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Everything You Need to Know About Hotel Housekeeping Software

Including 7 Questions to Ask While Comparing Your Options



Whether it's for a vacation, business trip, conference or just a quick getaway, hotel guests expect (and deserve) to be greeted with a swift check-in process and a spotless, fully functional room.

However, even with the importance hotels place on service, **nearly 50% of all negative guest feedback is attributed to the readiness and condition of rooms¹.**

A significant portion of this high percentage can be traced back to your housekeeping operations. This can be a cause for concern, since competition from other hotels and alternative accommodation options continue to rise. To stay competitive, hospitality managers need to feel confident they're doing everything possible to empower their staff with the tools they need to delight guests from the moment they arrive until they depart.

Fortunately, this is an area where many hotels can easily improve — as long as the right housekeeping solution is in place. In this eBook, we detail the operational challenges that housekeeping software helps solve and offer 7 questions to consider as you're comparing providers.

The Need for Automating Housekeeping Operations

You know better than anyone that hospitality workers have unique day-to-day responsibilities - especially your housekeeping staff. If they are working with a manual system, exceeding guest expectations becomes significantly harder than it would be with software to support their operations. The housekeeping department needs to work smarter, not harder, so that staff can spend more time reacting to guest requests and focusing on providing the best guest experience possible.

For example:

Housekeeping staff typically receive printed task lists at the beginning of their shifts and then move on to their next assignments throughout the day. But what if room priorities change? What if a guest needs to check in early and a room rush is needed?

Communication also becomes complicated with an analog/manual system. For example, what if a room attendant stumbles upon a room deficiency that requires managerial assistance? Communicating needs to their supervisors becomes extra work for staff members.

Without the benefits of modern technology, time is wasted tracking down and updating employees and supervisors. In other words, analog/manual methods of communication just won't cut it in these situations.

How This Affects Your Employees

Without an automated workflow, maintaining room readiness becomes a challenge. In a manual/analog operation, room attendants must be constantly moving throughout hotel rooms to ensure the operation runs smoothly and without delay. This can create stress, especially if the distribution of assignments isn't fairly balanced or managed throughout the day. If a speedbump in their day pops up — like an unexpected room rush or a Do Not Disturb sign on a guest room door — staff effectiveness suffers, and inevitably the guest experience can be negatively impacted.



How This Affects Your Guests

When your hotel experiences operational inefficiencies, your guests will be affected. When asked what the most frustrating part of their hotel stay was, a recent report by Hospitality Technology found that²:

- _ **33%** of guests said cleanliness of their room
- _ **25%** of guests said the check-in/check-out process
- _ **20%** of guests said problems with a request during their stay

Since these issues can be traced back to the responsibility of the housekeeping department, addressing areas of inefficiency is key to decreasing these numbers.



How Housekeeping Software Boosts Department Efficiency & Guest Satisfaction

Housekeeping automation technology was developed to leave behind the processes of manual work days. Manual operations may have gotten the job done years ago but now there is technology designed to make life easier for you to deliver on your guest expectations.

With automation, barriers to enhancing room readiness, guest response times, and your operational effectiveness are streamlined so that you and your staff members can work more efficiently, both together and individually. Here is a detailed overview of the benefits a software solution can bring to your department:

Automate Everything

Instead of a clipboard with their list of assignments or a two-way radio, housekeeping staff can use devices like tablets and smartphones to check where they need to be and to communicate by messaging with their team.

With housekeeping automation, room assignment changes can be updated in real time throughout your day. This type of intelligent routing and prioritization of room assignments can be used with two-way PMS integrations to your housekeeping software.

A constant stream of this information removes the need for housekeeping managers to track down each room attendant, and communicate every change. This also enables room attendants to have peace of mind that their next room to clean is the highest priority room. Additionally, supervisors can make updates to assignments from anywhere on any device, giving them the freedom for more effective communication to their staff.

For example, if a guest is assigned to a room that is vacant but has not yet been cleaned, the system will automatically prioritize that room without the need for user involvement. This can help decrease the time that guests are kept waiting to check in to their room.

Reduce Check-In Wait Times

Room rushes and changes to assignments will no longer be a burden. By integrating with your PMS, real-time updates from the front desk are immediately reflected on your housekeeping staff's priority list. Automation is maintained during critical moments so that room turnover can continue to flow efficiently.

With solutions designed to keep your staff consistently up-to-date on room priorities, the time guests are left waiting to check in to their rooms will decline, making their experience more pleasant and their first impression of your hotel a positive one.

Stay in Constant Contact

Need a room rush? With automated solutions, there's no need to spend time tracking down your employees to notify them of urgent requests. You can communicate in real-time through messaging and voice applications, no matter where they are.



Analyze Efficiency

Since your processes will be automated, you'll have the ability to measure, track and reward staff productivity, guest room cleaning trends and inventory of supplies. Use this information to forecast future business, staffing and supply needs.

Create a Safe Environment

Keeping your people safe is a top priority. Housekeeping software can equip your staff with the technology they need to send emergency alerts using panic buttons, which will immediately notify management of an issue. Staff can also have access to electronic Do Not Disturb signs, voice command prompts, messaging and door locks.

Communicate with Guests

Modern-day guests don't always want to make a phone call to request extra amenities or service needs. In fact, a recent survey found that 94% of business travelers and 80% of leisure travelers had interest in using smartphones to request services and to message hotel staff³.

With housekeeping solutions, guests can use the communication avenue of their choice to directly request what they need from your room attendants, whether it's by phone, text message, or voice command.

Understand Your Guest

Enhance every guest's experience by leveraging integrations with existing software — like your PMS to capture guest preferences and information, as well as all of the requests a guest makes during their stay — you can more clearly understand their needs and desires. So, if Room 1031 asks for a newspaper, your staff will know that they prefer *The New York Times* over *The Wall Street Journal* based on their past visits.

Manage Staff Easier

Automated solutions help you make sure your housekeeping staff is on track with their scheduled assignments without you needing to micromanage. You can easily track their progress from your device and make any changes to task priorities as they come up, no matter where you are.

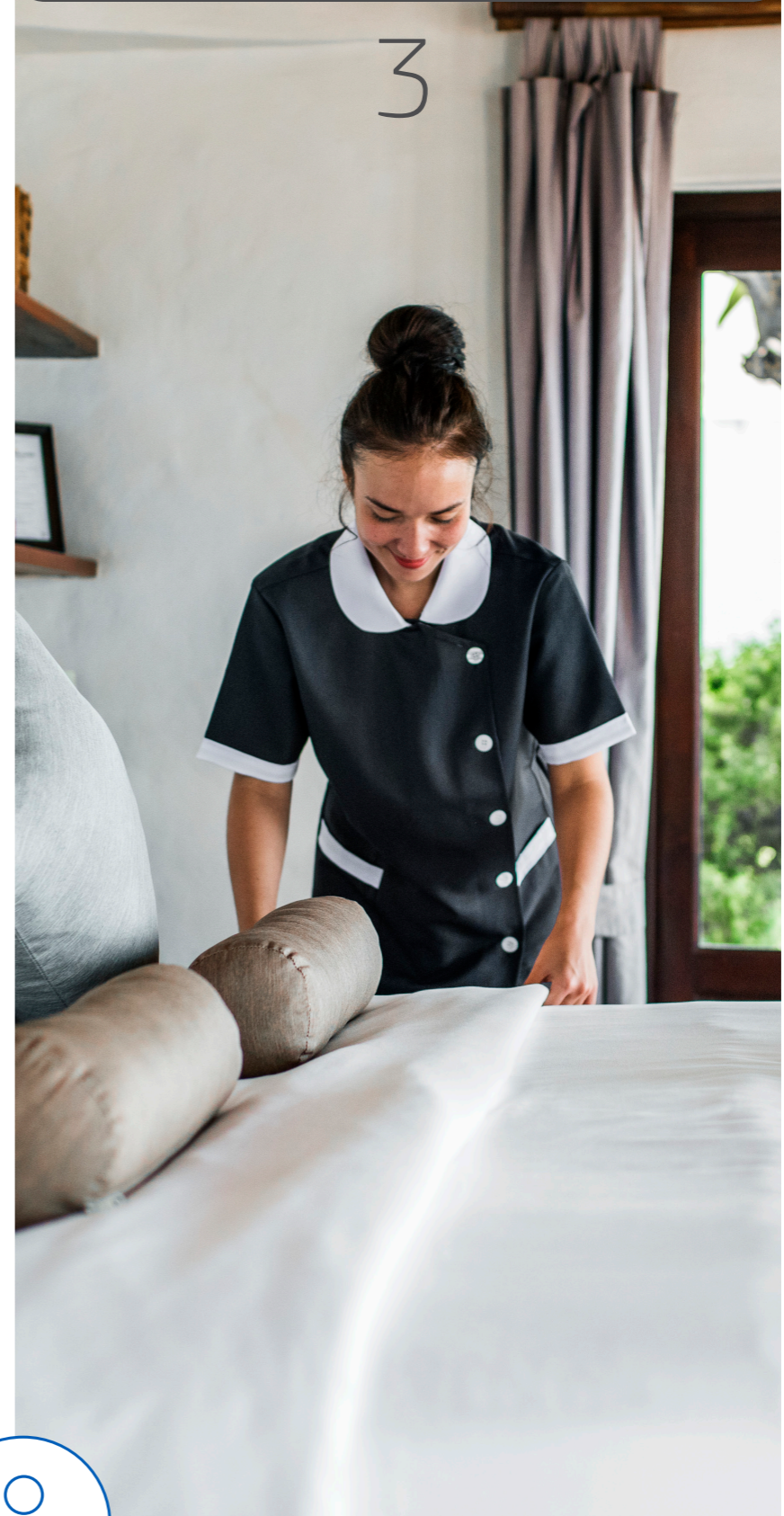
Support Employees

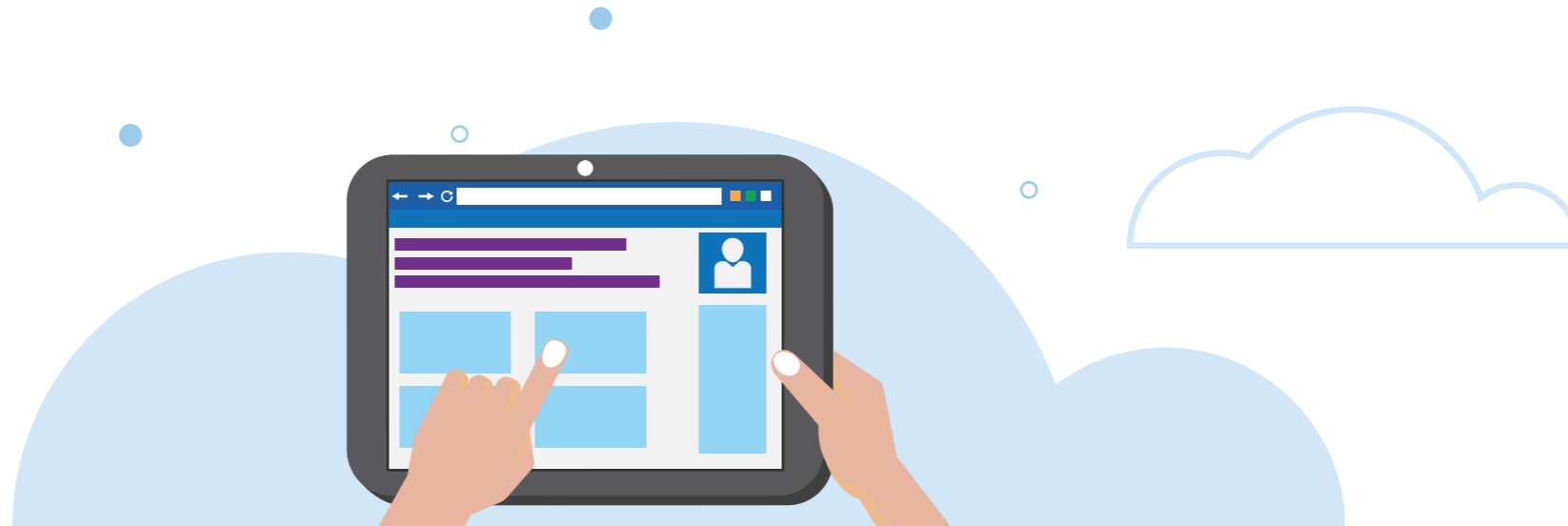
The automation capabilities of housekeeping software help you provide a balanced, fair distribution of room assignments. With an improved productivity flow, staff can avoid becoming overwhelmed, resulting in a better work experience and reduced turnover.



7 Questions to Ask When Comparing Housekeeping Solutions

By now you likely understand where your inefficiencies are when it comes to your housekeeping operations. As you search for solutions to help you tackle the challenges you're facing, use the following questions as a guide to make sure you select the right provider.





1. How will the software save staff time?

Automation is designed to optimize your operation and empower your staff to deliver a truly memorable guest experience. Not only is automation crucial for increasing staff effectiveness, but it also means your guests will have shorter wait times and an easier means to connect with staff whenever there is a request.

As you're comparing solutions, the one you choose should absolutely have a level of automation capabilities that keep your staff constantly up-to-date on their room assignments without having to ask for the latest information. This eliminates any confusion about where they're supposed to be and keeps workflows moving smoothly.

Also make sure that the software has internal messaging features. This way, staff members can receive notifications of new assignments or room rushes in an instant, and you don't have to search all over the property to let them know.

2. Is it a cloud-native software? Can I access it from any device?

Modern software runs on the cloud, and for very good reason. The cloud offers a lower total cost of ownership and automatic software updates without any downtime or additional costs for the user. Being in the cloud also lets you scale without any disruption, so adding staff members for future growth is seamless.

Most importantly, the cloud makes mobile access easy for everyone. Your housekeeping staff are always on the move and it's likely that you're never in the same place throughout the day. A cloud-native solution can be run on smartphones, tablets or computers, and lets you update assignments, communicate with employees and receive notifications from anywhere.





3. Can the housekeeping software integrate with other systems?

Check that the software you're considering can integrate with your other systems, such as your PMS. With this connectivity, you'll be able to automate room statuses, record guest preferences, and alert staff of room rushes.

The guest experience is evolving across different channels of technology like smart TVs and guest facing applications. It's crucial to make sure that your housekeeping solution also can connect with your guest through these channels to enhance the guest experience. Even though you may not have this technology yet, you should be prepared for the future of the guest experience.

4. What kind of support is offered for onboarding, training, and ongoing questions?

The hospitality industry has an incredibly high employee turnover rate, which means you may be onboarding new staff members frequently. Because of this, a solution that is easy to use will make everyone's life easier.

On top of an intuitive user interface, the software provider should offer helpful resources like online assistance, instructional videos, training, and in-person guidance whenever necessary. And, since the hospitality industry has no off-days, 24/7 ongoing support should be expected.

5. What experience does the provider have in the hospitality industry?

The hospitality industry is unique, with certain challenges that other industries don't typically experience. A software provider that knows the hospitality industry inside-out will have a much deeper level of expertise than a company that creates solutions for various industries.

There are many industry veterans who have been developing software solutions specifically for hospitality professionals for decades. Their experience means they will understand the nuances of your job responsibilities and needs, and that you'll always be able to get an answer to your questions.



6. What level of analytics is available?

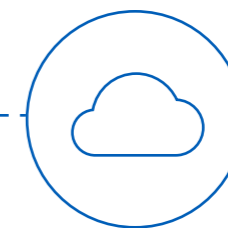
While it may not be the primary reason to invest in a housekeeping software program, analytics is an important feature to consider.

Check that the technology you're considering gives you the ability to record and analyze staff productivity, guest room cleaning trends, and inventory usage. Are you going through more window cleaner? Are some employees taking longer to clean certain rooms? Do certain guests tend to check in earlier? All of these questions can be answered with analytics. From there, you can work on addressing any inefficiencies to improve your operations and satisfy guests.

7. What kind of configuration is available out of the box?

The housekeeping solutions you choose should be ready to go right away. However, you'll need to fully understand exactly what you're getting with the program up front and what might require additional configuration or applications.

A reputable software provider will analyze your current processes and help you determine exactly what it is you need to improve. Some software providers may not be able to accommodate the level of customization you need. If configuration is important to you, be sure to ask what is possible during your research and don't forget to consider any future growth your company may have.



Get a free demo of the housekeeping software solution that has helped hotels reduce check-in wait times by 50%

Amadeus HotSOS Housekeeping is a cloud-native solution that integrates with many PMS solutions to automate your daily housekeeping operations. Hotels of any size can streamline room availability, reduce check-in wait times, increase guest satisfaction, and improve staff effectiveness with our easy-to-use solutions.

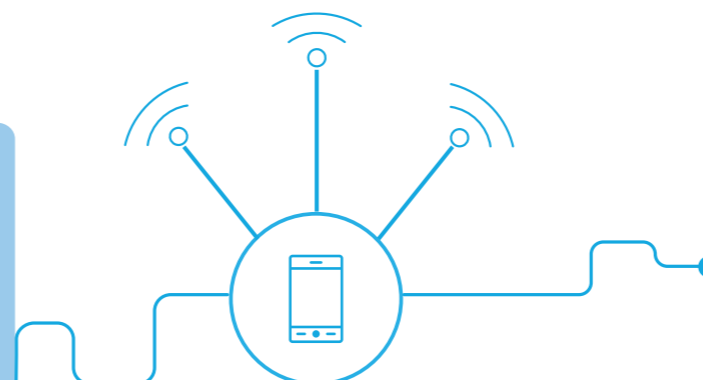
64,000
Room Attendants
Supported



400k Maintenance
Staff Supported



4.2m staff
inspections performed



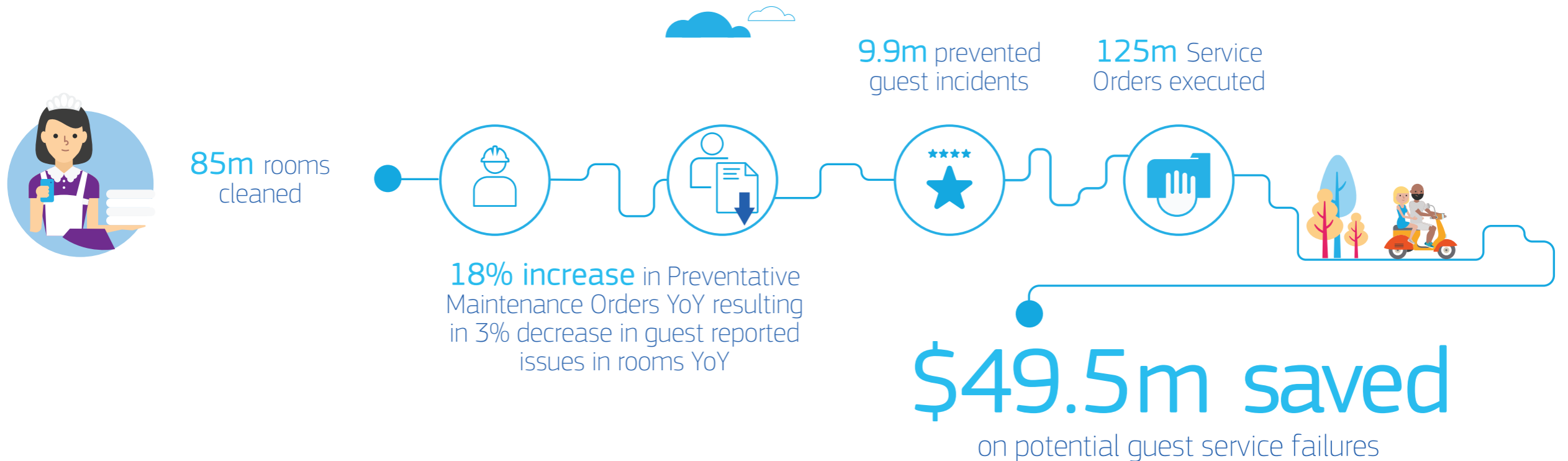
1,409 preventative
maintenance orders
automated per property
in 2017

Over **\$24,000**
USD annually saved per hotel
in maintenance efficiencies



52% of consumers

say the top attribute to an exceptional experience is a fast response time to their needs and issues.⁴ In today's world, automation is the foundation for providing that kind of experience. In 2017, Amadeus Service Optimization provided immense value for hotel staff to understand who their guests are and what they need through an integrated and automated experience.



References:

1. <https://www.amadeus-hospitality.com/amadeus-service-optimization/hotsos-housekeeping/>
2. <https://www.amadeus-hospitality.com/insight/evolution-hotsos-service-optimization/>
3. <https://www.amadeus-hospitality.com/insight/improve-hotel-guest-satisfaction/>
4. <https://www.cmocouncil.org/thought-leadership/reports/329/download/The-Customer-in-Context.pdf>



Ready to see how it works?

Get a behind-the-scenes look at HotSOS Housekeeping! We'll show you how the software works in a free demo, and answer any questions you have.

Watch Demo

DEMO



Let's
shape the future
of hospitality

Amadeus is a technology innovator that connects the entire travel ecosystem at every stage of the journey. Amadeus offers the hospitality industry solutions for reservations, sales and catering, property management and operations, all focused on a better end-to-end experience for guests, employees, managers, owners and partners.

[Find Out More](#)

For further information, visit amadeus-hospitality.com or speak to your Amadeus Account Manager today.

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