user june uat	JUNEUAT1	Executive Office	F&B - The Line AM	All Role	<b>P</b> (		Created By	Last updat 09/06/20:	Deactivate	
		Pratima SLSH	PRATIMASLSH1	Housekeeping	HK - Room Attendant	Test role UAT	φ.			Г	Delete	٦
		• UAT Ankur UAT Jain	ANKUR_UAT	Engineering	BQT - AV Engineer	All Role		Service Staff		Password Auto E	Delete	1
	0	Ankur Jain UAT	ANKUR 1	Butlers	Assistant Director of Bus	All Role		Change Passw	rord	Admin User		_

## **Creating new roles**

Access to the various functions within Service, Glitch, Maintenance, or Mobile are controlled from User Roles. All staff members should have a role assigned to allow access to the platform. If you change a role, this will apply to all staff members on the next login.

1. From the home screen ( ), select System Configuration.

The home screen of the User Management console appears.

2. Select middle icon in the left-hand menu.

The screen displays all the roles that are currently available in your system.

NOWC Itform Config				Role Console  C Sales 1 Engineering Director - Engin						
8	Produc	ts 💌	Search 👻 루	Last update 🝷 🗸				🚡 Ō + O		
E&		Name	Products	Role Description	Updated By	Last update	Created By	Created On		
		Copy of - New@123	Knowcross Core, KNOW Serv		Kc Sales 4	21/06/2022	Kc Sales 4	21/06/2022		
ō	~	Copy of - New@12345	Knowcross Core, KNOW Serv		Kc Sales 4	21/06/2022	Kc Sales 4	21/06/2022		
		Admin	Knowcross Core, KNOW Serv	Admin Role	Kc Sales 4	21/06/2022	kcsales	19/01/2021		
		User - KSV+KM+KMT	KNOW Maintenance, KNOW Se		QA 3*	04/03/2022	Rachit Chib	07/12/2021		
		User - All Modules	KNOW Maintenance, KNOW Se		QA 3*	04/03/2022	kcsalesadmin	30/11/2020		
		USER - KSV+KHK	KNOW Service, Guests, KNO		Rachit Chib	22/02/2022	Rachit Chib	22/02/2022		
		User - KSV+KM+KG	KNOW Service, KNOW Glitch		Rachit Chib	09/02/2022	Rachit Chib	01/09/2021		
		User - KHK Only	Guests, KNOW Mobile, Know				Rachit Chib	07/09/2021		

3. To create a new role, select the plus (+) button.

A new screen appears.

4. Create the name of this new role and select which rights this new role will have.

	KNOW -	Role Name Role Description	
옥핔	KNOW Service	Knowcross Core KNOW Glitch KNOW Maintenance KNOW Mobile Guests	
10	Job Console		~
	New Job		~
	Recurrence		^

5. Choose which products, modules, and rights the role will have.

KNOV	/ Service	Knowcross Core	KNOW Glitch	KNOW Maintenance	e KNOW Mobile	Guests	
Jol 🔽	o Console						
Ne	w Job						
Re Re	currence Departments		Delete	🕑 Edit	V Print	Recurrence	View
Re Re			Delete	🗹 Edit	Print	Recurrence	View
	Departments						

Below the section, you can see which software products the role can access.

	CROSS	pha	New Role	Θ	Ankur Jain Admin Executive - But
8	<b>KNOW</b>	•	Role Name Role Description		
<del>ا</del> گ	KNOV	V Service	Knowcross Core         KNOW Glitch         KNOW Maintenance         KNOW Mobile         Guests		
(TO	ol 🗌	b Console			~
	🗆 Ne	w Job			~
	C Re	currence			~
	□ Sh	ift Setup			~

- 6. After you have selected the product, search for the module.
- 7. Once you have selected the modules, select the rights for the role.

Re	Role Name		Role Description				
	Departments	Delete	🗌 Edit	Print	Recurrence	View	
	Butler						
	F&B						
	FM&E						
	Front Office						
	GC Call Centre						
	Housekeeping						
	п						

When you have finished creating your role, select **Save**.



## Managing roles in the Role Console

You can manage existing roles in the Role Console. Tasks include:

- Deleting a role
- Copying a role

#### Deleting a role

Deleting a role permanently removes it from the system. To delete a role, select the trash icon in the upper-right corner of the screen.

CNDW latform Cor	CROSS			Role Console				Ankur Jain Admin Executive
Ħ		Products	▼ Search	👻 📻 Lastu	ipdate 🔻 🗸			🖻 🕇 🕛
<u>۳</u> ع		Name	Products	DESCRIPTION	Updated By	Last update	Created By	Created On
		All Role - Ankur	KNOW Maintenance, KNOW Se		Zoya Khatri	09/06/2022	abc26611 def26611	23/01/2019
0		SuperDry	Knowcross Core, KNOW Serv		Ankur New	18/05/2022	Ankur New	18/05/2022
		1st 2 dep	Knowcross Core, KNOW Serv		Zoya Khatri	06/04/2022	Ankur New	16/03/2022
		Copy of - 1st 2 dep	Knowcross Core, KNOW Serv		Deepali Bhardwaj	05/04/2022	Deepali Bhardwaj	05/04/2022

#### Copying a role

Copying a role creates a duplicate of the role. You might copy an existing role if you must create a new role that differs only slightly from the original. This process saves you some time when creating new roles. To copy a role, select the Copy icon in the upper-right corner of the screen.

	ROSS	<b>3</b> /0.1 - αlpha		Role Console				Ankur Jain Admin Executive
		Products	▼ Search	👻 📻 Lasti	update 👻 🗸			🕒 ā 🖓 +. 🖓
<b>1</b> 2		Name	Products	DESCRIPTION	Updated By	Last update	Created By	Created On
		All Role - Ankur	KNOW Maintenance, KNOW Se		Zoya Khatri	09/06/2022	abc26611 def26611	23/01/2019
ō		SuperDry	Knowcross Core, KNOW Serv		Ankur New	18/05/2022	Ankur New	18/05/2022
		1st 2 dep	Knowcross Core, KNOW Serv		Zoya Khatri	06/04/2022	Ankur New	16/03/2022
		Copy of - 1st 2 dep	Knowcross Core, KNOW Serv		Deepali Bhardwaj	05/04/2022	Deepali Bhardwaj	05/04/2022

## Authorizing, creating, and editing a mobile device

Administrators can manage and authorize smartphones and mobile devices across the mobile application.

#### Activating a new device

1. From the home screen ( ), select **System Configuration**.

The home screen of the User Management console appears.

2. Select the third icon from the menu on the left. The screen displays all devices in your system.

	iguration   v0.1 - αlpha						Device Console		Assistant Engineer - Front Off	
3	O 112 O 29	0 83	RWSCT 🔻	T	Search	•	E Last Seen	- 4		🧬 🔂 C
	Device Status	i.	Device Name			Device ID		Device Type	Last Seen	
<u>8</u>	0	•	IPHONE_ABC27	403_DEF2	7403	1CDC7A86-ASCF-4555-ACB	E-059D37F185BE	iPhone Base License	Zoya Khatri 08/06/2022 17:55	
ō	0	•	IPHONE_Test_u	iser1		FC6EB477-CFA6-4D6E-996	1-91FA67E1EF9D	IPHONE	Test user1 20/05/2022 02:59	
		•	IPHONE_hitesh	_manak11		208DECE8-B24D-4880-BDF	A-3ED5C708B554	iPhone Base License	hitesh manak1 16/05/2022 11:28	
		•	ANDROID_hites	h_manak1		F53EFD3392A55719		ANDROID	hitesh manak1 05/05/2022 18:16	
		•	ANDROID_hites	h_manak1		ABF2533C86A6D7E0		ANDROID	Arpan Shah 25/04/2022 10:25	
		•	IPHONE_Nib1_	11		C3F91CC2-3FA4-457E-8A5E	0-8127241F180F	IPHONE	Nib1 11 21/04/2022 15:28	
		•	IPHONE_hitesh	_manak1 3	3	A7FEF8EC-B4D8-43F8-A68	7-365CB7F51479	iPhone Base License	Nib1 11 13/04/2022 13:17	
		•	IPHONE_hitesh	_manak1		216E1241-802F-4110-956B	-43CD65409029	IPHONE	hitesh manak1 11/04/2022 16:30	
		•	IPHONE_Nib1_	11		22161B71-BE94-4D5B-9866	5-0E3C5D79ED51	IPHONE	Nib1 11 04/04/2022 15:36	
	0	•	IPHONE_Test_M	MT4		43368839-FE02-4B55-B8F9	-681EE4F11716	IPHONE	Nib1 11 31/03/2022 12:56	
			IPHONE_hitesh	_manak1		952B8139-D6B7-4976-8699	BC53A97E7F6D	IPHONE	Arpan Shah 30/03/2022 13:48	
	-	1	Second Second					new rec	hitesh manak1	

**Note:** Observe the number and device IDs of inactive devices before logging in to the software with the new device.

- 3. The device ID appears on the mobile client setup page once the mobile device has successfully connected to the software. (The mobile device user receives a message that their device must be authorized.)
- 4. Activate the correct device on the devices console.

Your device appears at the top of the list in red text color.

Note: You must verify the Device ID before the device can be activated.

To activate the device, select the **Activate Device** button in the row of the device.

	αss ration   v0.1 - αlpha		Device Console	Device Console			
	<b>)</b> 113 <b>)</b> 29 <b>)</b> 84	RWSCT 🔻 🝸 Sear	ch 💌 F Last Seen	•		🛟 💁 🗘	
	Device Status	Device Name	Device ID	Device Type	Last Seen		
	•	ANDROID_hitesh_manak1	ABF2533C86A6D7E0	ANDROID	Arpan Shah 25/04/2022 10:25	/ 🛛 j	
•	•	IPHONE_Nib1_11	C3F91CC2-3FA4-457E-8A5D-8127241F180F	IPHONE	Nib111 21/04/2022 15:28	Activate Device	
	•	IPHONE_hitesh_manak13	A7FEF8EC-B4D8-43F8-A687-365CB7F51479	iPhone Base License	Nib111 13/04/2022 13:17		

The text color of the row turns green to indicate that the status of this device is activated.



#### Creating a new device

1. On the device console, select the **New Device** button.

KNDV Platform C		<b>ΒΒ</b> on   v0.1 - αlpha		Device Console		Harpreet Si Accistant Env	ngh aineer · Front Office
Ø	0	113 🔿 29 💊 84	RWSCT - Search	▼ 🖛 Last Seen	- 4	ď	o c
		Device Status	Device Name	Device ID	Device Type	Last Seen	<b>J</b>
٣å		•	IPHONE_ABC27403_DEF27403	1CDC7A86-A5CF-4555-ACBE-059D37F185BE	iPhone Base License	Zoya Khatri 08/06/2022 17:55	
		•	IPHONE_Test_user1	FC6EB477-CFA6-4D6E-9961-91FA67E1EF9D	IPHONE	Test user1 20/05/2022 02:59	
			IPHONE_hitesh_manak11	208DECE8-B24D-4880-BDFA-3ED5C708B554	iPhone Base License	hitesh manak1	

A screen appears.

- 2. Complete the following information:
  - o Device name
  - Device ID (ID provided with the software)
  - o Device type
  - Device status (active or not active)
- 3. After you have entered the information, select **Save**.

+ Add Device		$\otimes$
RWSCT	•	
Device Name *		
		1
Device ID *		
Device Type *		
ANDROID	× <del>•</del>	
Device Status	Close	•

The device appears on the device console and is ready to be used.



## Editing a device

1. Select the row of the device that you want to edit.

KNDV Platform C		ion   v0.1 - αlpha		Device Console	Harpreet Singh Assistant Engineer - Front Offic		
	C	116 🔿 30 🚫 86	RWSCT V Search	🔹 👻 🖛 Last Seen	- 4		🛟 🙆 C
		Device Status	Device Name	Device ID	Device Type	Last Seen	
æ.			IPHONE_ABC27403_DEF27403	1CDC7A86-ASCF-4555-ACBE-059D37F185BE	iPhone Base License	Zoya Khatri 08/06/2022 17:55	/ × Ō
		•	IPHONE_Test_user1	FC6EB477-CFA6-4D6E-9961-91FA67E1EF9D	IPHONE	Test user1 20/05/2022 02:59	
			IPHONE_hitesh_manak11	208DECE8-B24D-4880-BDFA-3ED5C708B554	iPhone Base License	hitesh manak1 16/05/2022 11:28	

The Edit Device dialog box appears.

Edit Device		$\otimes$
RWSCT		•
Device Name * IPHONE_Test_KMT4		
Device ID * 43368839-FE02-4B55-B8F9-681EE4F11716		
Device Type *		
IPHONE		•
Device Status	Close	Save

- 2. You can now perform the following tasks:
  - $\circ~$  Change the name of the device.
  - Change the status of the device.
  - Activate the device. A green dot (

     indicates that the status is activated. A red dot (
     indicates that the status is deactivated.

CNOW Natform Cor		<b>3 13</b> n   v0.1 - olpha		Device Console			Assistant Engineer - Front Office
	0	113 🔿 29 🔾 84	RWSCT - Searc	n 👻 🗐 East Seen	- 4		4° 🛆 C
		Device Status	Device Name	Device ID	Device Type	Last Seen	_
<u>F</u> å		•	ANDROID_hitesh_manak1	ABF2533C86A6D7E0	ANDROID	Arpan Shah 25/04/2022 10:25	/ 🛛 j
1			IPHONE_Nib1_11	C3F91CC2-3FA4-457E-8A5D-8127241F180F	IPHONE	Nib111 21/04/2022 15:28	Activate Device
		•	IPHONE_hitesh_manak1 3	A7FEF8EC-B4D8-43F8-A687-365CB7F51479	iPhone Base License	Nib1 11 13/04/2022 13:17	

• Deactivate the device.

KNDW Platform Co		<b>35</b> n  v0.1 - alpha		Device Console			Harpreet Singh Assistant Engineer - P	FrontOfic
Ħ	0	113 🔿 30 🕥 83 🖿	RWSCT 👻 🝸 Search	+ Last Soon	- +		e o	G
		Device Status	Device Name	Device ID	Device Type	Last Scen	_	
E°.		•	ANDROID_hitesh_manak1	ABF2533C86A6D7E0	ANDROID	Arpan Shah 25/04/2022 10:25	<ul> <li>×</li> </ul>	Ĩ
.40		•	IPHONE Nib1 11	C3F91CC2-3FA4-457E-8A5D-8127241F180F	IPHONE	Nib111 21/04/202215:28	Deactive Dev	vice
		•	IPHONE_hitesh_manak1 3	A7FEF8EC-B4D8-43F8-A687-365CB7F5L479	iPhone Base License	NIb111 13/04/2022 13:17		

• Delete the device.

KNOW Platform Co		<b>55</b> n   v0.1 - alpha		Device Console			Harpreet Singh Assistant Engineer - Front Office
	0	113 🔿 30 🕥 83 🖿	RWSCT 🔻 🖌 Search	▼ 📄 Last Seen	* 4		🛟 🖸 🕄
		Device Status	Device Name	Device ID	Device Type	Last Seen	
Få		•	ANDROID_hitesh_manak1	ABF2533C86A6D7E0	ANDROID	Arpan Shah 25/04/2022 10:25	🖌 × Ō
(*0		•	IPHONE Nib1 11	C3F91CC2-3FA4-457E-8A5D-8127241F180F	IPHONE	Nib111 21/04/2022 15:28	Delete Device
		•	IPHONE_hitesh_manak1.3	A7FEF8EC-B4D8-43F8-A687-365CB7F51479	iPhone Base License	NID111 13/04/202213:17	



### Other features in Device Console

From the Device Console, you can activate, deactivate, and delete multiple devices.

Select multiple devices and complete the following tasks as necessary.

• Activate the devices.

KNOW Platform Cor		<b>35</b> n   v0.1 - alpha		Device Console				0	Harpreet Sin Assistant Engi	
	0	117 🔿 31 🚫 86 🖿	RWSCT 🔻 🕇 C	Clear filter Search 💌	E Last Seen     ▼     ↓		<ul> <li>×</li> </ul>	Ō	ď	0
	$\checkmark$	Device Status	Device Name	Device ID	Device Type	Last Seen	Activate Device			
<del>گ</del>	<u>~</u>	•	ANDROID	AD408AF8E1E816D6	Android Base License					
-		•	IPHONE	68EE48F0-69FD-42A8-A7DF-FB8F0F2B7AEA	IPhone Base License					
[40		•	IPHONE	DCFF8A8D-B948-4982-B315-6EB1C7A9BE3C	IPhone Base License					
		•	ANDROID	-55271BAF981F96B9	Android Base License					
		•	IPHONE_Test_user1	D2847FEF-A0BB-4802-B68E-621BC103D8DE	IPHONE					
		•	IPHONE_Test_user1	7EE6709A-B159-4BC7-854C-170B02AB0A1C	IPHONE					
		•	IPHONE_Test_user1	87586316-3E09-4FF0-950F-A72D2E2662BF	IPHONE					
		•	IPHONE_Test_user1	56B00B81-8117-422A-904D-0D210E754222	IPHONE					

• Deactivate the devices.

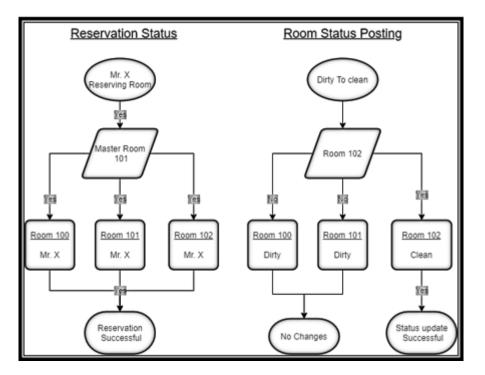
KNDW Platform Co		<b>SS</b> on   ν0.1 - αlpha		Device Console				e	Assistant	t Singh Engineer - Fr	ront Offic
	0	117 () 31 () 86	RWSCT 🔻 🝸 Clear	filter Search 💌	₹ Last Seen ▼	↓	~	×	j (,	0	C
		Device Status	Device Name	Device ID	Device Type	Last Seen		Deactive Device			
E.		•	sasa32	3130EF66543C24D9	ANDROID	Happy Sharm 13/06/2022 20					
(TO		•	ANDROID_Arpan_Shah	554AA116EE161058	ANDROID	Arpan Shah 13/06/2022 19	:38				
		•	IPHONE_ABC27403_DEF27403	1CDC7A86-A5CF-4555-ACBE-059D37F185BE	iPhone Base License	Zoya Khatri 08/06/2022 17	:55				
		•	IPHONE_Test_user1	FC6EB477-CFA6-4D6E-9961-91FA67E1EF9D	IPHONE	Test user1 20/05/2022 02	:59				
		•	IPHONE_hitesh_manak11	208DECE8-B24D-4880-BDFA-3ED5C708B554	iPhone Base License	hitesh manak 16/05/2022 11					
		•	ANDROID_hitesh_manak1	F53EFD3392A55719	ANDROID	hitesh manak. 05/05/2022 18					

• Delete the devices.

	CROS nfiguration	<b>35</b> η  v0.1 - αlpha		Device Con:	sole					arpreet S	Singh nginee <mark>r</mark> - Fi	ront Offic
	0	113 🔿 30 🕥 83 🛛	RWSCT V Searc	h 👻 \Xi Last	: Seen 👻 🗸		~	×	Ō	ď	0	C
		Device Status	Device Name	Device ID	Device Type	Last Seen		1	Delete Device			
<del>۳</del> ۵		•	ANDROID_hitesh_manak1	ABF2533C86A6D7E0	ANDROID	Arpan Shah 25/04/2022 10:25						
.10		•	IPHONE_Nib1_11	C3F91CC2-3FA4-457E-8A5D-8127241F1	80F IPHONE	Nib1 11 21/04/2022 15:28						
		•	IPHONE_hitesh_manak1 3	A7FEF8EC-B4D8-43F8-A687-365CB7F51	.479 iPhone Base License	Nib1 11 13/04/2022 13:17						
		•	IPHONE_hitesh_manak1	216E1241-802F-4110-956B-43CD65409	029 IPHONE	hitesh manak1 11/04/2022 16:30						
		•	IPHONE_Nib1_11	22161B71-BE94-4D5B-9866-0E3C5D79E	ED51 IPHONE	Nib111 04/04/202215:36						
		•	IPHONE_Test_KMT4	43368839-FE02-4B55-B8F9-681EE4F11	716 IPHONE	Nib1 11 31/03/2022 12:56						
		•	IPHONE_hitesh_manak1	952B8139-D6B7-4976-8699-BC53A97E7	F6D IPHONE	Arpan Shah 30/03/2022 13:48						

## Creating component rooms

Component rooms allow several rooms to be booked together by a guest and displayed as one entity for the hotel.



How it works:

In this example, master room 101 is a component room. It is not a physical room but acts as a link between all the rooms that have physically been booked together in the PMS. If master room 101 is booked, rooms 100, 101, and 102 appear as occupied and have the same guest name as the one associated with the master room.

Room statuses follow a similar pattern unless one of the physical rooms involved is cleaned individually.

When onsite at a property, the activation team follows three steps to configure the component room feature:

1. Add the component rooms as a guest room in the locations.

1 🔒 🕹 😵	ç) 📕		8 🔊 🖷 🗈 🛋 🚨 🚳 🚔 🤹 8 🖉 🔍 🔎
Zone Manager			
Search Zone		All	
Zones		Description	Туре
All	•	101	Guest Room
Bauen		102	Guest Room
Fronalpstock		103	Guest Room
FZP		103104	Guest Room
FZP 0		104	Guest Room
FZP 1		105	Guest Room

For the component room feature to work, the component rooms must be configured in the Zone Manager as a Guest Room. Licenses must be extended for this, but they are usually not charged to the client, as these rooms are only virtual.



In this example, 103 and 104 are individual physical rooms that can be booked together. The component room is 103104 and becomes the master room if 103 and 104 were booked together. This is also where the reservation appears.

2. Configure the component rooms in the PMS interface Location tab.

As with any other regular room, component rooms must be configured in the PMS Interface settings so that they are linked to the PMS.

Interface Settings											
Registered Interfaces	Mobile Client Fields N	apping	Соц	untry Mapping	Station	Number	Activity	Settings	Export Not	es Rules	Notes Format
PMS Interface	Guest Extended	Guest Fixed		Reservation Extend	ded	Reservation F	ixed	VIP Level	Folio	Reviews	Locations
	Knowcross Location	PMS Locati	ion						·	·	
	101	101									
	102	102									
	103	103									
	103104	103104									
	104	104									
	105	105									

**Important:** The component room's PMS Location must appear exactly as it does in the PMS. The client can provide this information if necessary.

3. In the PMS Interface Station Number tab, link the component room to its related physical rooms.

Interface Settings								
Registered Interfaces	Guest Extended	Guest Fixed		Reservation Exter	nded	Reservation	n Fixed	
PMS Interface	Mobile Client Fields M	apping	Cou	intry Mapping	Station	Number	Activity S	
		`				Sele	ct File U	
	Knowcross Location	Station Num	bers					
	101							
	102							
	103	103						
	103104	103104,103,1	04					
	104	104 104						
	105	105						

In **Station Number**, the physical rooms must be entered exactly as they appear in the PMS. The component rooms must have the following information: component room number, room1, room2, and so on. They must be separated by commas.

**Note:** The system license controls how many guest rooms can be registered in the software. Component room functionality depends on your PMS and Interface. Contact your IT department for details.

## Service and Glitch configuration

### Adding a new call description

1. Log in to the Corporate Admin portal.

General					Call Manager				
Designations Departments	English • Search							Search	
A Rapid Response	Category	Ski	Description	Category	Time To Respond Staff	Time To Respond Guest	Priority	Complain Type	
Re-Assign Reason	All	-	Candles are missing	F&B Overall	5	5	Normal	Service Request	
Re-Open Reason	Air conditioning	Du	Clear tables at Beer Tavern	F&B Overall	5	5	Urgent	Service Request	
Reset Reason	Audio Video	Du	Crew cocktail has to be served	F&B Overall	5	5	Urgent	Service Request	
Parking Reason	Bell Desk	Be	Dim the light	F&B Overall	5	5	Urgent	Service Request	
Closing Reason	Carpentry	Du	Guest waiting at the entrance	F&B Overall	5	5	Urgent	Service Request	
Skill Call Manager	Carpet Crew	PA	Guest wants to reserve a table	F&B Overall	5	5	Urgent	Service Request	
Glitch	Concierge	Co	Hostess is not at the entrance	F&B Overall	5	5	Urgent	Service Request	
Closing Reason	Conference & Banqueting	Ba	Need service at Beer Tavern	F&B Overall	5	5	Urgent	Service Request	
Re-Open Reason	Craftsman	Cri	Perfume candles missing	F&B Overall	5	5	Urgent	Service Request	
Glitch Manager	Electrical	Du	Replenish candles	F&B Overall	5	5	Normal	Service Request	
Data Upload	Elevators	Du	Service at the bar	F&B Overall	5	5	Urgent	Service Request	
User Management	Eng Laundry	Du	Turn on music at Beer Tavern	F&B Overall	5	5	Urgent	Service Request	
Corporate Users	Eng Telephones	Du							
Regional Users	F&B Overall	F&							
Property Admin	Fire Detection/Alarm/Sprinkl	er Du 🚽							
	•	•							
	Add New Category		Add Export						

- 2. In the left pane, select the **Call Manager** link.
- 3. Select the relevant **Call Category** for which the **Call Description** is required.
- 4. Either select the **Add** button at the bottom of the screen or right-click the main screen and select **Add**.

A dialog box appears.

Add Call Description	X
Description	
Call Type	•
Priority	<b></b>
Maximum Resolve Time For Guest	1 In Minutes
Maximum Resolve Time For Staff	1 n Minutes
	Save Cancel

5. Update all the fields as necessary and select **Save**.

The new call description appears in the list.

- 6. Log in to the Service portal using the administrator credentials and select **Configuration**.
- 7. Select Call Manager (

1 • • • • • • • •		2 2		ا ھ	•	<b>Q</b>	]		
Call Manager									X
Search Category	All								Search
Categories	Description	Category	Department	Call Type	Priority	MRT(Staff)	MRT(Guest)	Crisis Tree	
All	AC Cleaning	Air conditioning	Engineering	Maintenance	Normal	00:20:00	00:20:00		<u>*</u>
Air conditioning	AC Drain Leaking	Air conditioning	Engineering	Maintenance	Urgent	00:15:00	00:15:00		
Audio Video	AC Duct to Clean	Air conditioning	Engineering	Maintenance	Normal	00:20:00	00:20:00		
Bell Desk	AC Grill to Clean	Air conditioning	Engineering	Maintenance	Normal	00:20:00	00:20:00		
Carpentry	AC Grill to Fix	Carpentry	Engineering	Maintenance	Normal	00:30:00	00:30:00		
Carpet Crew	AC Grill to Repair	Masonry	Engineering	Maintenance	Normal	00:30:00	00:30:00		
0									



#### 8. Select Call Description Master.

1 🗐 🖓 🦁 🖓 🐱 🖿 🛄 💐	N 🖷 🗊	2 2 2		ه	•	<b>Q</b>				
Call Manager										X
Search Category	All								Search	
Categories	Description	Category	Department	Call Type	Priority	MRT(Staff)	MRT(Guest)	Crisis Tree		
All	AC Cleaning	Air conditioning	Engineering	Maintenance	Normal	00:20:00	00:20:00			
Air conditioning	AC Drain Leaking	Air conditioning	Engineering	Maintenance	Urgent	00:15:00	00:15:00			
Audio Video	AC Duct to Clean	Air conditioning	Engineering	Maintenance	Normal	00:20:00	00:20:00			
Bell Desk	AC Grill to Clean	Air conditioning	Engineering	Maintenance	Normal	00:20:00	00:20:00			
Carpentry	AC Grill to Fix	Carpentry	Engineering	Maintenance	Normal	00:30:00	00:30:00			
Carpet Crew	AC Grill to Repair	Masonry	Engineering	Maintenance	Normal	00:30:00	00:30:00			
Concierge	AC Multipin Adaptor	Concierge	Front Office	Service Request	Urgent	00:05:00	00:05:00			
Conference & Banqueting	AC Noisy	Air conditioning	Engineering	Complaint	Normal	00:15:00	00:15:00			
Craftsman	AC Not Cold	Air conditioning	Engineering	Complaint	Urgent	00:10:00	00:10:00			
Electrical	AC Not Effective	Air conditioning	Engineering	Complaint	Normal	00:10:00	00:10:00			
Elevators	AC Not Working	Air conditioning		Complaint	Urgent	00:10:00	00:10:00			
Eng Laundry	AC RA Filter dirty	Air conditioning		Maintenance	Normal	00:30:00	00:30:00			_
Eng Telephones	AC SA and RA Grill to Clean	Air conditioning	0 0	Maintenance	Normal	00:30:00	00:30:00			
F&B Overall	AC Servicing	Air conditioning		Maintenance	Normal	00:30:00	00:30:00			
Fire Detection/Alarm/Sprinkler	AC Switch OFF	Air conditioning		Maintenance	Normal	00.10.00	00.30.00			
Call Description Master	1								-	

The Call Description Master window appears. It displays all the call descriptions available in the Corporate Admin portal.

all Description	Category	Department	Maximum Reso	lve Time Fo	r Guest([	)ays:Hours:Minu	tes) Maxim	um Resolve Ti	ime For !	Staff(Day	:Hours:Mi	nutes)
Light Noisy	Electrical	Engineering		0	0	30			0	0	30	
Light Cover Loose	Electrical	Engineering		0	0	30			0	0	30	
Light Cover Missing	Electrical	Engineering		0	0	30			0	0	30	
Light Fused	Electrical	Engineering		0	0	30			0	0	30	
Switch Broken	Electrical	Engineering		0	0	30			0	0	30	
7-UP Required	Minibar	Housekeeping		0	0	10			0	0	10	
A C Multipin Adaptor	Front Desk	Front Office		0	0	5			0	0	5	
🗸 AC Cleaning	Air conditioning	Engineering		0	0	20			0	0	20	
🗸 AC Drain Leaking	Air conditioning	Engineering		0	0	15			0	0	15	
AC Duct to Clean	Air conditioning	Engineering		0	0	20			0	0	20	
AC Grill to Clean	Air conditioning	Engineering		0	0	20			0	0	20	

9. Select the checkbox next to the relevant **Call Description** and select **Save**.

The new Call Description has been added now.

#### Addition information on adding a new call description:

- In a multi-property setup:
  - If you create new jobs , they are available to all linked properties but must be activated by each property.
  - If you edit (rename) existing jobs/categories, all linked properties are immediately affected.
  - You can adjust the maximum resolution time (MRT) of calls from the Call Description Master window for each individual property.
- Query calls, which are a Call Type, automatically close upon registration and can be used for reporting purposes.



## Adding a new Glitch description

1. Log in to the Corporate Admin portal.

General					Call Manager			
Designations Departments	English 🔻 Search							🗢 Search
Rapid Response	Category	Ski	Description	Category	Time To Respond Staff	Time To Respond Guest	Priority	Complain Type
Re-Assign Reason	All		Candles are missing	F&B Overall	5	5	Normal	Service Request
Re-Open Reason	Air conditioning	Du	Clear tables at Beer Tavern	F&B Overall	5	5	Urgent	Service Request
Reset Reason	Audio Video	Du	Crew cocktail has to be served	F&B Overall	5	5	Urgent	Service Request
Parking Reason	Bell Desk	Be	Dim the light	F&B Overall	5	5	Urgent	Service Request
Closing Reason	Carpentry	Du	Guest waiting at the entrance	F&B Overall	5	5	Urgent	Service Request
Skill	Carpet Crew	PA	Guest wants to reserve a table	F&B Overall	5	5	Urgent	Service Request
Call Manager Glitch	Concierge	Co	Hostess is not at the entrance	F&B Overall	5	5	Urgent	Service Request
Closing Reason	Conference & Banqueting	Ba	Need service at Beer Tavern	F&B Overall	5	5	Urgent	Service Request
Re-Open Reason	Craftsman	Cri	Perfume candles missing	F&B Overall	5	5	Urgent	Service Request
Glitch Manager	Electrical	Du	Replenish candles	F&B Overall	5	5	Normal	Service Request
Data Upload	Elevators	Du	Service at the bar	F&B Overall	5	5	Urgent	Service Request
User Management	Eng Laundry	Du	Turn on music at Beer Tavern	F&B Overall	5	5	Urgent	Service Request
Corporate Users	Eng Telephones	Du						
Regional Users	F&B Overall	F8						
Property Admin	Fire Detection/Alarm/Sprinkle	er Du ↓						

- 2. In the left pane, select the **Glitch Manager** link.
- 3. Select the relevant **Glitch Category** for which the **Glitch Description** is required.
- 4. Either select the **Add** button at the bottom of the screen or right-click the main screen and select **Add**.

The Add Glitch Description dialog box appears.

Add Glitch D	escription	83
Description	1	
	Save Cancel	

5. Update all the fields as necessary and select Save.

The new glitch description appears in the list.

- 6. Log in to the Service portal using the administrator credentials and select **Configuration** (
- 7. Select Glitch Manager.

		A
Glitch Setup		X
Glitch Manager Closing Reasons Guest Temperament Configuration Recovery Option	s Reopen Reasons Glitch Question Master Glitch And II Mapping	
Search Category	All	Search
Category	Description	Department
All	A/ C too cold	Maintenance .
Accounting	A/C Controller Broken	Maintenance
Airconditioning	A/C Extraction Bathroom Noisy	Maintenance
AOAO Recreation Issues	A/C Extraction Bathroom not working	Maintenance
Audio Video ENG	A/C keeps turning off	Maintenance
Bell Desk	A/C leak	Maintenance



#### 8. Select Glitch Description Master.

					ک 🗟			·			
Call Manager											
Search Category		All								Search	
Categories		Description	Category	Department	Call Type	Priority	MRT(Staff)	MRT(Guest)	Crisis Tree		
All	•	AC Cleaning	Air conditioning	Engineering	Maintenance	Normal	00:20:00	00:20:00			
Air conditioning		AC Drain Leaking	Air conditioning	Engineering	Maintenance	Urgent	00:15:00	00:15:00			
Audio Video		AC Duct to Clean	Air conditioning	Engineering	Maintenance	Normal	00:20:00	00:20:00			
Bell Desk		AC Grill to Clean	Air conditioning	Engineering	Maintenance	Normal	00:20:00	00:20:00			
Carpentry		AC Grill to Fix	Carpentry	Engineering	Maintenance	Normal	00:30:00	00:30:00			
Carpet Crew		AC Grill to Repair	Masonry	Engineering	Maintenance	Normal	00:30:00	00:30:00			
Concierge		AC Multipin Adaptor	Concierge	Front Office	Service Request	Urgent	00:05:00	00:05:00			
Conference & Banqueting		AC Noisy	Air conditioning	Engineering	Complaint	Normal	00:15:00	00:15:00			
Craftsman		AC Not Cold	Air conditioning	Engineering	Complaint	Urgent	00:10:00	00:10:00			
Electrical		AC Not Effective	Air conditioning	Engineering	Complaint	Normal	00:10:00	00:10:00			
Elevators		AC Not Working	Air conditioning	Engineering	Complaint	Urgent	00:10:00	00:10:00			
Eng Laundry		AC RA Filter dirty	Air conditioning		Maintenance	Normal	00:30:00	00:30:00			
Eng Telephones		AC SA and RA Grill to Clean		0 0	Maintenance	Normal	00:30:00	00:30:00			
F&B Overall			Air conditioning		Maintenance	Normal	00:30:00	00:30:00			
Fire Detection/Alarm/Sprinkler		AC Switch OFF	Air conditioning		maincenance	Normal	00:30:00	00:30:00			

A window appears. It displays all the Glitch descriptions available in the Corporate Admin portal.

Glitch Description Master	
Search	
Glitch Description	Department
A/ C too cold	Maintenance
A/C Controller Broken	Maintenance
V A/C Extraction Bathroom Noisy	Maintenance
A/C Extraction Bathroom not working	Maintenance
A/C keeps turning off	Maintenance
A/C leak	Maintenance
V A/C Noise	Maintenance
A/C not working	Maintenance
A/C Others	Maintenance
A/C panel cover falling off	Maintenance
A/C too hot	Maintenance
A/V issues	Maintenance
A/V Others	Maintenance +
Select All	Save Cancel

9. Select the box next to the relevant glitch description and select **Save**.

The new Glitch description has been added now.

#### Additional information on adding a new Glitch description:

Within a multi-property setup:

- Although new glitches are available to all linked properties, they must be activated by each property.
- Edited (renamed) existing glitches /categories immediately affect all linked properties.



## Adding action reasons

- 1. Log in to the Corporate Admin portal.
- 2. From the left pane, select the **Call Manager** link.
- 3. Under **Rapid Response** or **Glitch**, select the action for which to add or edit an existing reason.

Seneral	Call Re	-Assign Reason
Designations Departments	English •	Search Search
Rapid Response	Call Reassign	
Re-Assign Reason	End of Shift	
Re-Open Reason	Managers Instructions	
Reset Reason	Other Reassign Reason	
Parking Reason	Specialist needed	
Closing Reason	Staff busy	
Skill		
Call Manager		
Slitch		
Closing Reason		
Re-Open Reason		
Glitch Manager		
ata Upload		
ser Management		
Corporate Users		
Regional Users		
Property Admin		
	Add Export	

4. Either right-click an existing reason to edit or select **Add** to add a new reason.

Add Call Reassign R	eason	X
Call Reassign		
	Save Cancel	

5. Enter the new reason and select **Save** to confirm. The new reason is now created and will be active.

#### Additional information on adding action reasons:

- Within a multi-property setup, newly created reasons are available to all linked properties.
- You cannot delete created reasons.

#### Adding recovery options

You can add, edit, or delete recovery options as needed.

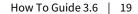
1. From the Configuration menu, go to the Glitch Manager and select Recovery Options.

	â â â Q â â Ŷ Q Q		
Glitch Setup			X
Glitch Manager Closing Reasons Guest Temperament Configuration Recovery Option	ns Reopen Reasons Glitch Question Master Glitch And Call Mapping		
Search Category	All		Search
Category	Description	Department	
All	A/ C too cold	Maintenance	<u>•</u>
Accounting	A/C Controller Broken	Maintenance	
Airconditioning	A/C Extraction Bathroom Noisy	Maintenance	
AOAO Recreation Issues	A/C Extraction Bathroom not working	Maintenance	
Audio Video ENG	A/C keeps turning off	Maintenance	

- 2. Right-click to add a new Recovery Option or edit to update an existing one.
- 3. Enter the Recovery Option and Maximum Cost. If the maximum cost is unknown, leave as 0.

Recovery Options				ĉ
Recovery Option				
Maximum Cost	NR 0.00			

4. **Save** and exit.



#### Additional information on adding recovery options:

- A warning message appears if you exceed the maximum cost in the Glitch Console while registering a recovery.
- When configuring recoveries, use cost or sales prices consistently across all recoveries to improve reporting.

## Creating a section in Service

From the Section Manager, you can edit existing sections, or create new ones as required. Sections allow you to separate locations from each other if different staff members within a team are responsible for different areas. Each department can have its own setup.

- 1. Access **Configuration** from the home screen.
- 2. Select Section Manager.



- 3. Select the relevant department.
- 4. Right-click in the left-hand pane to add a new section

				23
Description				
S	ave & Exit	Save & Add	Cancel	

- 5. Enter the required name.
- 6. Use the split-screen view to access the hotel's locations.

1	▶ 11 38 99 -9 12 ≜ ♣ ♣ € ♣ 4 9 € € ▲	
Section Manager		□ X
Department Housekeeping *	Floor 2	
bepartment mouseheeping .	Locations	
		_

7. Drag the required locations to the required sections.

Section Manager	🗆 X 🗆	X Zone Manager		
epartment Housekeeping *	Floor 2	Search Zone	2 floor central	Search
	Locations	Zones	Description	Type
Sections	205	All	234	Guest Room
Floor 1	206	1 floor central	235	Guest Room
Floor 10	207	1 floor east	236	Guest Room
Floor 2	208	1 floor west	237	Guest Room
Floor 3	209	10 floor central	238	Guest Room
Floor 4	210	10 floor east	239	Guest Room
Floor 5	211	10 floor west	240	Guest Room
Floor 6	212	1100		Guest Room
Floor 7	214	2 floor central	241	Guest Room
Floor 8	215	2 floor east	242	Guest Room
Floor 9	216	2 floor west		
Penthouses	217	3 floor central	244	Guest Room
Public Area	217	3 floor east	245	Guest Room
		3 fipor west	246	Guest Room
	219	4 fipor central	247	Guest Room
	221	4 floor east	248	Guest Room
	222	4 floor west	258	Guest Room
	224	5 figor central	259	Guest Room
	225	5 floor east	260	Guest Room
	226	5 floor west	261	Guest Room
	227	6 floor central	262	Guest Room
	228	6 floor east	263	Guest Room
	229	6 floor west	264	Guest Room
	230	7 floor central	Central wing corridor 2	Others
	231	7 floor east	Chambermaid office west wing 2	Others
	232	7 floor west	Electrical premises wing and facade 2	
	233	8 floor central	electrical premises wing and raçade 2 electrical1 premises west wing 2 flr	
	234	8 floor east	electrical1 premises west wing 2 ftr honor floor 2	Others
	235	8 floor west	honor toor 2	Uthers
	236	9 floor central		
	237	Add New Zone Add Multiple Zones	Add Location Add Multiple Loc	ations Import Locati

#### Additional information on creating sections:

- Although each department can have its own setup, sections must be named uniquely.
- A location may be mapped to only one section in a department.
- To ensure that no jobs go unassigned, all locations should be mapped.



## Creating a Service auto call

Auto Calls can be initiated based on events that happen either within Service, Glitch, or your PMS.

**Note:** These jobs are sequenced so that an activity/event on a preceding job initiates the subsequent job.

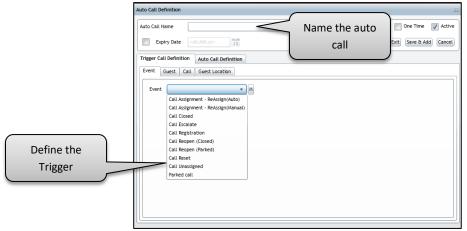
	Crowne Plaza London Embankment Monday, 01 October 2018 11:20 (UTC +01:00)	cpemadm
1 🛛 🗞 🦁 🖓 🔜 🕨 🚳 🖡	• • • • • • • • • • • • • • • • • • •	
Auto Calls		
New Call Linked Auto Call 🕒 New Glitch Linked Auto Call	Ø Edit 🕋 Delete	
Auto Call Name 🔺		Expiry Date
∡ Call Linked Auto Call (1)		
<ul> <li>Rooms to check after maintenance (8-8)</li> </ul>		
✓ Glitch Linked Auto Call (1)		
Glitch Linked Auto Call (1)		

To create a new Call Linked Auto Call:

1. Select the relevant button at the top of the Auto Call Screen.

The Auto Call Definition window appears..

- 2. Enter an Auto Call Name.
- 3. Select the Active checkbox to activate the Auto Call.



In the first part of the Auto Call configuration, you must define the preceding job and the associated set of conditions.

#### Steps to create the Trigger Definition

- 1. Select an event that will be used as a trigger to initiate the Auto Call (Call Registration, call Close, and so on). For example, if you select the event Call Closed, the auto call is triggered only when the selected job is closed.
- 2. Select the Job from the **Call** tab that will trigger the auto call. You can select one or multiple jobs from the call description field. To select multiple jobs, select the **M** button.
- 3. Complete the filters according to the requirements.

**Important:** The filters denote *And*, not *Or*. For example, when you select a call and then select any one of the VIP filters, the resulting job is triggered only when both the conditions (the call and the VIP status) are met.



Auto Call Definition	Σ.
Auto Call Name	One Time 📝 Active
Expiry Date <dd.mm.yy></dd.mm.yy>	Save & Exit Save & Add Cancel
Trigger Call Definition Auto Call Definition	
Event Guest Call Guest Location	
Source 🔾 Guest 🔾 Staff 💿 Both	
Category All   Call Description	All
Priority All	All AC Air Flow To Adjust
	AC Bad Smell
	AC Leakage
	AC Noisy AC Not Working
Select the call	AC Other
Sciece the can	AC Thermostat Not Working
or calls	AC Too Cold
	AC Too Warm
	AC Vibration
	Access Point Or Router In Room Required
	Activity Table To Fix
10	Adaptor Required
	Adjust TV Channel

#### Auto Call Definition

Choose the job that will be created when the trigger parameters are met.

- 1. Select the job that will be triggered from the call description field. If necessary, you can select the call category from the drop-down list.
- 2. The **Same location** option is selected by default. If you want the auto job to be triggered for another location, select the **Other** option and then the location where you want the job to be triggered.
- 3. Save and exit.

	Auto Call Definition	×
	Auto Call Name	One Time 📝 Active
	Expiry Date <dd.jmm.yy></dd.jmm.yy>	Save & Exit Save & Add Cancel
	Trigger Call Definition Auto Call Definition	
	Assigned Staff - Same as Trigger Call 🛛 📝 24 Hrs From Time 11:21 🚖 🕓 To Time	e 11:21
	Call Category Location	Priority
	All   Park Park Timings   Same as Guest Location	<ul> <li>Same as Trigger Call</li> </ul>
	Call Descriptions Other	Other
	AC Air Flow To Adjust	Crisis
	AC Bad Smell	Normal
	AC Leakage 0103	Urgent
Define the auto	AC Noisy 0104	Xtra Urgent
call	AC Not Working 0105	
Call	AC Other 0106	
	AC Thermostat Not Working 0107	
	AC Too Cold	
	AC Too Warm	
	AC Vibration 0110	
	Access Point Or Router In Room Required v 0111 v	
	C	· ]

#### Additional information on auto calls:

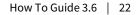
- The Park option makes the Park Timings option available. The Auto Call can then be set to trigger with a delay or gap after the PMS Trigger Event.
- The Auto Call can be set to trigger either 24 hours a day or within a particular duration.
- The Location can be the same as the guest's location (guest's room) or a public area/back of house area.

#### Example of an Auto call

**Scenario:** The User wants a *Room to clean* job to be sent to housekeeping whenever engineering closes a plumbing job in a vacant guest room.

Solutions:

• The Trigger Definition: Call Close.





- Trigger Job: All Plumbing jobs. You can either use the **M** button to select all call descriptions or select the **Plumbing** category.
- Check the unoccupied button in room status under the guest location tab.
- Auto call definition—Select the **Housekeeping** category and then the Job **Room to clean**. You can choose to trigger the auto job immediately after the plumbing job gets closed or hold the job for a specified time period.

### **Creating a PMS alert**

PMS Alerts are triggered based on Property Management System (PMS) events like check-ins, checkouts, and room moves.

To create a new PMS Alert:

1. Select the **New PMS Alert** tab at the top of the **Alerts** screen.



A configuration window appears.

2. Select the parameters for the alert.

PMS Alert Editor	X
Alert Name     One Time       Expiry Date <dd-mmm-yyyy>       15     Save &amp; Exit</dd-mmm-yyyy>	Active
Event Guest Location	
Guest Name All   M Guest Company All  M	
VIP Level All   M Guest Country All  M	
Advanced Filter	
Schedule Name Enabled	
	Add
	Edit
	Remove



#### 3. Add the **Schedule**.

Schedule Editor	23
Schedule Name the schedule	bled
Timings	Define the
Daily     24//s.     Day     From Time     To Time       Yes     Y     Daily     00:00     23:59	timings
Select the staff name	
Choose the parameters within these categories.	New Timing Duty elect Add to
Select the staff has	add a Schedule
designation to be alerted	
Designation Department On Duty Sect	tion
Front Office Manager <ul> <li>Front Office</li> <li> </li></ul>	
Image:	
· · · · ·	

#### Additional information on creating a PMS alert:

- For ease of use, link the alert to the staff member(s) *designation*, not by name. If an employee leaves, you do not need to change the schedule if it is based on the designation.
- You can create multiple schedules for the same alert.



## Creating a PMS Auto Call

Auto-Calls are Service jobs sequenced in such a way that an activity or event initiates a job.

1 🛋 🗞 😵 🗭 🛤 🖬 🕷	a   • • • • • • • • • • • • • • • • • •				
Auto Calls					
🗋 New Call Linked Auto Call 📑 New Glitch Linked Auto Call	🗅 New PMS Linked Auto Call 🔗 Edit    Delete				

1. Select the New PMS Linked Auto Call tab at the top of the Auto Calls screen.

A configuration window appears.

2. Define the PMS Trigger events (Check-In/Check-Out/Room Move and, based on the type of PMS Interface, Pre-Arrival).

Auto Call Definition Auto Call Name Expiry Date <dd-wwm-yyyy> 15</dd-wwm-yyyy>	Name the auto call he Time Active Save & Exit Save & Add Cancel
PMS Trigger Definition Auto Call Definition Event Guest Guest Location Event Check-In Check-Out Guest Pre-Arrival BoomMove Gelect the MS Trigger	Choose from additional parameters in the next two tabs.

- 3. Define the Service job that will be triggered by the selected PMS Event(s).
- 4. Select the Auto Call Definition tab.
- 5. Select the **Call Descriptions** and other conditions to complete the configuration.

Auto Call Definition		X
Auto Call Name		One Time 🛛 Active
Expiry Date <dd-mmm-yyyy> 15</dd-mmm-yyyy>		Save & Exit Save & Add Cancel
PMS Trigger Definition Auto Call Definition		
24 Hrs From Time 20:20 🔆 🕓 To Time	20:20	
Call Category	Location	Priority
All   Park Park Timings	<ul> <li>Same as Guest Location</li> </ul>	<ul> <li>Default</li> </ul>
Call Descriptions	Other	Other
12 Months appraisal	1011	Crisis
51 Hamper Basket Amenity	1012	Normal
6 Months appraisal	1013	Urgent
A C Multipin Adaptor	1014	Xtra Urgent

#### Additional information on creating PMS Auto Calls:

- The Park option makes the Park Timings option available. The Auto Call can then be set to trigger with a delay or gap after the PMS Trigger Event.
- The Auto Call can be set to trigger either 24 hours a day or within a particular duration.
- The Location can be the same as the guest's location (guest's room) or a public area/back of house area.

## Discovering why jobs are going unassigned

Although there can be many reasons why jobs go unassigned, the following are the most common:

**Missing skills:** Each job is part of a category, and the category is linked to a skill. Every staff member possesses a set of skills. Therefore, if there is no one with the required skills to do the job, the job will go unassigned. To rectify, assign the appropriate skills to appropriate staff members.

**Unavailability of staff:** If the staff has the skills but has not logged in to the shift setup, the jobs will be unassigned. To make them available, go to shift setup, select the person's name and log in.

**Section allocation:** If a skilled staff is available (logged in) but has not been assigned a section to work in, the system will not automatically assign any jobs.



User mapped to this Skill+Section combination but not logged in to the shift.



User mapped to this and other sections.

Ç,	KNOWCROSS Revolutionizing Hotel Operations		KC Hotel SHIFT STUP		🕒 kchoadmin Monday, January 11, 2021 2017 🛛 🖉 🌲
્ર	Engineering • Setup Save/Activate + -				Night Shift (Active) • 🎎 🗑 🖋 🖬 📾 🗊 🖋 😋
	Carpenter	Handyman	Painter	Plumber	Unskilled
	∧ ENG Floor 01-03 🛓 0				
۵	🛓 Simone Malservigi	🚉 Keane Chin	La David Balitro	as Frank Chow	
企		🛓 Simone Matservigi	🚉 amarendra singh	Alessandro S	
		22 Valentino Wamakul			
	∧ ENG Floor 04-07 ♣ 0				
÷	🛓 Susil Rombola	At Keane Chin	as David Balitro	at Alessandro S	
á		🛓 Susii Rombola	at amarendra singh		
		🛓 Khim Serio			
¢°		Lt Valentino Warnakul			
	∧ ENG Floor 08-10 🏝 0				
	🛓 Wally Jgandi	🚉 Keane Chin	as David Balitro	t Frank Chow	
		L Victor Sangiorgio	🛓 Victor Sangiorgio	Alessandro S	
		🛓 Wally Jgandi	🚉 amarendra singh		
		22 Valentino Warnakul			
	^ENG Ground + Basement ♣ <sup>+</sup> 0				
	🛓 Marie Paule Dias	At Keane Chin	at amarendra singh	🛓 Jean Luc Ultimo	
	🛓 Simona Grilli	🛓 Marie Paule Dias	A David Balitro	🛓 Simona Grilli	
		🛓 Jean Luc Ultimo	🛓 Simona Grilli	Alessandro S	
		🛓 Simona Grill			
		1 Valentino Warnakul			

There are various ways that you can update the shift setup. The easiest two are:

- Staff member is present in the visible shift setup:
  - 1. Select the name (in blue).
  - 2. To change the skill, select the skills (in blue).
  - 3. Add/remove skills, as required.
  - 4. To change the section, select the section (in blue).
  - 5. Add/remove sections, as required.
  - 6. To confirm changes, select **OK**.
  - 7. To confirm the new shift, select **Save/Activate**.
- Staff member is not present in the visible shift setup:
  - 1. Select Setup (button in green).
  - 2. Select the name (in blue).
  - 3. To change the skill, select the skills (in blue).

- 4. Add/remove skills, as required.
- 5. To change the section, select the section (in blue).
- 6. Add/remove sections, as required.
- 7. To confirm changes, select **OK**.
- 8. To confirm the new shift, select **Save/Activate**.

If the setup is correct, you might have forgotten to activate the shift.

To activate a shift:

• If you have made any changes to a shift, always select **Save/Activate**.

Confirm action			×
Select required action			
	Save & activate	Save	icel

A confirmation dialog box appears.

#### Additional information on discovering why jobs are unassigned:

- If there are no issues with the shift setup, check whether the location is mapped to the correct section for the relevant department.
- If the sections or skills are shown in gray instead of blue, you do not have the rights to make changes.

## Creating an escalation tree in Service

Before the MRT expires, you can escalate jobs that are not closed in Service. An escalation alert can help with maintaining brand standards and reducing missed jobs.

In the Escalation Manager you define in which order staff members are alerted.

1 🔒 🗞 🦁 🖓 🕵	•	3 🚳 🐚	-8 💽 .	1			à \$ \$ \$ \$ \$	
Escalation Manager								ш х
Escalation Trees Escalation Timings							Front Offi	ice 🕏
🚖 test	Level	Name/Designation	Applicable To	Section	On Duty	24 X 7		
Conference & Banquting	1	Assigned Staff	All Calls	False	False	Y		
1 Engineering	2	Thomas Vincent	All Calls	False	False	Y		
🛉 F&B	3	Assigned Staff	All Calls	False	False	Y		
+ Front Office	4	Guest Relation Manager	All Calls	True	True	Y		
Guest Service	CA	Receptionist	Guest Calls	False	False	Y		
A Housekeeping	CA	Receptionist	Staff Calls	False	False	Y		
A 17								

- 1. Access **Configuration** from the home screen.
- 2. Select Escalation Manager.
- 3. Select the relevant department to see the configured tree.
- 4. Right-click in the main pane to add or change configuration.

Escalation Details  Escalation Level Level 1 Select the required level	Associate the alert to the source
Escalation Level Level 1    Escalate To  Assigned Staff Define who should be receiving the notification Staff Name	App Guest / Staff / Both Escalation The 24 X 7 From Time 00:00:00 + () To Time 23:59:00 + ()
Checks Mapped to Section On Duty Define a specific D Time, or activate f	<ul> <li>Monday</li> <li>Friday</li> <li>Tuesday</li> <li>Saturday</li> <li>Wednesday</li> <li>Sunday</li> <li>Thursday</li> <li>Save &amp; Exit</li> <li>Exit</li> <li>Day and</li> </ul>

#### Additional information on creating an escalation tree in Service:

- Escalations are best configured to the respective designation, not to a named staff member.
- You can have multiple designations on each level.
- A designation can be configured in multiple trees.



### Creating an escalation rule in Service

In the Escalation Rules, you define which jobs are escalated and under which conditions. Escalation rules can only be used together with the rules in the Escalation Tree.

2	2	) 🗞 😌 🖳 👞 🖿 🖼 📓 🖷 🗈 🏔 🍰 🚱 🖦 🍓 🛊 🚱 🕰 🔎		
Esca	latior	Rules		)
D N	ew Rul	e 🖉 Edit Rule 👔 Copy Rule 🌐 Delete 🏠 Change Priority		1
Ri	ank 🔺	Rule Name	Expiry Date	Active
▶ 1		Conference & Banqueting		<ul> <li>Image: A start of the start of</li></ul>
1		Engineering		$\checkmark$
1		F&B		$\checkmark$
1		Front Office		<ul> <li>Image: A start of the start of</li></ul>
1		Guest Service		<b>√</b>
		Housekeeping		1

- 1. Access **Configuration** from the home screen.
- 2. Select Escalation Rules.
- 3. Select **New Rule** to configure a new rule or select and right-click to edit an existing one.

The Escalation Rule Definition dialog box appears.

- 4. In the Guest tab:
  - Name the rule and select **Active** to use.
  - Define whether this rule should be specific to certain guests only.

Escalation Rule De	efinition	23
Rule Name	Active	
Rule Conditions		
Guest Date &	Time Call Guest Location Staff	
Guest Name	All	- M
VIP Level	All   Guest Country All	• M
Escalation Tree	Expiry Date	<dd yyyy=""></dd>
		Save Cancel



5. In the **Date and Time** tab, specify whether this rule should be specific to certain times only.

calation Rule Definition	on						Σ
Rule Name				Active	•		
Guest Date & Time	Call Gu	est Location Staff					
Time Between	From	00:00 🔁 🕓		То	23:59	<u>(</u> )	
<ul> <li>All Dates</li> </ul>							
Date Between	From 06/0	15		To 00	6/08/2018	15	
Months			- M				
O Deur							
Days			<b>▼</b> M				
Escalation Tree		•	)	[	Expiry Date		15
						Save Ca	ncel
						Jave	icei

6. In the **Call** tab, define which calls should be considered. Use the **M** button to select multiple categories.

Escalation Rule Definition	×
Rule Name Active	
Rule Conditions	
Guest Date & Time Call Guest Location Staff	
Source Guest Staff 💿 Both	
Category All   M Call Description All	M
Priority All	
Select Categories	
Air Conditioning	
Air Conditioning	
Bell Desk	
Butler	
Carpentry	
Concierge Select	
Conference & Banqueting UnSelect	
Duty Manager	
Esci Fire Detection/alarm/sprinkler	W/yyyy> 15
Flowers	
FM&E	Cancel
Clear Select & Continue Cancel	



7. In the **Guest Location** tab, specify the location(s) that should be applied.

Escalation Rule Definition	23
Rule Name Active	
Rule Conditions	
Guest Date & Time Call Guest Location Staff	_
Zone All • M Location All • M	
Escalation Tree  Expiry Date	5
Save	

- 8. In the **Staff** tab:
  - Specify the staff members to whom this rule should apply.
  - From the **Escalation Tree** drop-down list, select the applicable tree for this rule.

Escalation Rule De	efinition	23
Rule Name	Active	
Rule Conditions		
Guest Date 8	Time Call Guest Location Staff	_
Department	All	
Reported By	All The second s	
Escalation Tree	Expiry Date <dd mm="" yyyy=""></dd>	5
	Save	

9. Select Save.

#### Additional information on creating an escalation rule in Service:

- If you want to escalate all jobs from a specific department, select all jobs in the relevant department in the **Staff** tab.
- An escalated job follows only one escalation tree.

## Creating messaging groups

In Service and Glitch, you use groups to send messages to multiple staff members at the same time.

- 1. Access **Configuration** from the home screen.
- 2. Select Group Managers.
- 3. Use the split screen function to view the **Staff Manager**.

1	► 🛛 🍇	<b>9</b> • <b>1</b>	1 1	
Group Manager				□ X □
Groups	Trial Group			
ALL ASSOCIATES	Staff Name	Designation +	Department	
Engineering	Amgad Poggio	Financial Controller	Finance	
Fab	Alain Duval	Laundress	Housekeeping	
Front Office	Ahmed Pascal	Receptionist	Front Office	

- 4. Drag staff members from the **Staff Manager** to existing groups.
- 5. Use **Add** to create new groups. Use **Delete** to remove users from groups.

Group Manager				□ X	Staff Manager					
Groups	Front Office				View by Departments	Front Office			Search	
ALL ASSOCIATES	Staff Name		Department		ALL	Name	User Id	Designation	Communication Devices	Password Expiry Date
Engineering	Yacine Damoiseau	Brigade Leader	Front Office	•	Administrative	Adarsh Test	Vinaytest1	Concierge	Active Devices 2	
FBB	Brice Yahbaoui	Concierge	Front Office		Conference & Banqueting	Ahmed Pascal	Sonja	Receptionist	PC	
Front Office	Eric Paoli	Concierge	Front Office		Engineering	Alec Soffer	Alecsoffer	Front Office Manager	Active Devices 2	
Housekeeping	Julia Chalme	Concierge	Front Office		F&B	Amadou Zaiem	Azaiem	Night Auditor	PC	
Hsk2	Kévin Bastoni	Concierge	Front Office		Finance	Angelo Makhloufi	Amakhloufi	Valet	Active Devices 2	
morning meeting	Mélanie Fiorini	Concierge	Front Office		FM&E	Ariful Bazelaire	Kch5	Receptionist	PC	
Night Manager	Nathacha Courte	Concierge	Front Office		Front Office	Brice Yahbaoui	Byahbaoui	Concierge	PC	
Security	Nathalie Meunier	Concierge	Front Office		Guest Service Centre	Cécile Farabet	Cfarabet	Brigade Leader	PC	
Trial Group	Stéfanie Deleglise	Concierge	Front Office		Housekeeping	Charlotte Giraudo	Cgiraudo	Valet Parking	PC	
	Frédéric Vakili	Front Office Manager	Front Office		п	Christiane Bergerhauser	Chergerhausen	Receptionist	PC	
	Sharang Majumdar	Front Office Manager	Front Office		Leisures	David Davidson		Receptionist	PC	
	Gwenaelle Smith	Guest Relation Manager	Front Office		Management	Dummy Gussoni	Dgussoni	Porter	PC	
	Rudy Sunny	Head Concierge	Front Office		MCCY	Eric Paoli	Epaoli	Concierge	PC	
	Amadou Zaiem	Night Auditor	Front Office		Reservation	Ernie Giraudo	Egiraudo	Porter	PC	
	Sandrine Guimbeau	Night Auditor	Front Office		Room Service	Frédéric Vakili	Fvakili	Front Office Manager	PC	
	Thomas Vincent	Night Auditor	Front Office		Security	Guillaume Hesry	Ghesry	Porter	PC	
	Dummy Gussoni	Porter	Front Office		Test 123	Gwennelle Smith	Gsmith	Guest Relation Manager	PC	
	Ernie Giraudo	Porter	Front Office			Jean Cauguil	Jcauguil	Porter	PC	
	Guillaume Hesry	Porter	Front Office			Julia Chalme	Jchalme	Concierge	PC	
	Jean Cauquil	Porter	Front Office			Julien Lanniaux	Jianniaux	Porter	PC	
	Julien Lanniaux	Porter	Front Office			Kévin Bastoni	Kbastoni	Concieree	PC	
	Marc Malbrangue	Porter	Front Office			Marc Malbrangue	Mmalbranque	Porter	PC	
	Mathieu Masson	Porter	Front Office			Mathieu Masson	Mmasson	Porter	PC	
	Nichael Nerle	Porter	Front Office			Hehdi Charpiat	Mcharplat	Receptionist	PC	-
	Ahmed Pascal	Receptionist	Front Office		11	Mélanie Fiorini	Miorini	Concierge	PC	
	Ariful Bazelaire	Receptionist	Front Office			Mercedes Di Cristina	Mdicristina	Receptionist	PC	
	Christiane Bergerhausen	Receptionist	Front Office			Michael Merle	Mmerie	Porter	PC	
	David Davidson	Receptionist	Front Office			manaet merte	and the second	P VI UCI	n	
	Mehdi Charplat	Receptionist	Front Office			•				



## **Configuring quick calls**

With quick calls, every department can configure their six most reported jobs to appear as the first jobs in the call description field. This configuration expedites the registration process.

9	•	Location *		~
!	=	Category		Ŧ
Ê	0	bescription *		
~	_	Quick	,	
<b>\$</b>		Deliver - Rollaway		O
Ð		Pick Up - Empty Trash		
	۲	Deliver - Bath Towel		÷
1	1	Deliver - Blanket		-
	~	Deliver - Toilet Paper		\$
$\mathbf{o}_{\mathbf{o}}^{\mathbf{o}}$	A	BBQ - Assistance Needed		
		All		
	1 =	A/C Baseboard Heaters		-
		A/C Controller Broken	`	'
		Register Clear	Recurr	ence

- 1. Access **Configuration** from the home screen.
- 2. Select Quick Calls.



- 3. Select the department that will be registering the jobs.
- 4. Select the six jobs and update the name field.

Best practice: The name should match the job description.

5. Select Save.

			•	
Department Housekeeping		Housekeeping	•	
	Quick Calls		Description	
1.	Deliver - Rollaway 🔻		Rollaway	
2.	Pick Up - Empty Trash 🔹		trash	
3.	Deliver - Bath Towel 🔹		towel	
4.	Deliver - Blanket 🔹		blanket	
5.	Deliver - Toilet Paper 🔹		ТР	
6.	BBQ - Assistance Needed		BBQ	

#### Additional information on quick calls:

- Every department can have their own quick calls.
- Quick calls can be changed regularly.

## Housekeeping and Inspection access

Administrators can grant access to Housekeeping and Inspection from the Customer Admin Portal (www.tritononline.com). Users are created in the main configuration.

## Assigning rights to Housekeeping and Inspection

If no rights are applied, the user will receive an *access denied* message upon logging in to Housekeeping /Inspection. To prevent this, you must assign a role to every staff member that requires access.

- 1. Log in and go to the **Role Management** menu.
- 2. Select Housekeeping/Inspection > Assign Role.
- 3. Select the staff member or members.
- 4. From the **Role** drop-down list, select the appropriate right and apply.

Menu				Role Assignm	ent		
Designations	Designation AL	Department ALL	. ▼ Role	ALL V	Clear	Search	Show Selected
Departments	AL		. · · · Kole	ALL	clear	Search	Show Selected
Staff Manager	Name Name	Designation		Role			
Room Types	Marices		nousekeeping				
Zones	Marilou	Romero Housekeeper	Housekeeping	Housekeeper			
Location Manager	Evelyn :	Salon Housekeeper	Housekeeping	Housekeeper			
Section Manager	Mary G	enn Reyes Housekeeper	Housekeeping	Housekeeper			
Role Management	Concep	cion Viloria Housekeeper	Housekeeping	Housekeeper			
▲ Housekeeping	Edith C	ban Housekeeper	Housekeeping	Housekeeper			
Setup Roles	Marie C	adiz Housekeeper	Housekeeping	Housekeeper			
Assign Role	Jeany D	egal Housekeeper	Housekeeping	Housekeener			
▲ Checklist			Housekeeping				
Setup Roles							
Assign Role	Loida Ju	an Housekeeper	Housekeeping	Housekeeper			
Customer Admin F	Export						Total Count 0
Setup Roles	Export						Total Count
Assign Role							
Group Management							
Groups			Role	•	Apply Role Remove Role	J	
Mapping 🗸							

**Note:** Staff members must be created in the main configuration. For more information, see <u>Creating</u> <u>a new staff member</u>.

## Changing rights for Housekeeping/Inspection users

All rights to Housekeeping/Inspection are controlled by a user role. Use the Role Management feature to update rights.

- 1. Log in and go to the **Role Management** menu.
- 2. Select Housekeeping/Inspection > Assign Role.
- 3. Right-click on the role you want to change or select **add**.
- 4. Select the relevant rights and save.
- 5. Users must log out and back in for the new rights to become active.

⊿ Menu		Set Up Role 🔀					
Designations		2 Search					
Departments		e Searca					
Staff Manager	Role	Rights					
Room Types		View DB Setup, View Checklist, View Application Setting, View Time Allocation, View Priority Rule, View Priority Sequence Rule, View Task Type, View Paused Job Reasons, Manage 🔺					
Zones		Checklist, Manage Application Setting, Manage TimeAllocation, Manage Priority Rule, Manage Priority Sequence Rule, Manage Task Type, Manage Paused Job Reasons, View					
Location Manager		Dashbaard, View Task Details, View Task Sheet, Add/Edit Task Sheet, View ChecklistCategory, Manage ChecklistCategory, View Checklist Items, Manage Che					
Section Manager		View Discrepancy Items, Manage Discrepancy Items, View Alerts, Manage Alerts, View Task Sheet, Pull tasksheets from PMS, Activate/Deactivate Task Sheet, Assign Supervisor, Mark					
▲ Role Management		as Complete, View Discrepancy, View Console & Cleaning Progress, Send message, Change Attendant, View GuestInfo, Add Comments, Mark Next/Remove Task, view Inbox, Change Attendant, Mark as Next, Set NDN, Relace BDN, Report Discrepancy, Register Triton calls, View Titon Open Jobs, view Guest Info, Can Inspect, View Inbox, Manage Triton calls,					
▲ Housekeeping	ADMIN	View Triton Calls, Manage Mark/Released DND , Enable Tasksheet View, Assign Attendant, View Guest Name, View Guest Profile(Guest And Reservation details), View Guest					
Setup Roles		Information (Pax, VIP,CI,CO), Create blank task sheet, View Facility Management Menu, Manage Facility Management Rules, View refresh master, View Room Selections, View Task Sheet Sets, View Task Sheet Editor, Task Sheet Setup - Menu, Manage Task Sheet Setup, View All Messages, View Green Reservation, View Parks, Deprovised Sheet Setup - Menu, Manage Task Sheet Setup, View All Messages, View Green Reservation, View Task Sheet Setup, Oregona, View Task					
Assign Role		Since Sets, view rask since could, rask since Setup = menu, manage rask since Setup view an messages, view ofeen reservation, view neports, supports, supports, since setup sites setup view and messages, view ofeen reservation, view neports, supports, suppo					
▲ Checklist		Inspection Settings, View Departed Guests Screen, Enable Checkout, View Today's Arrival Screen, Manage Linen Items, Manage Linen Allocation screen, Linen Management View,					
Setup Roles		Manage Send To Laundry, Manage Received From Laundry, Change Task Type, Change Cleaning Sequence, Send Guest Message, Duplicate Tasksheet From Tasksheet Editor, View Guest Message Template, Remove No Service, Mark No Service, Mark Delay Service, Change Task Type					
Assign Role		View Dashboard, View Task Details, View Task Sheet, Add/Edit Task Sheet, View Task Sheet, Pull tasksheets from PMS, Activate/Deactivate Task Sheet, Assign Supervisor, Mark as					
✓ Customer Admin F		Complete, View Discrepancy, View Console & Cleaning Progress, Send message, Change Attendant, View GuestInfo, Add Comments, Mark Next/Remove Task, view Inbox, Change					
Setup Roles		Attendant, Mark as Next, Set DND, Release DND, Report Discrepancy, Register Triton calls, View Triton Open Jobs, view Guest Info, Can Inspect, View Inbox, Manage Mark/Released DND, Enable Tasksheet View, Assian Attendant, View Guest Rhome, Livest And Reservation details), view Guest Information (Pax.VIP.CLC.O.), Create blank task					
Assign Role	Inspector	sheet, View Room Selections, View Task Sheet Sets, View Task Sheet Editor, Task Sheet Setup - Menu, Manage Task Sheet Setup, View All Messages, View Green Reservation, View					
▲ Group Management		Reports, Supervisor: Show all sections, View Credit Logs, Manage Credit Logs, Minibar Consumption View, Allow drag and drop on tasksheet editor screen, View Departed Guests Screen. Fnable Checkou: View Todav's Arrival Screen. Channe Task Two: Channe Cleaning Sequence. Send Guest Messaec. Duplicate Tasksheet From Tasksheet Editor. Remove No					
Groups		Service, Mark No Service, Mark Delay Service, Change Task Type					
✓ Mapping →	Add	Export					



### Changing between Room Attendant and Supervisor app

Housekeeping has two different levels of access within the HK app that are not associated with assigned roles: Room Attendant access and Supervisor Access. Which version you have access to when you log in is based on your designation. If your designation requires access to the other version, you can change this from the Designation Menu, accessed on the Customer Admin Portal.

- 1. Log in and go to the **Designations** menu.
- 2. Right-click the designation you want to change.
- 3. Save and exit.

KNOWERDER		<u>tik,</u>	Customer Admin Portal KC Hotel	Change Passwo Log Out
.# Menu			Designations	×
Designations Departments	English *		🖉 Search	
Staff Manager	Designation	Designation type +		
Room Types	Housekeeping Valet	HK_ATTENDANT		
Zones	Maid	HK_ATTENDANT		
Location Manager	General Housekeeper Assistan	HK_SUPERVISOR	Update designation	
Section Manager	Housekeeper	HK_SUPERVISOR	and the second se	
A Role Management	General Housekeeper	HK_SUPERVISOR	Designation General Housekeeper	
<ul> <li>Housekeeping</li> </ul>	Reservation Agent	OTHER	Designation Type HK_SUPERVISOR •	
Setup Roles	Security Agent	OTHER	Save Cancel	
Assign Role	Engineer	OTHER		
A Checklist	F&b Assistant Manager	OTHER		
Setup Roles Assign Role	Resident Assistant	OTHER		
Assign Role	Maitre D'hôtel Assistant	OTHER		
Setup Roles	Human Resources Assistant	OTHER		
Setup Kons	Management Secretary	OTHER		

Note: Because this is linked to the designation, it affects all users with that designation.



## Housekeeping configuration

## **Changing Housekeeping room types**

As rooms change, the relevant room type must be adjusted to ensure the correct Time and Credits or Checklist are applied.

All configured room types are listed in the Room Types menu on the Customer Admin Portal. While they generally match your PMS, they do not have to be identical.

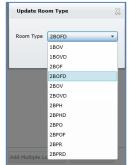
1. To Add new Room Types, select **Add** and complete the fields.

Add Room Type	X
Room Type Short Desc (Eng)	
Room Type Long Desc (Eng)	
PMS Room Type	
	Save Cancel

- 2. Select Save.
- 3. Go to the Location Manager.
- 4. Select the zone where the room is located.
- 5. Select the room number, right-click, and select **Change Room Type**.

🔺 Menu 🕺 🗍				Locatio	n Manager		
Designations	arch						Search gues
Departments							- Otalian grid
Staff Manager	Zones 🔺	Location	Туре	Room Type	Sequence No1	Sequence No2	
Room Types	2nd Floor	0702	Guest Rooms	2BOF			
	)3rd Floor	0703	Guest Rooms	2BOF			
Location Manager	94th Floor	0701	Guest Rooms	2BOFD			
Section Manager	)5th Floor	0704	Guest Rooms	2BOV			
Role Management	06th Floor						
▲ Housekeeping	17th Floor						
Setup Roles	08th Floor						
Assign Role	9th Floor	11					
A Checklist	L0th Floor						
Setup Roles	L1th Floor						
Assign Kole	12th Floor						
<ul> <li>Customer Admin Pr</li> </ul>	L4th Floor						
Setup Koles							
Abaigh Noic	15th Floor						
and a second sec	16th Floor						
	17th Floor						
Mapping 🚽 1	18th Floor	Add	d Multiple Locations	Expor			

6. From the drop-down list, select the new room type and save.



#### Additional information on changing Housekeeping room types:

- If you are creating a new room type, the following items must be completed in the Housekeeping DB setup:
  - Assign Linen\*
  - o Assign Checklist
  - o FM Rule Allocation
  - Inspection Rules\*

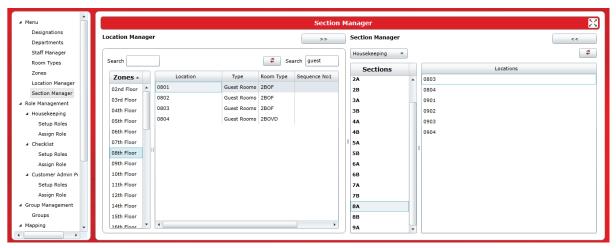
- Time Allocation (Time and Credits)
- In the location manager, search for "Guest Room" to eliminate all non-guest room locations.
- Room types can be different from PMS to allow for greater nuances in checklists or cleaning times.
- Ensure that changes are made without active task sheets.

\* This module may not be active and does not need to be configured.

## **Changing Housekeeping sections**

All rooms are grouped in sections that impact various settings within the Housekeeping system. You can move rooms or create new sections as required.

- 1. Select the Section Manager.
- 2. Select the Housekeeping department.
- 3. In the Location Manager, select the relevant location and drag to the relevant section on the right.
- 4. To delete, right-click the room/section and select **Delete**.
- 5. To add a section, right-click in the sections pane and select Add.



#### Additional information on changing Housekeeping sections:

- A room can be part of only one section. No duplications are allowed.
- Ensure that changes are made without active task sheets.
- Sections in the Sections Manager are independent of Service.
- In the location manager, use the search box to search for "Guest Rooms" only.
- Only locations with a *Room Type* should be mapped to a section.
- If you create a new section, remember that on the mobile app, supervisors must select the same.

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## 

## Changing the room sequence or order

Rooms are distributed normally in ascending numerical order. This means that the task sheet editor starts with the lowest room number first and follows the room number sequence.

By applying a *sequence number*, you can instruct the software to follow a different order that is configured independently from the room number. This method enhances the task sheet logic by placing rooms in the same task sheet that are closer to each other, regardless of the room number.

This sequence is manually defined.

- 1. Go to Location Manager.
- 2. Select the zone.
- 3. Right-click the relevant room and select **Edit**.
- 4. Complete the **Sequence 1** and, if applicable, **Sequence 2** numbers.

Menu		Location Manager							
Designations									
Departments									
Staff Manager Zone:	s Location	Туре	Room Type	Sequence No1	Sequence No2				
Room Types All	301	Guest Rooms	CZY	175					
Zones 03rd Floor	302	Guest Rooms	CZY	174					
Location Manager 04th Floor	303	Guest Rooms	CZY	173					
Section Manager 05th Floor	304	Guest Rooms	CZY	172					
Role Management 06th Floor	305	Guest Rooms	CZY	171					
▲ Housekeeping	306	Guest Rooms	CZY	170					
Setup Roles 07th Floor	307	Guest Rooms		169					
Assign Role 08th Floor	308	Guest Rooms		168					
▲ Checklist 09th Floor									
Setup Roles Ground Level	309	Guest Rooms		167					
Assign Role Cellar Level	310	Guest Rooms		166					
A Customer Admin Pr 02nd Floor	311	Guest Rooms	CZY	165					
Setup Roles Roof	312	Guest Rooms	CZY	164					
Assign Role Upper Roof	313	Guest Rooms	CZY	163					
Group Management	314	Guest Rooms	CZY	162					
Groups	315	Guest Rooms	CZY	161					
Groups Mapping									

#### Additional information on changing the room sequence or order:

- In the **DB Setup** > **Application Settings**, **Order rooms by** must be set to **Sequence Number** for this to work. The default is Room Number.
- Cleaning Sequence, Fixed sections, room set, or other constrains may override the order in which rooms appear or are assigned.
- Sequence numbers accept decimal figures, so in case of missing a room, you can use a .5 value to "insert" the room number correctly, rather than redoing the list.

## Creating or changing task sheet sets

Generating task sheets is done in Task Sheet Sets. These sets are built from one or more room selections. These room selections have filters to apply and control which rooms appear in the subsequent task sheets and which task types are applied.

To update or create new task sheet sets, go to the **Room Selections** menu.

Previously saved room selections appear on the screen. Right-click to **Add** or **Edit** an existing rule.

C	Knowcross Hotel Monday, July 24, 2017 10:08 AM	Room Selections	۲	🤶 Ad	ministrator
峊	O Add				8
	Room Selection				
	All Rooms				
	Morning - OOS To Clean (Due Out/Departed)				
	Morning - All Dirty Rooms To Clean				
	Morning - All Other Rooms (OOS)				
	Morning - All Other Rooms (Clean, Ins, OOO)				
鬱	Turndown - Clean/Inspected To Turndown				
E0	Turndown - Dirty Rooms To Clean				
	Turndown All Other Rooms (OOO,OOS,PU,UNK)				
$\mathbf{a}$	Turndown All Other Rooms (CL,INS)				
	Turndown All Other Rooms (D)				
	1.1				
	1.2				

You can select various parameters from the Room Selections screen to define a task sheet set.

	KNOWHOUDEREEPING	Room selection						
		Selection name						
宦	Oilds							
	Roam selection	25						
	Dynamic - Public Awars	Show selected						# Class
	Igre							
	Light best	Guest Rooms      Public Areas     Doth						
	PICK UP ROOMS	Room status	All None	E FO status	Al Note	Bes. status Ali Nore	Room type	Al None
1000	Public /zeas Only	Clash	1	C Occupied		🗋 Amiai 👘	Deure Room King	1
	Rooms with reservation	Dray     Inspected		C Vecant		Anned     Day Use	Delute Room Twe     Orend Delute Room King	
	Section 01 - No Penthouse	Out of Order			C Daparted	Executive Reem King		
9	Bectos 62-No Parthouse	Out of Service				Departed / Arrival	Executive Room Twin	
	Sector 01 - No Pontouro	Pickup     Unknown				Departed / Annuel	Evenutive Grand Detuxe King     Business Bate	
	Section 04 - No Pertheuse	C1 manual						
	Sector 05 - Ne Patheusa	UP level	All None	Group	All Note	C Section All Noni	C Beer	Al Note
	Section 06 - No Pontheuse	Special attention, FAM Trips, Compliant guests		Search		Search	Search	
	Section 67 - No Penthause	HON Citcle Member, BHA Black Member				0.01	Ground floor	
	Sector 01 - No Parthouse	<ul> <li>Full paying State guests, Diptomats/Government, Na</li> <li>International Celebratias, State Visita/Delegation</li> </ul>	5				🗋 1 foor wat	
	Sector OS No Permouse						Raised ground floer     Deech	
	Section 10 - No Penthouse					0.6	Underground 1	
	Sector Perhouse - No Perhouse					[] m	C Central root	
	Stayover Rooms only - No Perthouse					0 Pa	🗋 8 foor east	
	TD, Am-Stay Dynamic test	Include Undefined VIP		Include Undefined Group				
	teet cleaning.	Previous TT	All None	HK Opt Cut	18.10	Decision + 8 - C	Length of Stay (Days)	
	Turndown - Art Hillep Art-Blay	🗋 Ameal	1	C RHK		Search	0 < 1	
	lundown PV	Dely     Depart		D PMS				
	Vacant Dirty (+5 days)	Full Stay					O From	
		Crean	1				- E -	
		Duration					To	
		e dd.hr.mm					. 6	

#### Filters listed below apply to both Guest Rooms and Public Areas

Room Status	Clean, Dirty, Pickup, Inspected and Out of Order.
Front Office Status	Choose from either Occupied or Vacant.
<b>Reservation Status</b>	Options pulled verbatim from PMS.
Room Type	Choose from existing room types in PMS.
VIP level	Choose from existing VIP levels in PMS.
Group Selection	Choose from existing block codes in PMS.
Section Chooser	Choose from existing and configured sections.
Floor Selection	Choose to provide floor service.
Previous Task Type	Choose from TT and a duration since.
HK Opt Out +/-	Include or exclude guest with a HK Opt Out active. This excludes HK Opt Out Active and includes those with HK Opt Out Active.
Specials	Choose from guest with specials in PMS.
Length of Stay	Choose from guest with a length of stay <, >, or between x and y days.

Time Occupied	Choose rooms that have been occupied <, >, or between x and y DD:HH:MM
Time Vacant	Choose rooms that have been vacant <, >, or between x and y DD:HH:MM
	To illustrate on how you could define your own selections, refer to the example below:
Single selection	Only Dirty rooms.
Dual combination	Dirty and Occupied.
Multiple combination	All Dirty rooms for VIP1 and VIP2, Occupied and Standard room only.

Once you have opted for the relevant filters, choose which task type should be applied to all locations. If you are using the automatic Task Type assignment, select **Follow Facility Management Rule**. Next, name your selection and select **Save**.

A common setup with three different room selections could be:

- Dirty rooms.
- Clean + Inspected + Pickup rooms.
- 000 + 00S + Unknown rooms.

Su	KNOWHOUSEKEEPING Fallow one	Room selection - Dirty Rooms							
卣	0×01	Show selected Source Control of the selected Source Control o							<i>∎</i> Clear
11 Q	Renn suktion 2017 LOG Pr. 2017 SUG Pr. 41 Renn - All Renn - Al Renn - All Profession en regende Burlier	Roon status     Over	A Nene	Postulas     Occupied     Vacant	All None	Res status     Anival     Anival     Day Uae     Day Uae     Usepared / Anival     Depared / Anival     Depared / Anived     Day Out	All None	Room type     Deluare Room King     Deluare Room King     Deluare Room King     Security Room King     Security Room King     Descritive Room King     Descritive Room King     Descritive Room King     Descritives Subb	Al hore
0))	Ong - SAR State Inty Cong Annual Cong Annual Cong Annual Cong Annual Cong Annual Cong Cong - Cong Cong - Cong Cong Cong - Cong Cong Cong Cong Cong Cong Cong Cong	VP evel     VP evel     Concern strettore, FAM Trips, Comparing quests     Intik Crist Memory, OHA Stack Memory     Intik Profit Advance, OHA Stack Memory     Tall paying Sulting puests, Diplomats Downment, Ne     International Celetrolese, State Vallat/Derogation	il None	Gree Search	All None	Section     Section     Section     or     or	All None	Dec           Search           Information           Toro vact           Raxied ground for           Beach           Underground 1           Centuring           6 for vast	Al Nore
	Upt fast PICK UP ROOMS	Include Undefined VIP		Include Undefined Group					
	AdacAves Gay Book and Carlos C	Prove      American	a None	- HK OPI OUI - GOK, - PMS		Search	***0	Length of Stay (Days)	
	Martin Br. Na Permission Beckell Be To Permission Radia Be To Permission Backell Be All Permission Backell Permission A Permission Backell February And February Backell Roman and School Berlinson	The Coupled  The		C The Vecal					
		Task type - + 💆 Follo	w Facility I	Agent rule				¶\Save	39 Save as New Catcol

**Note:** If you need to create multiple task sheet sets that are very similar in applied filters, use *Save as New* for ease of use.

Next, go to the Task Sheet Set menu.

Here you can create **task sheets sets** using the **room selections** defined in the previous screen. Task sheet sets can be created for different shifts.

Previously saved sets appear on the right-hand side on the screen. Right-click and select **Edit** to edit an existing set or **Add** to create a new one.





					_
C	KNOWHOUSEKEEPINB FALCON OVE	Task sheet set KC Hele	Administrator Wesnesday, January 20, 2021 3:36 AM	B (	₽
	© Add				c
-	Task shreet set				
-	All rooms - by section				*
	All rooms - No Filter (Morning)				
6	Daily Service, ARR + DEP only				
	Dify Roons				
臣	Dynamic - Public Anams				
	Dynamic - Turndown				
-	Evening - Taindown				
))	HK Opt Out-				
	HK Opt Out -				
	PA				
	VD > 5 daya				

In the **Task Sheet Set** menu, you can choose which room selections should be combined to create one set. Use the horizontal arrows to select rules and name the task sheet set. This name appears in the drop-down menu of the Task Sheet Editor screen.

5		Task sheet set			· · · · · · · · · · · · · · · · · · ·		
	Proceedings	Task sheet set	All rooms - by section				
宦	O/dt		Available rules		Selected rules		
	Task sheet oct		Dirty + ARR & DEP only * Dirty arrived		Section 01 - No Penthouse Section 02: No Penthouse	<u>ê</u>	
	All rooms - by ketSinh		city annual city occupied		Section 63 - No Panthouse	_	
	All monts - No Filter (Moning)		Dirty Rooms		Section 84 - No Penthouse		
0	Daty Service, ARR + DEP any		Dynamic - Public Area's HK Opt Out -		Section 05 - No Penthouse Section 06 - No Penthouse		
	Dify Rooms		HK Opt Out +		Section 07 - No Penthouse		
虚	Dyname - Public Asian		lght		Section 66 - No Penthouse		
Ee	Dirginis - Fundevia		Light test PICK LIP PICOUS		Section 09 - No Penthouse Section 10 - No Penthouse		
۲	Evening - Turndown						
	HCOPOL.	Location type Guest Rooms	Task type		Follow Facility Mg Yes	mt rule	
	HK Opt Out +	Include Undefined VIP	Include Undefined Group		100		
	R.	No	No				
	ND × 5 days	Room status (1)	FO status (0)	Res. status (0)		Room type (0)	
		Dety					
		VIP level (0)	Group (0)	Section (0)		Floor (0)	
		Previous TT (0)	HK Opt Out (Exclude)	Specials (0)			
							El Sance Concer

Save when done.

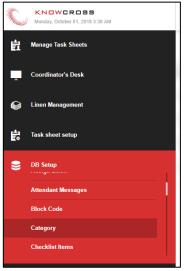
#### Additional information on creating or changing task sheet sets:

- When you select a rule in the left-hand column, you can view the applied filter/rules in the screen below.
- If you have selected multiple rules, you can organize the order in which they appear by using the up and down arrows.

## Creating a Housekeeping checklist

Checklists form an integral part of the Housekeeping software and allow room attendants to view their tasks. Supervisors can use checklists to ensure that rooms are cleaned to standards. Missed items can be tracked and reported in the software.

Housekeeping checklists are created and managed from the Housekeeping DB Setup.



- 1. Go to Category.
- 2. All questions are nested under a category. Edit the existing ones or select Add to create a new one.

台	• Add			3 Search
-	Category			
-	Guest Bathroom Area			*
-	Desk Area			
	Guest Bedroom Area			
	Kitchen Area			
	Lanai Area			
Εo	Living Room/Dining Room Area			
	Master Bathroom Area			
8	Master Bedroom Area			
	Room Corridor Area			
			S Create Checklist Items	
Mar all	KNOWCROSS Monday, October 01, 2018 3:42 AM		Create Checklist items	
台			Category	•
<b>*</b> *	O Add		Checklist	
	Item	Category		
-	Bose radio in working order, set to 105.1 ,	Desk Area	Inspection Points	
	Lamp is in working order, shade is clean,	Desk Area	SOP	
	PlayStation in good condition	Desk Area	30P	
	TV in working order with good reception, c	Desk Area		

- 3. Go to Checklist Items.
- 4. All configured points are listed here. To add a new question, select Add.
  - a. From the **Category** drop-down list, select the relevant category.
  - b. In the Checklist field, enter the question or item that you want to add to the list.
  - c. In the **Inspection Points** field, enter the value of the question for the scoring system.
  - d. (Optional) In the **SOP** field, add more information about the question.
- 5. When finished, select **Save**.

- 6. To add a picture to the question, right-click the question and select **Manage Images**.
- 7. Browse to find the picture and upload.
- 8. Go to Checklist.

Checklists are configured in this menu.

- 9. Select Add to create a new checklist.
- 10. Complete the **Checklist Name**.
- 11. In the **Description** field, you can provide more information about the contents.
- 12. From the **Category** drop-down list, select the category to associate with questions.
- 13. Use the left and right arrows to move questions to the list on the right.
- 14. Use the up and down arrows to change the order in which the questions or categories appear.
- 15. Save when done.

- Marine	KNOWCROSS	S Create Checklist	
Maril)	Monday, October 01, 2018 3:49 AM	Checklist Name	
卣	O Add	Description	
	Checklist Name	Category Type	
-	Standard	Kitchen Area 💌 Items 💌	
$\sim$	Housemen	Search	
	Turndown		
勖		(Kitchen Area)Small applicances are clean, properly set up       (Kitchen Area)Applicances clean, in working order         (Kitchen Area)Acove window clean       (Kitchen Area)Lights in good working order, clean	
		(Ritchen Area)Disposaris clean, no rood	
		Particles (Kitchen Area)Floor is clean, no dust, not sticky	
		(Kitchen Area)Hot water pot, French press	
		🖺 Save Cancel	

#### Additional information on creating checklists:

- Every Room + Task Type combination must have a checklist.
- Every Room + Task Type can have its own unique checklist for more precise inspections.
- All checklist questions for the supervisor can be preselected on the App. In application settings, select **Checklist Item Enabled by Default**.

## Changing time and credits

All rooms have assigned *time* and *credit* values that impact the task sheet creation process, progress tracker, build in escalation tracker, and awarded credit screens.

The software requires a time or credit to be configured for each room and task type combination. If you need to edit the configuration, go to **Time Allocation** in the **DB Setup**.

Add Room type ALL	• Task type ALL •		D Export	2 Search
Room type	Task Type	Cleaning time	Credits	
DIK	Depart	80	4	*
D2T	Depart	80	4	
с1К	Depart	60	4	
B1K	Depart	60	4	
B2T	Depart	80	4	
AIK	Depart	80	4	
EJS	Depart	60	4	
DS2	Depart	80	4	
CS2	Depart	80	4	
BS4	Depart	60	4	
1 AS3	Depart	80	4	
R2K	Depart	80	4	
R2T	Depart	60	4	
PA	Depart	60	4	
D1K	Occupied	45	2	
D2T	Occupied	45	2	
C1K	Occupied	45	2	
B1K	Occupied	45	2	
B2T	Occupied	45	2	
A1K	Occupied	45	2	
EJS	Occupied	45	2	Ŧ

	KNDWCRD55 Teesday, November 20, 2018 3 51 AM		S Time allocation	
畠	Add Room type ALL      Task type ALL	*	Room type	None selected
	Room type	Task Type	Task Type	None selected -
	DIK	Depart	Cleaning time	
	D2T	Depart		
	CIK	Depart	Credits	
	B1K	Depart		
븁	B2T	Depart		
Eo	A1K	Depart		
-	EJS	Depart		
9	DS2	Depart		
	C82	Depart		
li.	BS4	Depart		
	AS3	Depart		
	R2K	Depart		
	R2T	Depart		
	PA	Depart		
_	DIK	Occupied		
_	D2T	Occupied		
	С1К	Occupied		
	В1К	Occupied		
	B2T	Occupied		
	A1K	Occupied		
	EJS	Occupied		
	DS2	Occupied		
				Save Cancel

Right-click to adjust the time (in minutes) and or credits as required.

#### Additional information on changing time and credits:

- Every Room + Task Type combination must have an assigned time and credit.
- You can use decimal figures for the credits.
- You can simultaneously apply the same time and credit values to multiple/all rooms and tasks.

## Adjusting the cleaning sequence

Rooms are automatically prioritized for each task sheet based on a cleaning sequence that is determined by the front office and reservation status in the PMS. Changes in the PMS might affect the order in which rooms appear for a room attendant during the day.

The Cleaning Sequence is built from *priority rules* that are grouped together in a *cleaning sequence*.

Go to **Priority Rules** to see the configured rules.

	KNDWCRDSS Tuesday, November 20, 2018 4:07 AM		Hotel thy rules	$\boxtimes$	•	2	kcs 1
宦	Manage task sheets			C	Search		
	Coordinator's desk		Rule definition				
-	Continuor a teak		For Due Out rooms				~
$\sim$			Stayover guest				
*	Linen management		For arrival				
			Queue Rooms				
10	Task sheet setup		For Departed Rooms				_

Right-click to view and edit an existing rule or create a new one.

ule name							
Rule name	Arrival						
Rule description	Rule description For arrival						
Add							
Parameter rule			Operator	Values rule			
Room Reservation Status			in	Departed / Arrival, Arrival		0	:
☑ Sort 1 Inhouse Guest: VIP Level		Sort 2			Sort 3		
Ascending	*			τ 			

Typically, rules are based on the room reservation status to allow for separation between rooms that are Occupied vs. Vacant and Arrival vs. Due Out. However, you can combine multiple filters.

You can also create a rule only for Rooms that are Vacant+Arrival with an ETA prior to 14:00 and VIP level.

Within a created rule, you can also organize the Rooms by ETA.

R	ule name	Arrival by ETA, VIP						
R	ule description	All Arrival rooms, for VIP gue	est. Sorted by Arriv	al Time, prior to 1	4:00			
	Add							
	Parameter rule			Operator	Values rule			
	Room Reservation Status			in	Departed / Arrival, Arrival		Û	~
	Guest Arrival Time (HH:MM)			Between	00:01,14:00		Û	
	Arrival Guest: VIP Level			in	Special attention, FAM Trips, Comp	plaint guests, HON Circle Member, GHA Black	Û	
								~
	Sort 1		Sort 2			Sort 3		
	Guest Arrival Time (HH:MM)	T			Ŧ			Ψ.
	Ascending	•			<b>v</b>			

You can create different rules and permutations that allow you to test which rules work best for your operation. Differences between morning and turndown operations are the most common.

When you have created the rules, they are grouped together in a sequence.

Go to the Cleaning Sequence.

Kas	KNDWCRDSS Tuesday, November 20, 2018 4:16 AM	X	KC Hotel Cleaning sequence				
辪	Manage task sheets				2 Search		
	Coordinator's desk	Sequence description	Start time	End time			
		Morning	06:00	16:30			
6	Linen management	Night	00:00	06:00			
	Linen management	Evening	16:30	23:59			
ß	Task sheet setup						
9	DB setup						
	Checklists						
	Cleaning sequence						
	DND reason						
	Delay reasons						
	Discrepancy						
	FM rule allocation						

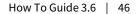
In this menu, you can see the configured sequences. Every sequence has a configured start and end time. Task sheets created within these time frames automatically have the relevant sequences applied.

⊗ Add new sequence		
Sequence name	Morning	
Sequence description	Morning	
Start time	06:00 O End time 16:30 O	
Rules available		▲ ▼
	🖺 Save	Cancel

Right-clicking allows you to view and edit the configured sequences.

In the left-hand column, you can see all configured priority rules. The selected rules show you the applicable rules and the order in which they are applied.

Use the arrow buttons to make any required changes and save when done.



#### Additional information on adjusting the cleaning sequence:

- The available cleaning sequences must cover 24 hours, which means that if you are operating with only one schedule, the start time is 00:00 and end time is 23:59.
- A sequence requires a minimum of one rule.
- You can create a sequence with a different order of rules that can be manually applied to assist with groups or weekday vs. weekend operations. Set the start time to very early or late.
- If you are using the ETA of guest, without an ETA, that guest will have the fixed time of 00:00 as their ETA. Therefore, in your filters, set a time of > 00:00 to ensure the midnight arrivals are ignored.
- Rooms that are not associated with a rule will be the last in the task list and will be shown in room number or room sequence order.
- The Cleaning Sequence is only a suggestion to the room attendant. An RA can still start a room that is not prioritized as per the configured sequence. If you want to restrict this, allowing an RA only to clean as per the configured rules set within the Application Settings, set the rule *Allow HKA to break cleaning sequence* to NO. (The default is YES to allow for greater flexibility.)

## Changing which task types are automatically assigned

When generating task sheets, the task types are automatically generated and assigned to the selected rooms. In most cases, the task types are assigned via the Facility Management (FM) rules. In some cases, task sheets have a default task type assigned.

In the **Task Sheet Setup > Room selections** menu, you can see whether FM rules are used or whether a default task type is applied:

0	KNDWHOUREKEEPIND TALCOLORI	Room selection - Dirty Rooms							
卣	0.00	Show selected							# Cherr
문 🗣 🖷	Representations 2017 Reservery 2017 Reservery 2017 Reservery 2017 Reservers 2017 Reserver	Reen status     Caref     Degr	At Note	C FO state Colocied Wecen	Al hure	Res datus     Avisat     Avisat     Avisat     Avisat     Avisat     Desarred	All Super	Kourn fast     Course Roam King     Datus Roam Vein     Datus Roam Vein     Grand Datus Roam King     Reactive Roam King     Reactive Roam King     Datus Roam King	Al Nam
60	Information Page passed Reference Referen	VP text     Special interface, YAM Tops, Compare) gointy     Special interface, YAM Tops, Compare) gointy     Special interface of the text of te	A2 None	Search	Al hore	Sector     Sector	Al Aona	Floer     Search     Underproved 1     Contrain cool     Search     Contrain cool     Search     Search	Al Nora
	Contrain Procure Robus	C Include Underland VIP		The late Undefined Group					
	Naki Jawa Dy Baran dhi Nauka Baran dhi Na Manana Baran dhi Na Manana Baran dhi Na Manana Baran dhi Na Manana Barana dhi Na Manana	Previous PT     Previous PT     Previous PT     Orego     Previous     Orego     Orego      Or	Al hore	C HK ON ON	.8.0	Second Second	***0	Length of Stray Deget From Stray Deget Stray Contemport Stray Stra	
	Nada IV. Ar Pallace Data IV. Ar Pallace National II. In Proteomore Sector VI. An Arteman Sector Francisco. In Pallace Delice Francisco. In Pallace Delice Francisco. In Pallace	The Cooped     Attrice     Attrice     Attrice     Attrice     Attrice		The Vicel					
			olow Facility					8	Cancel

To make changes to the FM rules, go to the Facility Management Rules menu.



<b>N</b> acional Antonio Antonio Antonio Antonio Ant	KNDWCRDSS Juesday, November 20, 2018 5:38 AM	X KC Hotel Facility management rules	$\bowtie$	۲	2	kcs 1
峊	Manage task sheets			ß	) Export	ø
÷	Coordinator's desk					
ø	Linen management					
랆	Task sheet setup					
۲	DB setup ⊦m ruie allocation					
	Facility management rules					
	Inspection Rules					
	Inspection Settings					
	Job Pausing Reasons					
	Jobs					
	Linen allocation					

#### Right-click to edit or add a new rule.

۲	Facility manage	ment					
	Rule	Standard					
	O Add						
	Reservation stat	us	Preference code	Frequency	Task type	Priority	
	ARRIVAL, DUEOU	JT_AND_ARRIVAL,		1	Arrival	1	~
	STAYOVER, ARR	IVED,DUEOUT_AN		1	Occupied	2	
	DUEOUT, UNKNO	WN,DEPARTED		1	Depart	3	

Task types are assigned based on the selected fields.

Res Status	Select the reservation statuses.
Room Status	Select the required (Housekeeping) statuses.
Length of Stay (Days)	Select the length of stay, <, >, or =.
Specials	Select the required PMS Specials.
Task Type	Set the applied task type.
Frequency	Set the required frequency, that is, daily or every third day.
Priority	Set the required priority (see below).

If you have two different task types for the same reservation status, you can use the frequency and priority to alternate between the task types.

**Example:** Stayovers get daily a *daily* clean for the Daily task type. Stayovers get cleaned every third day for the Occupied task type.

Reservation status	Preference code	Frequency	Task type	Priority
STAYOVER, ARRIVED, DUEOUT_AN		1	Daily	2
STAYOVER, ARRIVED, DUEOUT_AN		3	Occupied	1

In the **FM Rule Allocation** menu, you define which rooms should follow which FM rule. You can create different FM rules and differentiate the services offered between, for example, a Suite and a Standard room, where the suite gets a full service daily. Right-click the **Room Type** to change.

	KNDWCRD35 Tuesday, November 20, 2018 5:47 AM	K KC Hotel FM rule allocation	×	۲	🤶 kcs 1
峊	Manage task sheets		0	Search	
-	Coordinator's desk	Rule name Standard New			~
6	Linen management	Standard New Standard New			
쉨	Task sheet setup	Standard New Standard New			
	DB setup	Standard New Standard New Standard New			
	Checklists	Standard New			
	Cleaning sequence	Standard New Standard New			
	DND reason	Standard New			
	Delay reasons	Standard New Standard New			
	Discrepancy				
	FM rule allocation				
	Facility management rules				

#### Additional information on changing which task types are automatically assigned:

- In Application Settings, *Dynamic Task Allocation* can automatically update the task type of a room if a reservation change occurs. (Due Out changes to Stayover or vice versa.)
- In Application Settings, *Check for back to back reservations* can help identify back-to-back reservations and automatically update the task type to Stayover.
- In Application Settings, *Ignore Preference code in Facility Management Rules* should be set to Yes, and the Preference code field should be left blank unless instructed.
- If you choose no Room Status in the filter, the system will include all by default.

## Using the Green program

If the hotel offers guests the option to skip daily service for environmental purposes, the Green program can be used to change the assigned task type. If this feature is enabled, stayover rooms display a globe in the Housekeeping app. A gray globe indicates that the Green program is not activated and that the standard task type is applied. A room attendant can select the globe to activate the Green program for the room. When activated, the globe turns blue and green. The task type also changes. For as long as the Green program is active, an alternative cleaning schedule will be active.

To activate or change this feature, go to the Application settings, and select **Green program** from the drop-down menu.

	FULL / 50 Minutes / 1.1 Credits Room Notes	0	C	GREEN / 50 Minutes / 1.1 Credits Room Notes		
0	Tuesday, November 20, 2018 8:44 AM			Hotel ion settings	a	kcs 1
峊	Application Green program v				2 Search	
	Description			Value		
-	Enable green			YES		~
~	Green task type			Green		
6	Green task type (Turndown)			Green		
	Green cycle duration (Days)			2		
台	When should green cycle start			From Immediate Cleaning		
	Turndown Task Type			Turndown		

Enable Green	Enables or disables the program.
Green Task Type	When the Green program is activated, select the new task type.
Green Task Type Turndown	When the Green clean program is active, select the task type be for turndown service.
Green cycle duration (Days)	Specify how many days the Green task type should be applied before reverting to the default task type.
When should Green cycle start	Specify start time and activate date of Green service.
Turndown Task Type	Specify the task type that is configured for Turndown service and therefore replaced by the Green task type (Turndown).

#### Additional information on using the Green program:

- The task type for the Green program must be configured, including time, credits, and checklists.
- In Application settings, set *Allow to change task type while room is in progress* to Yes, allowing you to activate and change the task type.



## Changing reasons in Housekeeping

In the Housekeeping software, there are various places where preconfigured options are displayed. You can change all options from the DB setup when needed. The following fields can be changed in their respective menus:

Attendant Messages	Preconfigured Messages from RA to Supervisor.
DND Reasons	Reasons to confirm a DND.
Delay Reasons	Reasons to confirm a delayed service.
Discrepancy	Available options to report as a discrepancy.
Job Pausing Reasons	Reasons to confirm a pause service.
Lost and Found categories	Categories in which lost and found items must be reported.
000/00S Reasons	Reasons to report an OOO/OOS room.
Jobs	Available Service jobs that can be registered from the software.

Note: 000/00S reasons must match the codes that are available in your PMS.

### Using room constraints

When you create task sheets in the Auto Attendant feature, rooms are equally divided based on credit values. Room are assigned either in room number or numerical order. You can use room constraints to control which or what kind of rooms a room attendant receives.

To use room constraints, *room sets* must first be built. These room sets can include one or multiple room constraints. By default, room sets are associated with certain or all room attendants as a *staff constraint*. They can be created ad hoc.

#### Go to the Room Constraints menu.

	KNDWCRD35 Wednesday, November 21, 2018 3:22 AM	Х	KC Hotel Room Constraints	۲	3	Administrator
台	Manage task sheets					2
	Coordinator's desk					~
Ŵ	Linen management					
1 B	Task sheet setup					
)))	DB setup Outsourced Staff					
	Priority rules					
	Room Constraints					
	Room Sets					
	Room status color					~

In this menu, you can see the configured constraints. Right-click to edit an existing constraint or select **Add** to create a new one.

The Room Selection window appears. It displays the available filters:

Room Status	Select applicable Housekeeping statuses.
FO Status	Select occupied or vacant rooms.
Reservations Status	Select applicable reservation statuses.
Task Type	Select applicable task types.
Room Type	Select applicable room types.
VIP Level	Select applicable VIP levels.
Include Undefined VIP	Select if not yet configured VIP Codes should be included.



Group Include Undefined Group Section Floor Select applicable group codes / names. Select if not yet configured group codes should be included. Select applicable sections. Select applicable floors.

Sur.	KNOWHOUSEKEEPING	Room selection						
	FALCON ONE	Show selected						# Clear
	© Add Record Conditant Totor 1	Claam * Claam	FO status All None Occupied Vacant	Res. status All None     Annual     Annual     Artived     Day Upn     Departed		Task type All None Depart Full Stay Turndown Amval	1	Room type All None     Datuxe Room King     Detuxe Room Turn     Grand Datuxe Room King     Executive Room King
Θ	Room teet constraint Section 1	Out of Service  Dictap  Cutop		Departed / Anivat     Departed / Anivad     Departed / Anived     Due Out		Green Deity Lutit Clean		Executive Room Twin Executive Grand Deluxe King +
4L2 ())	Sector ID Sector 2 Sector 3 Decisin 4 Sector 5 Sector 6 Sector 7	VP Parel Al Nore  Strange and abrone, FAM Trop. Complexe parts Hold Cross Member GHA Trop. Complexe Parts Hold Cross Member GHA Trop. Understand Determiner, Nat Understand Determiner, Nat Volto Constraint, State Volto Comprise			02 03 04 05 06	None		Floor All None learch Cround floor 1 floor welt Fased ground floor Beach Underground 1 Certifial flool Certifial flool
	Sector 8 Sector 9 Sector 9 Sec	include Lindefined VIP	📄 Include Undellin					
		Selection name	Specials					Save Cancel

You can use one filter or create a combination of multiple filters.

**Example:** A new room attendant is allowed to clean deluxe rooms only when the room is stayover. In the **Room Type** field, select the appropriate room types. In the **Res Status** field, select the relevant reservation statuses. Name the room selection and save it.

Common room selections could also be based on sections or floors if your property works with fixed sections or floors.

5	KNOWHELDBEREEPING	Room selection				
mad	FRICON ONF	Show selected				/ Ceer
卣	0 Add		estatus Al None coupled acont	Bes. status All None     Armal     Armad     Day Use	Task type All None Depart Full Stay Turndown	Reon type All None     Desus Room King     Desus Room Terr     Cond Desus Room King
0	Floor 1 Reprive their consist aird Section 1	Out of Order Out of Order Polace Description		Depended     Depended FARINAL     Depended FARINAL     Depended FARINAL     Depended FARINAL     Topo Out	Arrival Gener Daity Light Clean	Executive Room King     Discutive Room Twin     Executive Grand Debute King +     +
皍	Sector 10 Sector 2	VIP level At None Special effection, FAM Type, Completent	Group Al None	Sector A	I Note	Floer All None
())	Sector 2 Sector 6 Sector 5 Sector 5 Sector 7 Sector 3	ports 1070 Cash Menden, Olik Bank Mende Pari penjo Sula paka, Determini Oceanment, Ne Informational Calabratian (Total Monitoreguinta)	Include Undefined			Convertion     Convertion     There went     There went     Rearch     Underground from     Underground fr     Control ment     To from reast
	Sector 6 Sur Rooms S1 N2	. I incluse uncernise view	Induce Uncerned	Grap		
		Selection name	Specials			R Tore Carcel

Next, go to the **Room Sets** menu.

In this menu, you can create a room set that consists of one or multiple constraints.

Right-click to edit or add a new constraint.



Sector 04  Analosis rola Sector 04  Analosis rola Sector 04  Sector 04 Sector 04 Sector 04 Sector 04 Sector 04 Sector 04	Sequence humber         4         D           Note the all         Audable frain         D           For the all         Sequence humber         Audable frain         D           Sequence humber         Sequence humber         Sequence humber         D           Sequence humber         Sequence humber         Sequence humber         Sequence humber	ĸ	NOWHOUSEKEEPING	Room selection		
A balaka pana Kasaka pana Kasaka 20 Kasaka 20	Sequence Number     4     0       Nee Not     Analatie rade     0       Nee Not     Nee Not     Nee Not       Not Not     Nee Not     Nee Not       Not Not     Nee Not     Nee Not	1.				
Austicitie strate Constrained Constrained	Sequence hunder     4     D       None the a     Interface is a sequence hunder     Interface is a sequence hunder     Interface is a sequence hunder       None the a     Interface is a sequence hunder     Interface is a sequence hunder     Interface is a sequence hunder       None the a     Interface is a sequence hunder     Interface is a sequence hunder     Interface is a sequence hunder       None the a     Interface is a sequence hunder     Interface is a sequence hunder     Interface is a sequence hunder       Sequence Hunder     Interface is a sequence hunder     Interface is a sequence hunder     Interface is a sequence hunder       Sequence Hunder     Interface is a sequence hunder     Interface is a sequence hunder     Interface is a sequence hunder       Sequence Hunder     Interface is a sequence hunder     Interface is a sequence hunder     Interface is a sequence hunder       Sequence Hunder     Interface is a sequence hunder     Interface is a sequence hunder     Interface is a sequence hunder       Sequence Hunder     Interface is a sequence hunder     Interface is a sequence hunder     Interface is a sequence hunder       Sequence Hunder     Interface is a sequence hunder     Interface is a sequence hunder     Interface is a sequence hunder	2		Room set	Section 04	
Austiculation on the second se	Note tild A     Asskalle råda       PF     Sectore (2)       Sectore (2)     Sectore (2)	"	Q Add			
Kertino 69 * Socion 14 Section 69 Saction 69 Saction 69 Saction 60 Saction 60 Saction 60 Facility 9	PF     A. Series of a series			Sequence Number	4	B
Kortino 64 Kortino 62 Kortino 63 Kortino 64 Kortino 64 Kortino 64 Kortino 64 Kortino 74 Kortino 74 Kortin	FV     Inclusion (F)     Inclusion (F)       Standard for     Inclus (F)		Room Set a		Auxilable roles Sciented	mine
Lecture 0) Licritic 0 Licritic 04 Licritic	Status /r     Inclusion /r       Status /r     Inclus /r       Status /r <td></td> <td>Pr.</td> <td></td> <td>Section 01 . Section</td> <td>54</td>		Pr.		Section 01 . Section	54
Section 65           Section 67           Section 67           Section 60           Section 60           Section 60	Standard     Excluse 00       Standard Construction     Lainte 00       Standard Construction     Excluse 00		roun lest set			
Section 66 Section 67 Section 60 Section 69 Section 10 •	Work II'     Karlan K       Maran K     Kenter K		Bocton 01		Section 05	
Section 00 * A Section 09 * *	Intend M     Section 60     A     A       Section 60     Section 60     A     A		Section 62		Section 06	
	Austral M Ken Brown A		faction 63		Section 07	*
	Austral M Ken Brown A				Section 09 +	*
(An Bonz	Admit Ki Constanti Co Admit Alia Admit Constanti Constanti Constanti Constanti Constanti Constanti Constanti Constanti Constanti Const Admit Admit Constanti Constanti Constanti Constanti Constanti Constanti Constanti Constanti Constanti Constanti Admit Admit Admit Constanti Constanti Constanti Constanti Constanti Constanti Constanti Constanti Constanti Con Admit Admit Admit Admit Admit Admit Admit Admit A		Section 06			
	Anera M. Benera M. Bag Anera		Dacton 06		Sun Roome	
	Rectar M Second R M Bu Form Sr		Section 07			
	Conces IV Ang Renor Art		Section 60			
	Bug Rome Mr		Bocton 00			
	ac .		Section 10			
			Sup Rooms			
			iv1			
			N2			
			Secon 10 Sug Room Mr			
						Bloom Care
						E tank Care
Etm care	ana ana					
gina and						
Etwe Conv	Eren Cara					

Use the left and right arrows to move available constraints to the Selected rules and the up and down arrows to set the priority.

For example, you can create a room set for each individual section, allowing the assignment of a room attendant to their own sections (high occupancy) and creating a set of all sections on one floor for low occupancy.

#### Next, go to Staff Constraint.

	KNDWCRD99 Wednesday, November 21, 2018 3:33 AM		Hotel			۲	🎅 Admir	nistrator
畠	Manage task sheets			G	Export 2	Sear	ch	
	Coordinator's desk	Max Credits	Max zones	Room set				
-		10	2	Section 4				~
		10	2	Section 6				
	Linen management	10	2					
		0	1					
	Task sheet setup	10	0	Section 8				
		14	2	Section 4				
9	DB setup	10	2	Section 6				
	Room status color	0	2	Section 5				
		10	2					
	Room status update rules	20	0					
	Staff constraint	10	0					
	Task tura	10	3					
	Task type	10	0					
	Time allocation	50	0					~

In this screen, you find all configured room attendants. You can set the limit of credits that a room attendant can receive when using Auto Attendant, the maximum number of floors, and which room set is applicable.

Right-click to **Edit** the room attendant.

No.	KNOWCROSS		S Edit Staff Constraint		
Mane (	Wednesday, November 21, 2018 3:34 AM		Attendant	Aurelie Boulanger	
台			Max Credits	10	
_	Attendant	lax Credits	Max zones	2	
-	Agnès Burke 1		Room set		*
~	Anne France Trovato 1	D			
	Aurelie Boulanger 1	)		Section 1	
	Fatma Sellami 0			Section 10	
ß	Florence Corteccia 1	D		Section 2	
Ē	Franck Meheni 1	4		Section 3	
	Franck Ouardazi 1	D		Section 4 Section 5	
9	Francois Penet 0			Section 5	~
	Guillaume Derache 1	D			
	Guillaume Tourgon 2	D			
	Hanako Fort 1	D			
	Isabelle Boudissa 1	D			
	Jade Fournot 1	D			
	KC 1 5	D			
					Save Cancel

Set the Max Credits and Max Zones (floors). From the drop-down list, select the default constraint.

If you want to remove a configured constraint, select the first entry (highlighted in red).

**Save** when done. This is the default constraint for the room attendant. When you are creating the task sheets, the selected rooms will now be assigned based on the configured applied constraints.

#### Additional information on using room constraints:

- If you are using room constraints, you increase the chance that the software will not be able to assign all rooms. Rooms that cannot be assigned (due to the applied constraints) will be placed in an extra task sheet in the task sheet editor. This is an automatic process. These rooms can be moved manually. The more constraints in use, the higher the chance this happens.
- When selecting Room Attendants as part of the task sheet creation process in the Task Sheet Editor, you can make daily changes to the constraints if needed.
- Within the application settings, ensure that if you are using Max Credits and Max Zones, the respective rules are set to YES: *Honor max credits* and *Honor max zones*.

## **Configuring Skip Inspection**

Skip Inspection is a feature that allows you to automatically skip the inspection process that is normally completed manually by a housekeeping supervisor on the Housekeeping mobile application. When cleaning has been completed, it changes a room to the *Inspected* status without a supervisor having to manually complete this task.

Skip Inspection is optimal when certain room tasks do not require inspecting or when you want to reduce the volume of tasks to inspect for room attendants based upon historic inspection scores.

Tasks that are part of the Skip Inspection configuration will not appear in the *pending inspection* status and move directly to *inspection completed* on the mobile app.

In the App Settings, select the Skip Inspection settings in the filter:

Application Skip Inspection •	C Search
Description	Value
Enable Skip Inspection function	YES
Number of inspections to consider (minimum value)	9999
Number of days to consider for inspection scores	0
x % of total score of failed rooms to consider	100
Change skip inspection logic on Fails	NO
Start penalising : Past number of days to be considered	1
Start penalising : Past number of fails to be considered	2
Stop penalising : Past number of days to be considered	1
Stop penalising : Past number of fails to be considered	0

The below settings include all the tasks that must be skipped.

Enable Skip Inspection Function Number of Inspections to consider	Set to YES. Number of completed inspections that should be
Number of days to consider inspection scores	checked before penalties apply. Number of days of inspections that should be checked before penalties apply.
x % of total score of failed rooms to consider	% of failed inspections that should be considered.
Change skip inspection logic on Fails	Set to YES if failures should change the logic.
Start penalizing: Past number of days to be considered	Enter a max date range in number of days.
Start penalizing: Past number of fails to be considered	Enter a max number of fails.
Stop penalizing: Past number of days to be considered	Enter a max date range in number of days.
Stop penalizing: Past number of fails to be considered	Enter a max number of fails.



Change the menu in the **DB Settings** to **Inspection Rules**.

In the inspection rules, for each task and room type, you configure which rooms should be used in the Skip Inspection program.

The Inspection rules dictate which room and task should be manually inspected; therefore, select **Always Exclude** for the combination for which to skip inspection.

Task Type	Room Type		
Strip	ALL	Always exclude	-
C/O	ALL	Always include	
Check	ALL	Always include	
S/O	ALL	Always include	
S/O (L)	ALL	Always include	
Т&Т	ALL	Always include	

Ensure that you cover all task types and room type combinations.

Change the menu in the DB settings to Inspection Settings.

In the **Percentage Inspections To Pickup** column, you configure how many rooms should have the inspection skipped based on the room and task combination. In the image below, all completed tasks have their inspection skipped.

O Add		2 Search	
From Score(%)	To Score(%)	Percentage Inspections To Pickup	
0	100	100	

You can create more rules. For example, if you want to reward high performers, you could configure as follows:

From Score (%)	To Score (%)	Percentage inspections to pick up
95	100	75%
80	95	50%
0	80	0%

Based on the inspection scores, these configuration would ensure that if a room attendant is rated for the configured task and room type combination below 80%, all rooms must be inspected. If the scores are between 80% and 95%, half of the rooms must be inspected. If the scores are 95% and above, only 25% should be inspected. These configurations reduce the need to inspect high-performing attendants or easy tasks.



## **Configuring Do Not Inspect**

While Skip Inspection can be used to reduce the number of tasks to inspect, Do Not Inspect is designed to completely remove some tasks from the inspection process. These tasks are placed in the Supervisor app in the *Completed* status.

#### In the DB Menu, go to Task Type.

Linen Herns Lost & found categories
Minibar itoms
Mobile Client Setup
DDD/DDS masons
Outsourced Staff
Pausing Reasons
Priority rules
Room Constraints
Room Sets
Room status color
Room status update rules
Staff constraint
Task type
Time allocation

This screen displays configured task types. To set a task type as Do Not Inspect, right-click the desired task type to edit. Select the checkbox to activate **Do Not Inspect**. Task types with the Do Not Inspect rule applied are displayed with a red checkmark in the table, as shown below.

0	KNOWHOUSEKEEPING		Task type KC Hotel	2 Administrator Wednesday, January 20, 2021 5:30 AM
峊	O Add			c
_	Task Type	Description		Do Not Inspect
	Depart	Departure Cleaning		-
	Full Stay	Occupied room cleaning		
	Turndown	Turndown cleaning		
	Arrival	Arrival		
6	Green	Green clean		
	Daily	Daily		
9	Light Clean	Light Clean		0

## Automating Service job creation in Housekeeping

This feature allows you to automatically create jobs in Service based on actions completed in Housekeeping. For example, when a room is cleaned and ready for inspection, the job can automatically be sent to a supervisor.

#### In the **DB Menu**, go to **Auto Job**.

台	O Add					;	C Sea	arch	
-	Events	٣	Trigger Window	Auto Job Name	Last Modified	Created		Job State	*
10									
))									
ц.						Total Record	is: 0 🛛	c c 1 5	3

Select **Add** to start the configuration of the auto job.

The Auto Job wizard, as shown below, has many options for defining requirements.

UNIFOCUS

Create Auto Job	0									Enabled
Auto Job Name	Inspe	ct Vac	ant Arri	ival Ro	oms					>
Trigger By	Task	Compl	leted				•	Selected Jobs		Add Description
Trigger Window	Day of week							1. Room Needs Inspect	ion	Û
	Sun	Mon	Tue	Wed	Thu	Fri	Sat			
	Start Tim	те		E	End Tim	e				
All day 12:00 AM		AM	/ 11:59 PM							
Trigger Filters										Clear
Room Status (0)		F	O Statu	s (1)				Res. status (3)	VIP Level (0)	
		V	/acant					Departed / Arrival, Arrival, Due Out / Arrival		
Room Type (0)		G	Group (0)	)				Section (0)	Zones (0)	
Task Type (0)		L	ocation	(0)					L	

Define the name of the **auto job** with which to start. (A)

In the **Trigger By** drop-down list, you'll find various events within the Housekeeping software such as Task Cleaned and Lost and Found Reported. (B)

Next, select the **Job** that must be created in Service by selecting **Add Description**. (C) By using **Shortlist**, you can add multiple jobs.

Auto Job Nam	۰A	Job Name			*
Trigger By	В	Select Event	•	Selected Jobs	C Add Description

In the **Trigger Window**, you can set restrictions on when this auto job should be created. Select the days to which restrictions should apply. Selected days turn blue. The time of day can be left as **All Day**, or you can apply restrictions.

Trigger Window	Day of v	Day of week						
	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
	Start Time End Time							
🗹 All day	12:00	MA 0			11:59	PM		

In the **Trigger Filters**, you can apply additional filters for when the auto jobs should apply. Available filters include FO Status, Reservation Status, and Task Type. You can use a combination of multiple filters.



Trigger Filters			Clear
Room Status (0)	FO Status (0)	Res. status (0)	VIP Level (0)
Room Type (0)	Group (0)	Section (0)	Zones (0)
Task Type (0)	Location (0)		

Select **Submit** to activate the auto job.

#### Addition information on automating Service job creation:

- A licensed Service module is needed for this feature.
- Service does not allow the creation of duplicate jobs.

### Creating a health assessment

This feature prompts a Housekeeping mobile app user to answer a set of questions before being able to access other application functionality.

While this feature is part of the Housekeeping application, the setup is managed in the Staff Health menu (available at login.knowcross.com).

KNOWOROBB Development Table Operations		ACE Hetel			🕒 Noolas Nervi Tasako, Anury 10, 201 2048. 0 🗡 🗍
SHOW Service	X 75K 5NL CL5 (3) (40) (52	No prouping = 🛛 🕇			P (
Distances and	5				
2	🦸 Change light bulb	Sava Fornalis 105 - (S)	010R51	Engineering	
6.00 M	Ashtray to clean Janua	No 02 (0) 107 - (G)	00.07,44	Housekeeping	Scheduled Calineed cleaning daily
KNOW Heusekeeping	Ø Newspaper - Delver	Riti Kurhar		Front Office	Respen Ab 15/01/2021 14/30(UTC + 05/30) Starts Time x 2
KNOW Inspection		() 105 - (Q)	19/01/2021 00:52		
Staff Isaatta	Az net worang	Simone Maiserings of 104 - (Cil	67-04-45 84-80 1505/10(21 %	ingineering	
New questionnaire	Newspaper - Delver	Ahmed Pascal (5) 102 - (G)	09:15:07	Front Office	Reopen Ac 18/01/2021 11:15(UFC +0530):
	Ac nony	Victor Sergicing o of 103 - (Si	19:30-72	Engineering	
Advanced reports	# Change light bulb	Valentino Vlamskulaccon © 99 - (S)	11/01/2021 00:26	Engineering	
System configuration	. Hand towal required	Risi Karmar af 73 - (51)	11.06.46	Heuselanging	. An
	To clean the step	ki.05 5 100 - (S)	11/11/26	Housekeeping	
	liathroom amenities	8c.04 (0.94 - (5)	1144:31	Housekeeping	Reopen At: 11(01/2021 Dick4(JRC +0)(20)
	Balcony to clean	80.03 © 87 - 01	19-05-35	Housekeeping	Scheduled Call.
	Ac leakage	Marie Paule Dias of 90 - (0)	10,51/17	Engineering	
	Change light buib	Valentino Viamalutanoon # <sup>2</sup> 95 - (0)	193447	Ingmeeting	bathroom light needs changed
	Buy & Deliver Item	Arthul Bazelaire of 192 - (D)	20:25:42	Front Office	
	Cerpet dirts	kc 08 ≫ 93 - 09	202541	Housekeeping	
	Adjust shower head pressure	Ahmed Pascal	0 203833	Engineering	too low
	· Description * ·	Kemarks		(Int Clear	

Select **New Questionnaire** to configure a new set of questions.

Save & Activate	Save Reset
Re	sponse
	Save & Activate

Name the questionnaire template and go to the question box to update the first question.



Questions can have a variation of required responses:

Text	A free-type text box
Numerical	Set the Measurement Unit and a Min and Max value. Any answer given outside the Min and Max range count as failed.
Binary	A Yes / No button. The Yes / No text can be configured as per requirement.
	The Pass rating can be selected as per requirement.
Radio	Multiple statements / questions. A user can select only one option.
	The Pass statement can be selected as per requirement.
Checkbox	Multiple statements / questions. A user can select multiple checkboxes.
	The Pass Checkbox(es) can be selected as per requirement.
Rating	Rating of five different options / values.
	The Pass rating can be selected as per requirement.

You can set some or all questions as mandatory by selecting the relevant checkbox. After configuration, select the **Activate** button to enable the health assessment.

Existing Questionnaires cannot be changed or deleted. You can clone an existing questionnaire and create a new version of the same should changes be needed.

#### Additional information on creating a health assessment:

- User rights must be granted to access the configuration. This can be done in the standard user module roles. Enable **Staff Health**.
- In the Housekeeping application settings, the setting **Enable Staff Health for HK** must be set to **YES** for this to appear. If set to NO, you can still configure the assessment, but it will not appear.



## Inspection configuration

### Creating a new checklist (manual)

To set up a new checklist:

1. Select the checklist option ( $\blacksquare$ ) from the left pane.

The Configure Checklists screen appears.

O A	Add      Data Upload									
		Checklist	Items	Categories	Recipients	For	Enabled	Comments	Images	Call Reg
⊿ Ir	Information Technology Department (1)									
	☑   Î	Daily Information Technology Checklist	23	6	5	Department	true	true	true	true
4 T	Training Department (1)									
	☑   Î	LQA CHECKLIST	983	117	1	General	true	true	true	true

The software displays checklists under various groups.

2. To create a new checklist, select **Data Upload** to upload an Excel sheet. (From the Data Upload screen, you can also download a sample file.)

	2055		Data Upload				
	er 16, 2018 5:31 AM						
O Add	O Add 🕹 Data Upload		"Please upload file in excel format	*Please upload file in excel format			
		Checklist	Choose file No file chosen		English +	± Upload	🛓 Sample file
a cos	A (14)						
	C I D I C	DAILY BRIEFINGS					
	8 10 12	DAILY SIDEWORK					
	CIEIC	WEEKLY CLEANING - MONDAY					
	C 10 10	WEEKLY CLEANING - TUESDAY					
	C 10 10	WEEKLY CLEANING - WEDNESDAY					
	CE 10 10	WEEKLY CLEANING - THURSDAY					
	8 10 12	WEEKLY CLEANING - FRIDAY					
	81010	WEEKLY CLEANING - SATURDAY					
	81012	WEEKLY CLEANING - BAR OPERATING					
	21012	HOJA - SERVER					
	21012	HOJA - HOSTESS					
	C 10 10	OPERATING CHECKLIST - HOSTESS					
	C 10 10	OPERATING CHECKLIST - SERVER					
	61010	OPERATING CHECKLIST - MANAGER					
⇒ F&B	2)						
	61010	Restaurant					
	C 10 10	Jory Test MOS					
- Hous	ekeeping (3)						
	11111111111111111111111111111111111111	Housekeeping Arrival					
	61010	Housekeeping Check					
	1010	Houseman Checklist					
+ LQA	Audit (11)						
	11111111111111111111111111111111111111	LOA - RESERVATIONS					
	31012	LQA - RESERVATIONS - EMOTION					
	図 (前)(2)	LQA - HSK ARRIVAL					

3. Select **Add** and complete the fields shown in the image below.

Checklist Name*	HSK arrival		
Description	Daily Housekeeping checklist for all vacant r	ioms	
Group	Housekeeping	Add Group	
Checklist For	Location	<ul> <li>Select Location</li> </ul>	
Checklist Type	Pass Fail	•	
Pass Text*	Pass		
Fail Text*	Fail		
	Capture Comments  Mandatory	✓ Capture Images	<ul><li>Allow Triton Calls</li><li>Must rate all items</li></ul>
Attachment	Choose file No file chosen		

	How To Guide 3.6   60
Checklist Name: Description: Group:	Enter a name for the checklist. Enter the description or purpose of the checklist. Similar checklists can be grouped together, regardless of the department. Users can be granted access to one or multiple groups. Training Department Training Department Information Technology Department
Checklist For:	Checklists can be either generic or based on locations, departments, or staff. When a checklist is based on location, you can select which locations apply.
Checklist Type:	General Location Staff Make your checklist either a Pass Fail or Assign a range of values.
	Pass Fail       Pass Fail       Range of Values
Checkboxes:	Select checkboxes to enable actions or to make actions mandatory.
Capture Comm	Must rate all items
Select <b>Next</b> to go to th	e next step.
Categories are the con	tents of the checklist based on which inspections will be conducted.

Category:A common area or a header, under which check points can be established.Examples: Vanity Counter, Bed Side Area, Suite Inspection, Staff Grooming etc.

**Item(s):** These are checkpoints that are defined *within a category*. Example: 02 Hand towels in place, Bed Side mat Placed, Clean carpets, Fire Exits accessible and not blocked.

- 4. In the **Category** tab, select the **Category** field.
- 5. Type the category name and select **Add**.



6. Add multiple categories and move them up or down as required using the arrow buttons on the right.

Checklist Category				
Category Test 1		• Add	Search	
	Category			
	TEST			
				<b>^</b>
				-
				-
				Next Cancel

#### 7. Select Next.

#### The Items tab appears.

⊗ New Checklist	
Checklist Category Items	
O Add	Search
Add	
▲ Items	
	v
	Next     Cancel

- 8. Select the **Add** button for the software to display a new screen for adding more details of an item.
- 9. Select relevant category of item from the drop-down menu.
- 10. Type the item description in **Items** field.
- 11. Select the checkboxes as necessary to make the relevant action mandatory.
- 12. You can also configure additional **Sub Check points** for the same item.



#### 13. Select Save and Continue to add more items.

⊗ Add Item						
Category	TEST			v		
Items						
	Cap	ture Comments Manda	atory 📃 Capture Ir	mages Mandatory	Must rate this ite	m
		Field Name	Mandatory	UI type	Input	
						<b>^</b>
						<b>^</b>
						-
						-
		Add Sub	-Item(s)			
				🕒 Save &	Continue 🛛 🖺 Sav	e & Close Cancel

- 14. Select Next to go to the next step.
- 15. After completing an inspection from a smart device, a report can be sent to recipients. Their email addresses are defined here. Select the **Recipients** tab.

Checklist	Category	Items	Recipients					
Recipients	Email	Enter Em	ail addresses		O Add		Search	
				Email				
Checklist I	Enabled	No					🖺 Save	Cancel

16. Enter the email address(es) of the staff members and add. You can add multiple IDs as required.

**Note:** Use email groups whenever possible.

- 17. Switch Checklist Enabled to Yes to enable the checklist.
- 18. Select Save.

Automatic email reports will be sent to these IDs after the checklist is submitted.

### Create a new checklist (upload)

To upload a new checklist:

1. Select the checklist option ( $\blacksquare$ ) from the left pane.



The Configure Checklists screen appears.

<b>O</b> A	dd 🛃 Dala Upload								Search	
		Checklist	Items	Categories	Recipients	For	Enabled	Comments	Images	Call Reg
4.1	nformation Technology	Department (1)								
	☑   ǜ	Daily Information Technology Checklist	23	6	5	Department	true	true	true	true
4 1	raining Department (1)									
	☑   ∅	LQA CHECKLIST	983	117	1	General	true	true	true	true

The software displays checklists under various groups.

- 2. Select **Data upload** to upload an excel sheet.
- 3. Download the sample file to obtain the Excel format for the upload.

KNOWCROSS		Data Upload	
iday, November 16, 2018 5 31 Al	M:		
O Add 🔔 Data Uploa	6	*Please upload file in excel format	
		Choose file No file chosen	English + 🕹 Upload 📥 Sample file
	Checklist		
# COSTA (14)			
C 18 10	DAILY BRIEFINGS		
の同時	DAILY SIDEWORK		
1010	WEEKLY CLEANING - MONDAY		
(1) (1)	WEEKLY CLEANING - TUESDAY		
C 18 12	WEEKLY CLEANING - WEDNESDAY		
1211台11台	WEEKLY CLEANING - THURSDAY		
(1) (1)	WEEKLY CLEANING - FRIDAY		
@1台1役	WEEKLY CLEANING - SATURDAY		
(2)(金)(金)	WEEKLY CLEANING - BAR OPERATING		
@101纪	HOJA - SERVER		
11111111111111111111111111111111111111	HOJA - HOSTESS		
(2)(金)(金)	OPERATING CHECKLIST - HOSTESS		
1010	OPERATING CHECKLIST - SERVER		
(2)1首(2)	OPERATING CHECKLIST - MANAGER		
# F&B (2)			
C 18 10	Restaurant		
(2)自治	Jovy Test MOS		
# Housekeeping (3)			
(2)自己	Housekeeping Arrival		
11111111111111111111111111111111111111	Housekeeping Check		
C 1812	Houseman Checklist		
. LQA Audit (11)			
C 10 10	LQA - RESERVATIONS		
(2)自治	LQA - RESERVATIONS - EMOTION		
@ 1A 1@1	LOA - HSK ARRIVAL		

This Excel workbook includes three worksheets.

**Checklist**—This sheet contains the header information, such as checklist name, group, and type.

 A
 C
 E
 G
 H
 J
 K
 M
 O
 P
 Q
 R
 S
 T
 U
 V

 1
 Description\_ENG
 Group\_ING Checklist\_for Text\_input\_label\_Eng
 Checklist\_for Text\_input\_label\_Eng

**Items**—This sheet contains all questions in the checklist, including their respective categories.

	F	G	н	l l	J
1	Checklist_Item_Lang	Capture_Comments_Mandatory	Capture_Images_Mandatory	Must_Rate_This_Item	

**Range of Values**—This sheet contains the display text, which appears when using a score-based checklist instead of a pass/fail list.

	A	В	С	D	E	F
1	Checklist_Name_ENG	Checklist_Name_Language	Display_Text_Eng	Display_Text_Lang	Value	
2						
-						

#### All fields are listed below:

S	Sheet	Field Name	Description
NO.	Name		
1	Checklist	Checklist_Name_ENG	Name of the checklist (preferably a code).
2	Checklist	Checklist_Name_Language	Name of the checklist in the second language.
3	Checklist	Description_ENG	Detailed description of the point 1/ checklist.
4	Checklist	Description_Lang	Detailed description in a different language.



S	Sheet	Field Name	Description
NO.	Name		
5	Checklist	Group_ENG	Name of the group that will access the checklist. (You can define the users in the group later.)
6	Checklist	Group_Lang	Name of the group in a different language.
7	Checklist	Checklist_For	Type. For example, is it for locations, departments, and so on. You can choose only one of the below entries to populate in this field: DEPARTMENT EQUIPMENT FREE_TEXT GENERAL LOCATION Copy one of the entries and paste it in the cell.
8	Checklist	Select Location	You can select locations only once the data has been imported.
9	Checklist	Text_Input_Label_Eng	Optional text displayed when General is applied.
10	Checklist	Text_Input_Label_Lang	Optional text displayed when General is applied in a different language.
11	Checklist	Checklist_Type	Define the scoring method. You can select one of the of two options: PASS_FAIL RANGE_OF_VALUES
12	Checklist	Pass_Text_Eng	This must be the <b>Pass_Eng</b> .
13	Checklist	Pass_Text_Lang	Type "Pass" in a different language.
14	Checklist	Fail_Text_Eng	This must be the <b>Pass_Eng</b> .
15	Checklist	Fail_Text_Lang	Type "Fail" in a different language.
16	Checklist	Enabled	This must be enabled for the checklist to function.
17	Checklist	Capture_Comments	Choose either Y or N.
18	Checklist	Capture_Comments_Mandatory	Choose either Y or N.
19	Checklist	Capture_Images	Choose either Y or N.
20	Checklist	Capture_Images_Mandatory	Choose either Y or N.
21	Checklist	Allow_Triton_Calls	Choose either Y or N.
22	Checklist	Must_Rate_All_Items	Choose either Y or N.N
23	Items	Checklist_Name_ENG	Must be exactly same as point 1.
24	Items	Checklist_Name_Language	Same as point 2.
25	Items	Checklist_Category_ENG	Category as provided by the client.
26	Items	Checklist_Category_Lang	Category in a different language.
27	ltems	Checklist_Item_ENG	Enter the checklist item.



S NO.	Sheet Name	Field Name	Description
28	Items	Checklist_Item_Lang	Enter the checklist in a different name.
29	Items	Capture_Comments_Mandatory	Either Y or N.
30	Items	Capture_Images_Mandatory	Either Y or N.
31	Items	Must_Rate_This_Item	Either Y or N.
32	Range of Values	Checklist_Name_ENG	Same as point 1 (if the range of value is selected in the checklist type).
33	Range of Values	Checklist_Name_Language	Same as point 2.
34	Range of Values	Display_Text_Eng	Name of the scoring field.
35	Range of Values	Display_Text_Lang	Name of the scoring field in the second language.
36	Range of Values	Value	Value that you want the field to have.

#### Additional information on uploaded checklists:

- You can load multiple checklists in one document.
- New groups will be created if the upload document does not match existing groups.
- After the upload, you can add email IDs for the automatic email alerts.

### **Editing existing checklists**

Checklists can be edited to remove or add more items, categories, or to simply add an email address of a recipient.

In the menu pane on the left, select **Configure Checklists**. All preconfigured checklists are displayed.

_	<b>O</b> A	dd 1 Data Upload	1							C Search	
			Checklist	Items	Categories	Recipients	For	Enabled	Comments	Images	Call Reg
۳,	× 1	nformation Technology	Department (1)								
		Ø   🛍	Daily Information Technology Checklist	23	6	5	Department	true	true	true	true
<u>а</u>	4.1	Training Department (2)									
		Ø   🛍	LQA CHECKLIST	983	117	1	General	true	true	true	true
		Ø (1	TEST	2		0	Department	false	false	false	false

**Note:** Checklist that are in use or have a history cannot be edited. Either delete all existing histories or create a copy of the checklist and create a new one.

### **Configuring groups**

1. In the menu pane on the left, select **Configure Groups**.

All previously created groups appear on the screen.



O Add			8 Search
	Checkist Group	User Count	
C2 18	F&B	291	
C2 18	Housekeeping	291	
C 18	MOD	297	
C2 18	LQA Audit	301	
C 18	DUTY REPORT	301	
C 18	DUTY MANAGER REPORT	301	
121	FB	299	
C2 18	THOMTEST	299	
C2 18	COSTA	300	
C 18	Managers	3	

2. Add a new group or right-click to edit an existing one.

	Checklist Group		User Count	
<b>I</b>	Training Department		7	
<b>I</b>   <b>İ</b>	Information Technology Department		5	
Group	Test			
Assigi	n Users			
Designation	Department			
All	▼ All	Clear Show Selected	Sea	arch
Staff		Designation	Department	
		Other	Training	
		Other	Engineering	
		Other	Administration	
		Other	Human Resource	
		Other	Administration	
		Al Diwan - Bartender	F&B	
		Al Diwan - Captain	F&B	
		Al Diwan - Manager	F&B	
		Al Diwan - Supervisor	F&B	
_		Al Diwan - Supervisor	F&B	
		Assistant Executive Housekeeper	Housekeeping	
		Asst Front Office Manager	Front Office	

- 3. In the **Group** field, type the name of the group.
- 4. From the drop-down list, select **Designation/Department** to filter staff names based on filters
- 5. Select the checkboxes for the staff names to make them part of the group.
- 6. To delete groups, select the **Delete** icon for the group that you want to delete.

Note: Remember to assign rights to Inspection users.