

HotSOS Housekeeping

Attendant Module

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Attendant Module Introduction

Welcome to HotSOS Attendant Module.

The Attendant Module presents the rooms to be serviced based on 'Priority' as defined by leadership in REX 'Settings'. Many factors impact the priority of a room: Res Status, Children in Room, VIP, Special Requests, Room Type and Minutes Before Arrival to mention a few.

HotSOS Attendant Module empowers the Room Attendant to manage their workload with greater efficiency:

- Rooms are presented in order of their priority
- HotSOS Attendant Module provides valuable information to the RA: Guest Name, Arr-Dep Dates, Special Requests, tasks to be done daily during stay
- Room Attendants can flag a room as DND, Service Refused, Return Later – HotSOS will remember and take action accordingly
- Room Attendants can report Engineering issues quickly and in the moment
- And the list goes on.

NO MORE:

- Writing notes on a paper board to keep track of each room
- Looking for your Supervisor or Manager to ask a question or get help
- Returning to a room to set to OC/VC in the PMS because it was forgotten earlier
- Wondering if the deficiency reported yesterday has been resolved



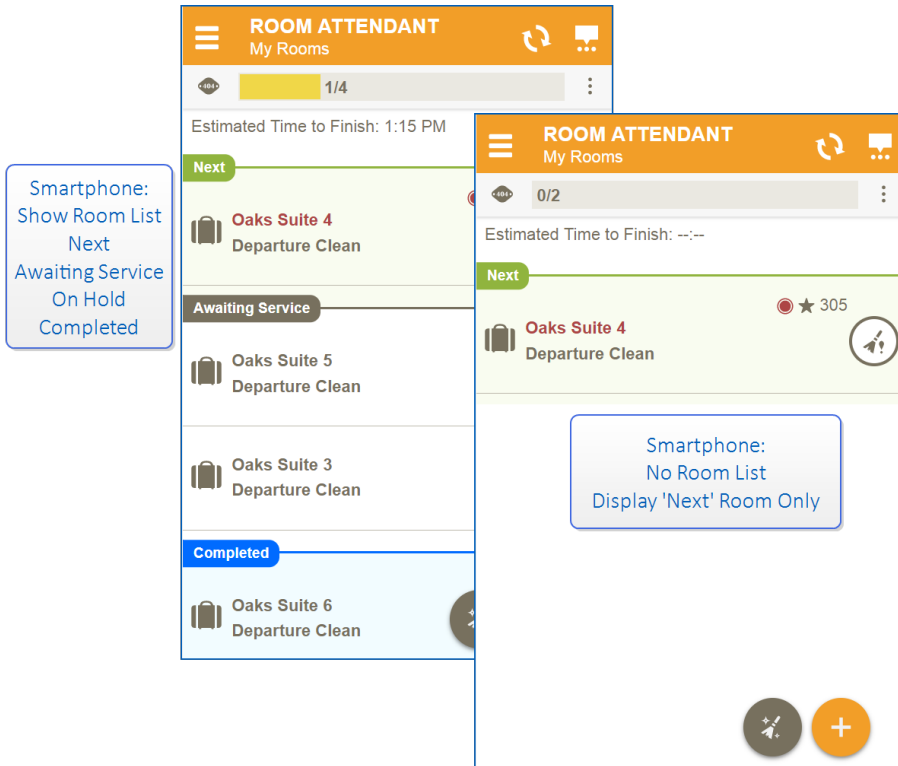
This manual assumes a login has been assigned and the user understands how to launch HotSOS and login.

HotSOS Attendant Module is available in both tablet and smartphone format. This manual will use the smartphone format for the most part, however, actions are easily adaptable to tablet.

The Room Assignments display will reflect a leadership decision: a list of all rooms to be cleaned or just one room – the room to be cleaned next:

Tablet: Show Room List Next Awaiting Service On Hold Completed

Tablet: No Room List Display 'Next' Room Only

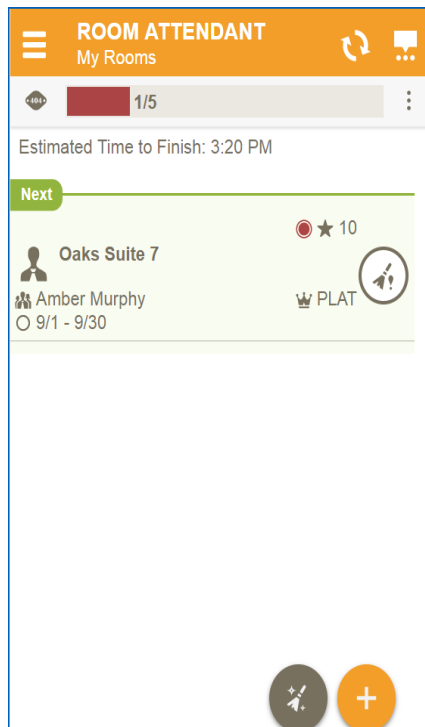


Housekeeping – Attendant

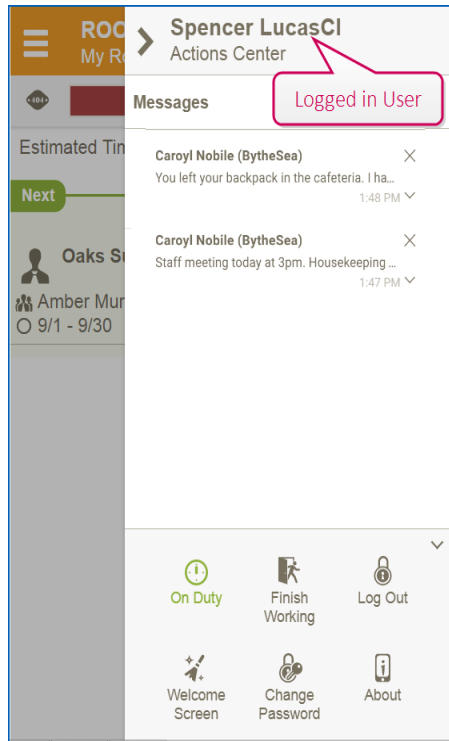
This module is rich with features for the Room Attendants enabling them to record and track their progress with ease and efficiency.

My Rooms


When the Attendant module is selected, 'My Rooms' will present the rooms assigned to the logged in RA. The display may vary as it is based on decisions made by Housekeeping leadership at each property.




Tap the  'Action Center Badge' to expand the right sidebar:

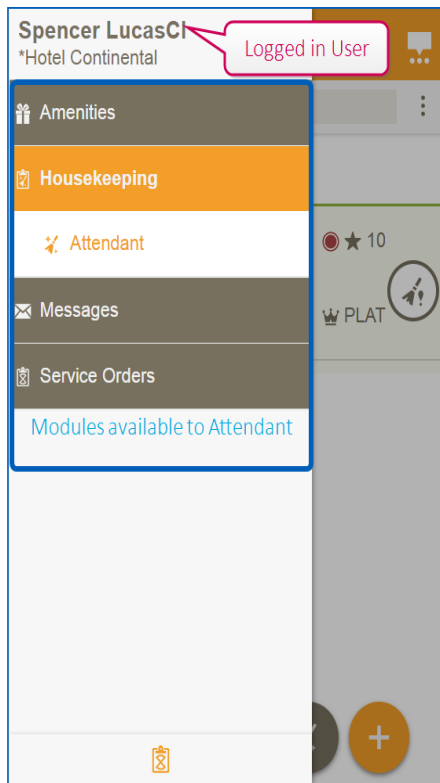


Action Center Badge - Items of Importance to RA

- **NAME** Logged in User
 - **Not your name???** The wrong PIN was entered.
 - Tap  'Log out' icon at the bottom of the right sidebar
 - Log back in with the correct PIN.
- **On Duty/Off Duty**
 - When you log in, HotSOS puts you 'On Duty'. Management will know you are available for work. Follow company policy for going 'Off Duty'.
- **Welcome Screen**
 - For Housekeeping only. Information for the day's activities.

Upon initial login, the RA should be taken directly to the room list. On subsequent logins, HotSOS will return the user to the last module they were in when they logged off.

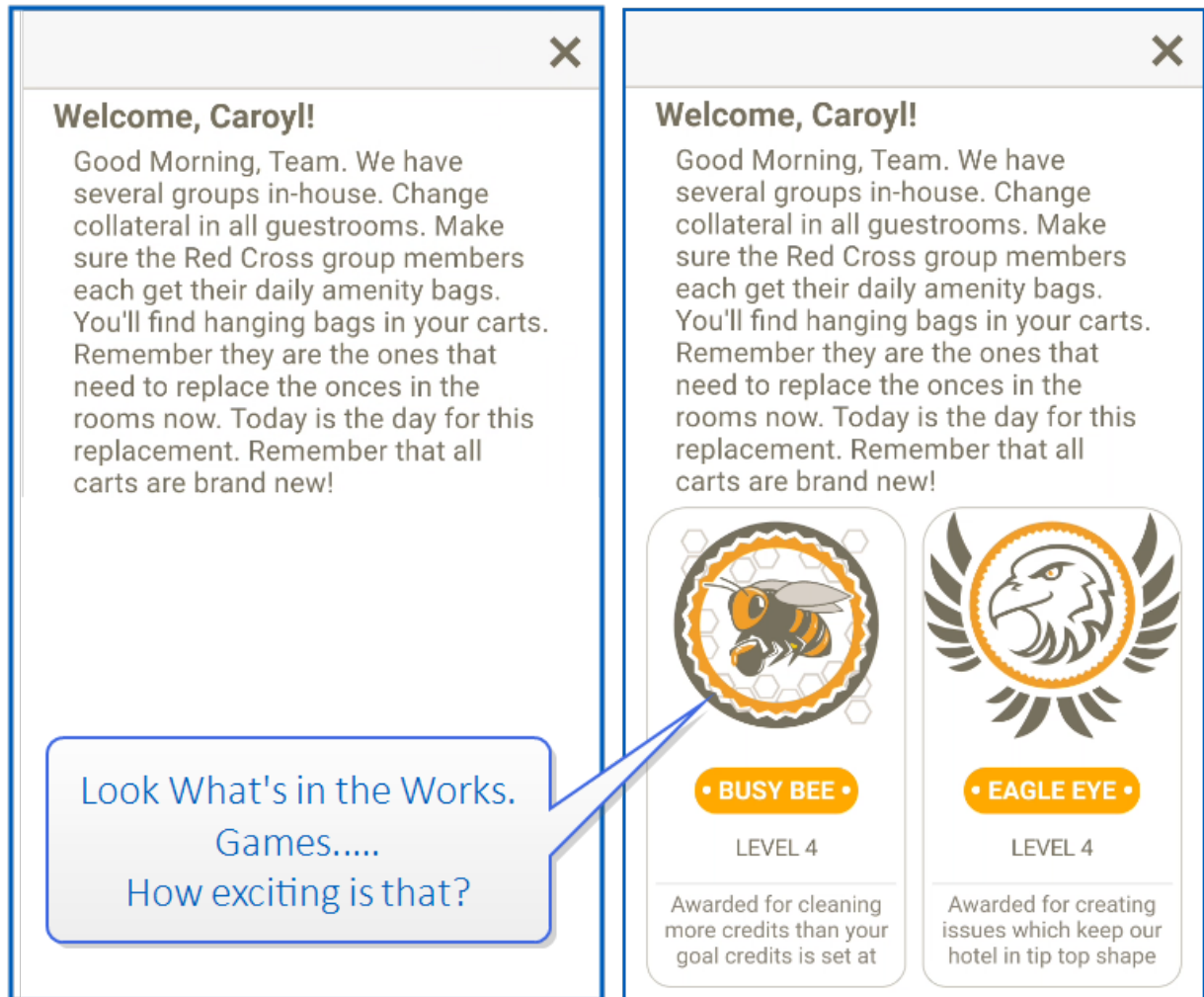
Tap the  'menu' icon to expand the left sidebar



- Navigate to the Housekeeping Module
- Tap Attendant

Attendant Welcome Screen

If enabled in REX, a welcome screen will be displayed when the Attendant initially logs in. The welcome screen is for Housekeeping Management to share information relevant for the day and may look like this:



- Tap the 'X' to clear the Welcome Screen and HotSOS will present 'My Rooms' screen



HotSOS remembers which module you were in when you logged off and will open to that module. The Welcome Screen will only be displayed if/when you access the Attendant Module. **EXAMPLE:** You were in Messages Module when you logged off. HotSOS will return you to the Messages Module and will present the Welcome Screen if/when you access the Attendant Module.



What if I need to read the Welcome Screen again? Can I get to it?



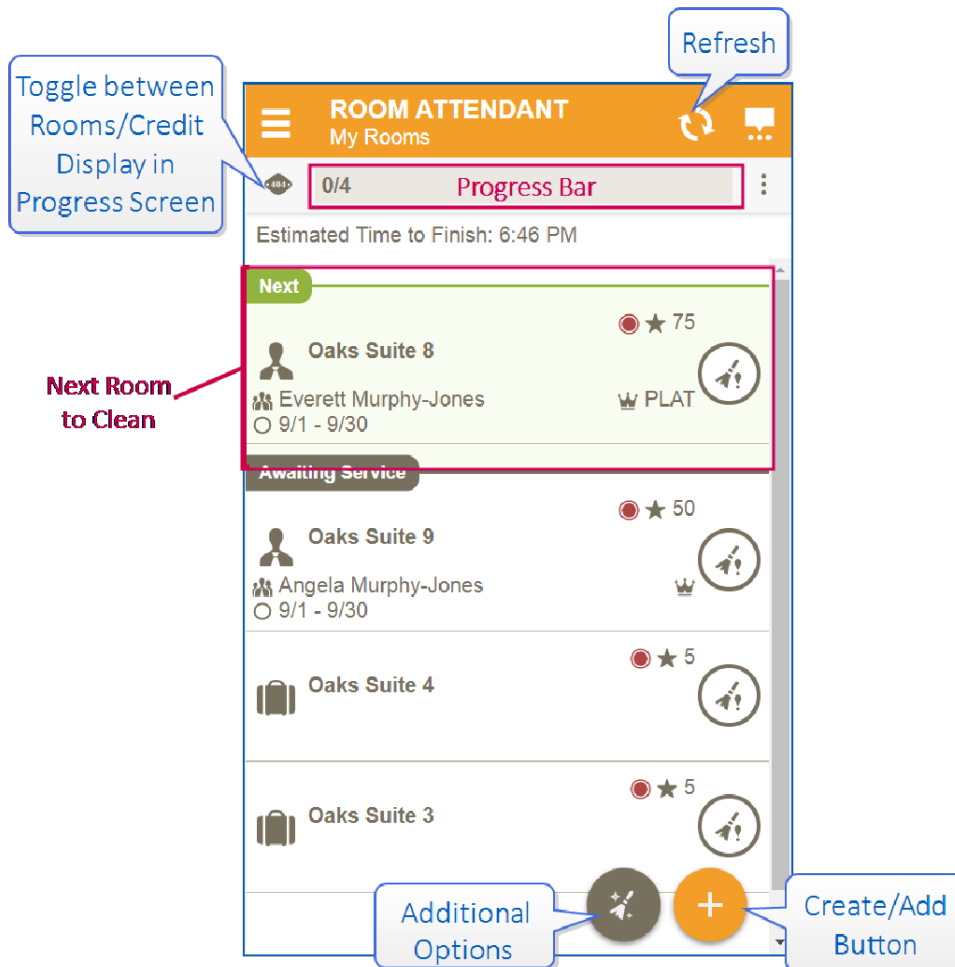
The Welcome Screen is always at your fingertips:

- Tap the Action Center badge
- Scroll to the bottom
- Tap the Welcome Screen icon

HotSOS will redisplay the information.

Attendant 'My Rooms' At-a-Glance

Each feature will be discussed in this manual

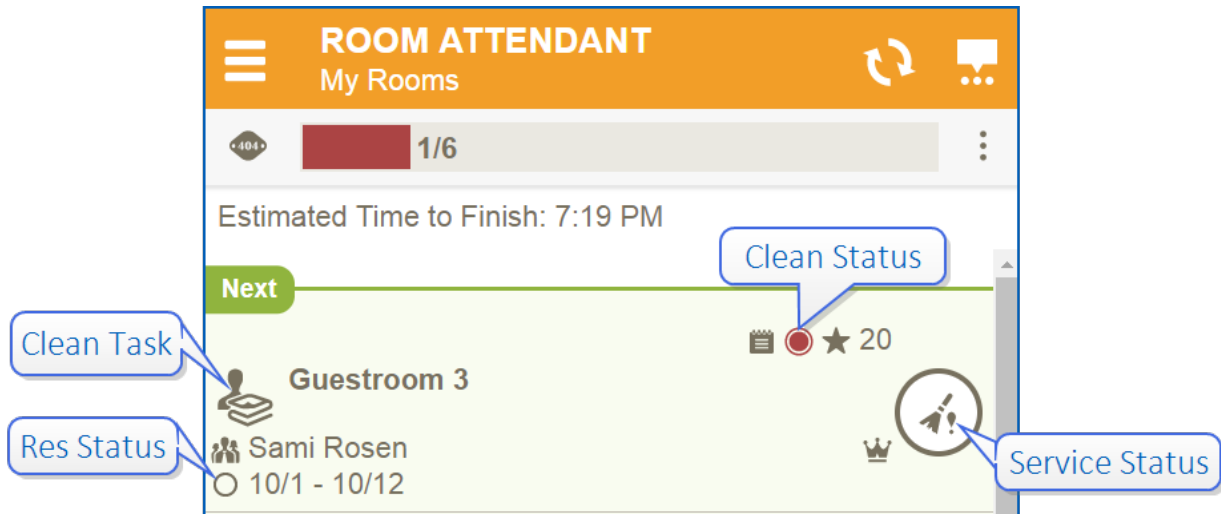


- Tap Refresh to see any changes
- [Progress Bar](#) display changes colors as rooms are completed
- Tap [Rooms/Credits](#) toggle for Progress statistics
- Estimated Time to Finish: Based on interim minutes defined in Settings and the minutes assigned to Clean Tasks in Room Credits, HotSOS calculates the estimated time the Attendant should complete the work assigned. This helps the Attendant be aware and stay on task.

Room Assignments: Next

'Next' means the next room available for the RA to clean.

Throughout HotSOS, icons are used to enhance the verbiage and add clarity to the display. This is especially useful for properties with multi-lingual staff.



Details of Room Details:

What room is to be cleaned?	Sean Room 421	
What type of clean is to be performed?	Clean Task: Stay Over Full Linen	
What is the guest's name?	Guest Name: Kent Landers (from PMS)	
What is the guest's reservation status?	Res Status: Stay Over	
How long is this guest's stay?	Arrival/Departure Dates: 12/13 - 1/1	
What is the clean status of this room?	Clean Status: Dirty	
How many Priority Points does this room have?	Priority Points: 50	

What is the current service status?

Service Status: **Awaiting Service**



Is the guest a VIP?

VIP: **DIAM** (VIP Status from PMS)



* See the icon reference list

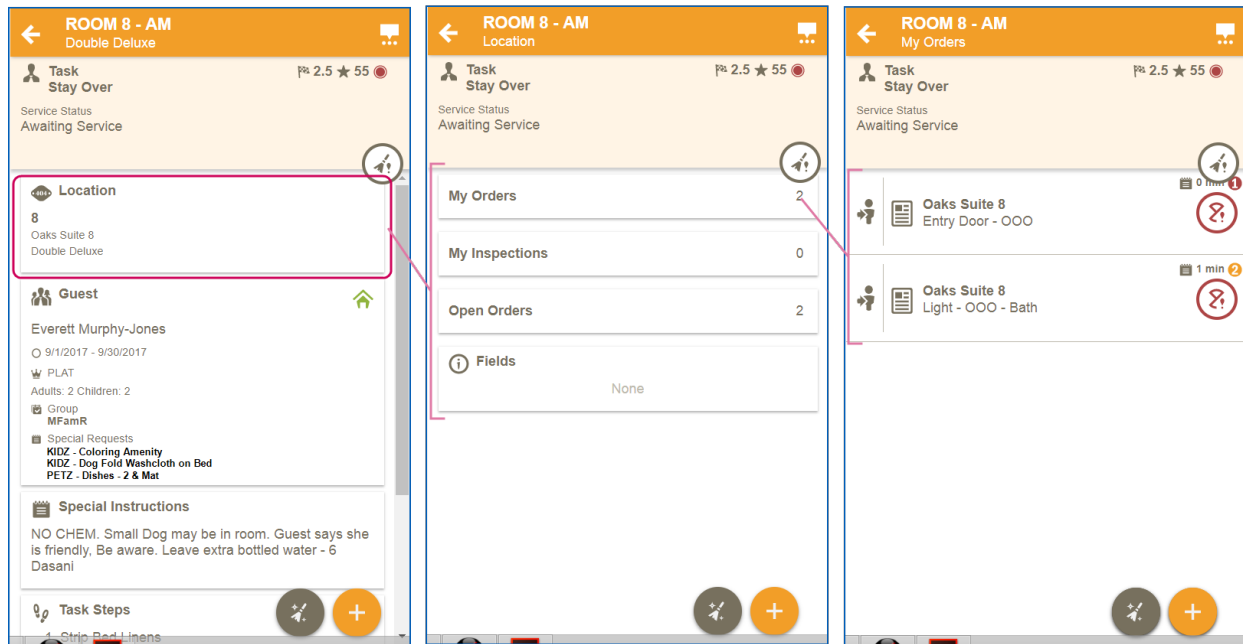
Guestroom Details

The details are presented in the applicable 'cards'(for more info on Cards, see HotSOS Basics manual):

- Location - expandable
- Guest - [See Special Requests](#)
- Special Instructions
- Clean Task Steps

Tap the Location card to expand:

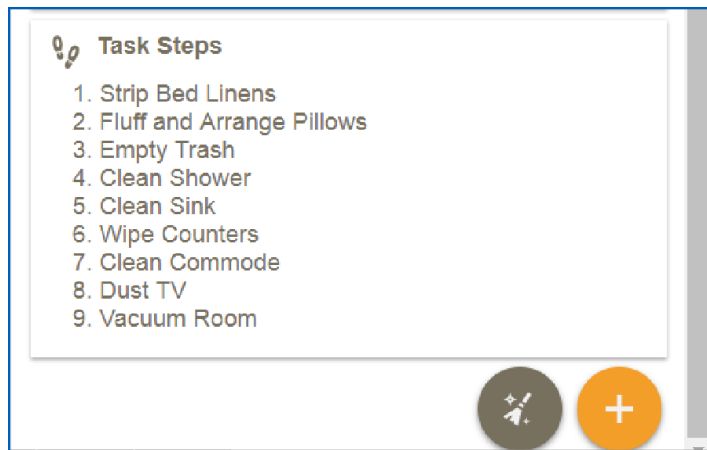
- My Orders
 - The SO the logged in user has reported for this guestroom
- My Inspections
 - Inspections performed for this logged in user and room
- Open Orders
 - Any Service Orders for this guestroom that remain open



Clean Task Steps

If your property has chosen to define steps to any of the Clean Tasks, those steps and the order in which they are to be completed, will be displayed in the Task Steps card.

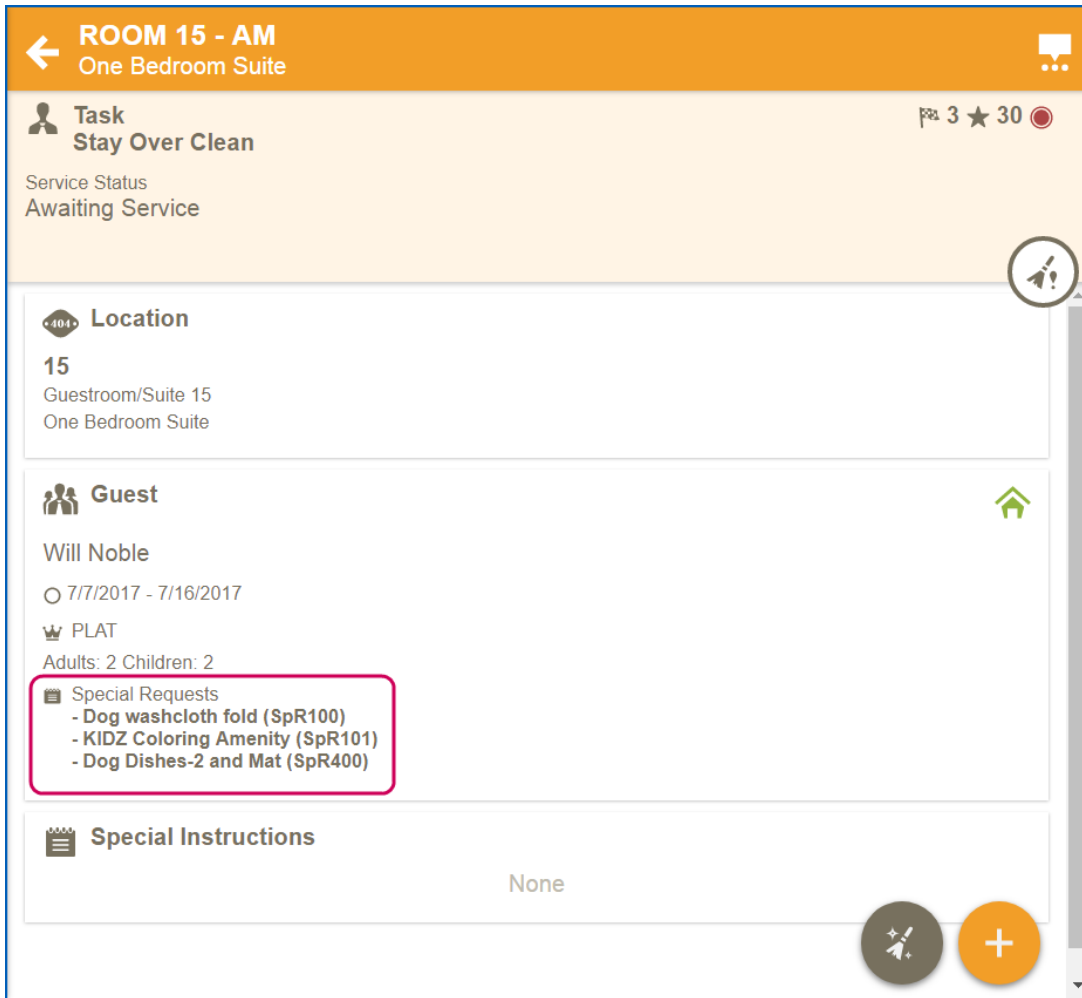
Scroll to the Task Steps card:



Special Request Codes

Guest Card - Special Requests:

When Special Request Code mapping (from PMS Special Request field) has been set up in REX Web Console (Data Management/Settings/Mobile Settings), the Special Requests on the Guest card will look similar to this (in both the Housekeeping Supervisor and Attendant modules):



What if you see something like this on the device?

- Just the code with no description?



Contact your REX administrator so they can address the issue. Once they have corrected the Special Request Code, HotSOS will automatically update the information on the device.



Attendant Module Functions



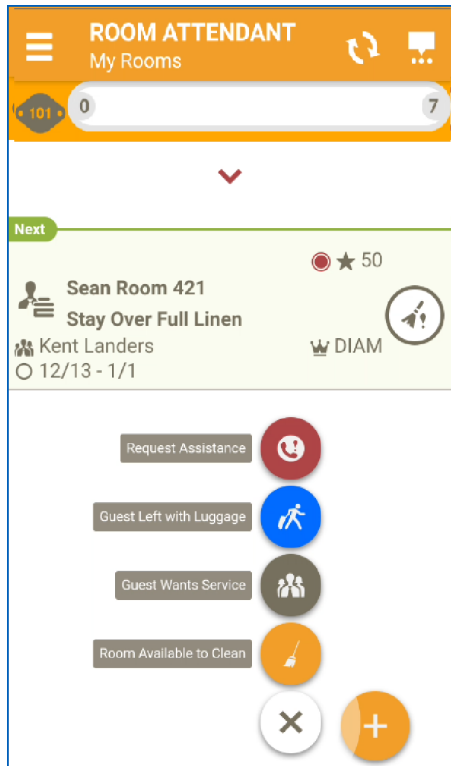
Refresh Button

- Refreshes the HotSOS Attendant Module with any updated information

Attendant Additional Options

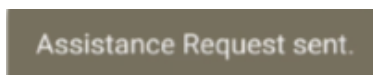


- Tap the 'Additional Options' button
 - Some options here may NOT be available based on set up criteria



Request Assistance:

- Hold button for 4 sec
- Returned to Login Screen
- HotSOS will generate a pop-up to indicate the message has been sent:



- Email message sent to management, security or supervisory team



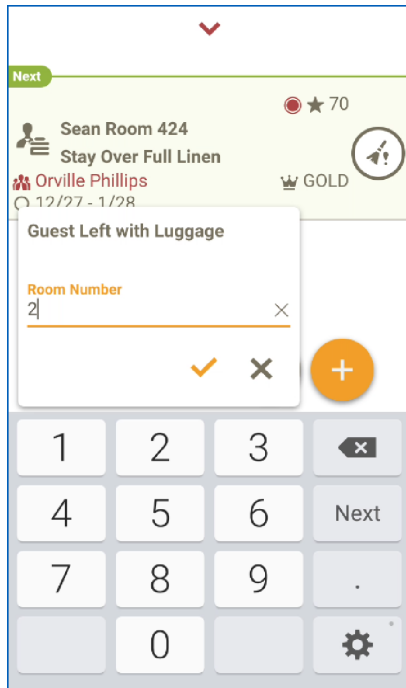
Guest Left with Luggage:

Some guests leave their rooms on their departure date without going to the Front Desk to check out. While this is a common practice, it can leave the guestroom clean in a state of limbo: the guest has obviously left, but neither the PMS nor HotSOS Housekeeping have not been updated to reflect a 'Due Out' room is really a 'Checked Out' room and can be cleaned. By using the 'Guest Left with Luggage' function, the RA or Supervisor let's HotSOS

know the guest has left. HotSOS updates the room status to 'Awaiting Service' for whichever RA section the guestroom may assigned.

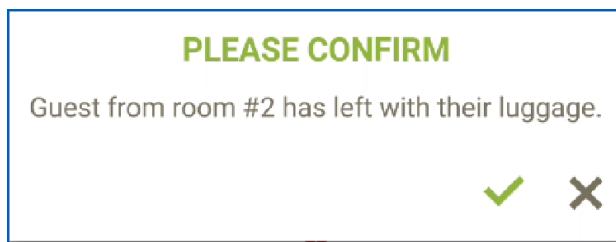
An email can also be sent to the Front Desk staff so the reservation may be properly updated.

- Tap 'Guest Left with Luggage' icon



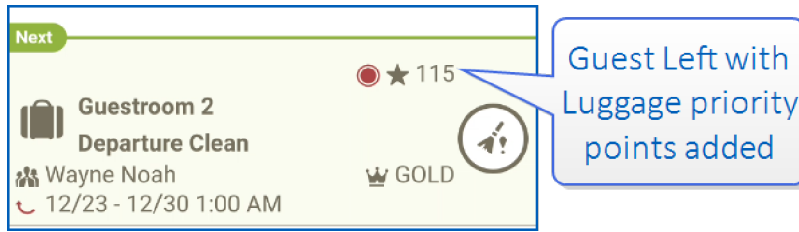
- Use the keypad to enter the guestroom
- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action

A confirmation will drop-down:



- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action

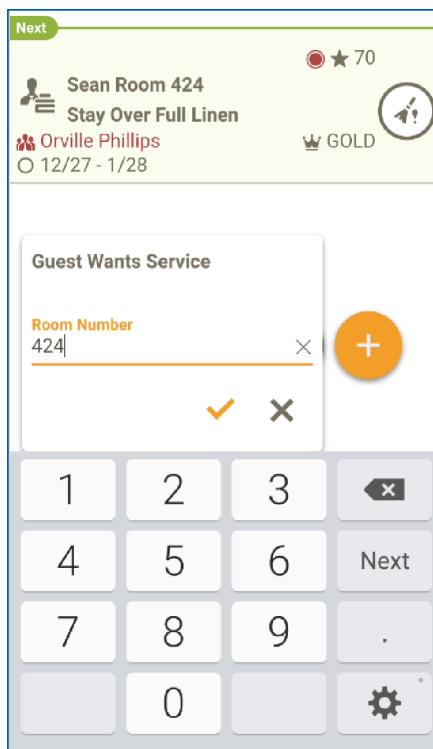
HotSOS Mobile will add 'Guest Left with Luggage' priority points to selected room if defined in REX Settings. The RA whose section that room belongs will have the room move toward the top of the clean list:



Guest Wants Service

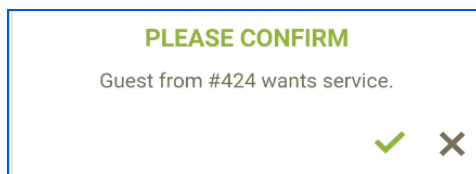
A guest may approach an RA or Supervisor and request their room be cleaned now. The RA or Supervisor can easily handle the guest’s request:

- Tap ‘Guest Wants Service’ icon



- Use the keypad to enter the requested guestroom
- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action

A confirmation will drop-down:



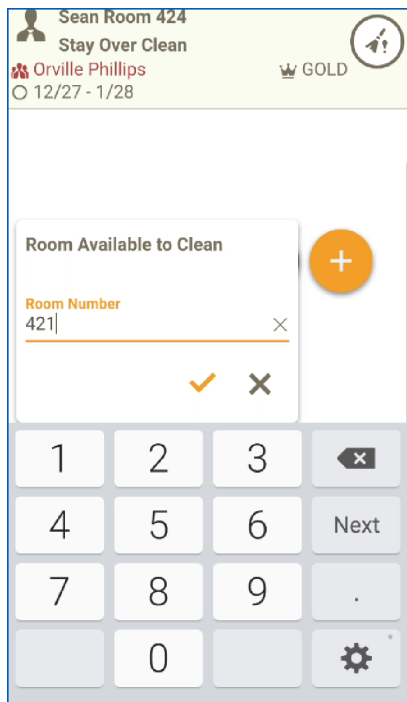
- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action



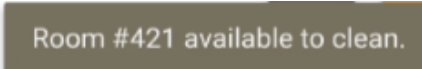
Room Available to Clean

A room previously DND or Return Later may become available to clean before the specified or default time is up. The RA or Supervisor may see the guest leave their room or the guest may approach the Supervisor or RA (the guest's room doesn't have to be in the section of the RA who is approached).

- Tap 'Room Available to Clean' icon



- Use keypad to enter guestroom number
- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action
- HotSOS will generate a pop-up indicating the action applied:

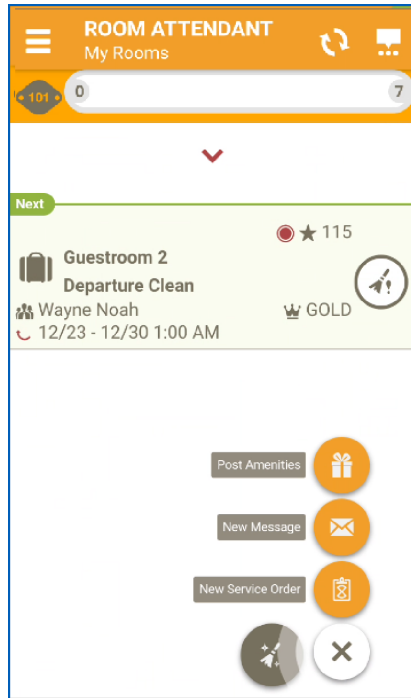


Create/New



Add Button

HotSOS provides the ability for the RA to create Amenities (if part of the duties is to perform an inventory of room and/or minibar), to report a problem or issue in a guestroom and to quickly and easily communicate with management and co-workers by creating a message.



- Tap the desired option:
 - Post Amenities (subscription) – Minibar/Guestroom Inventory
 - New Message – send/receive text-like messages
 - New Service Order – Report an issue

These features will be discussed separately later in the manual

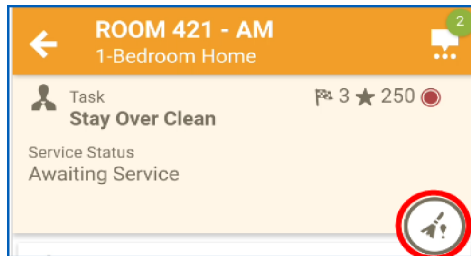
Room Cleans

When do you know you can clean a room? Most likely after you have knocked on the door and been let in by the guest or you are certain there is no one in the room and there's no DND on the door, but always follow company protocol.

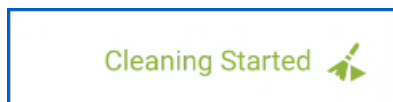
Start a Room Clean

When absolutely certain the room can be cleaned:

- Tap the 'Next' guestroom entry to open the details
- Tap the Service Status icon



- Tap 'Cleaning Started'



What do you do with the REX Device while you are cleaning the room?
Great Question!!!

In your pocket? On the housekeeping cart?

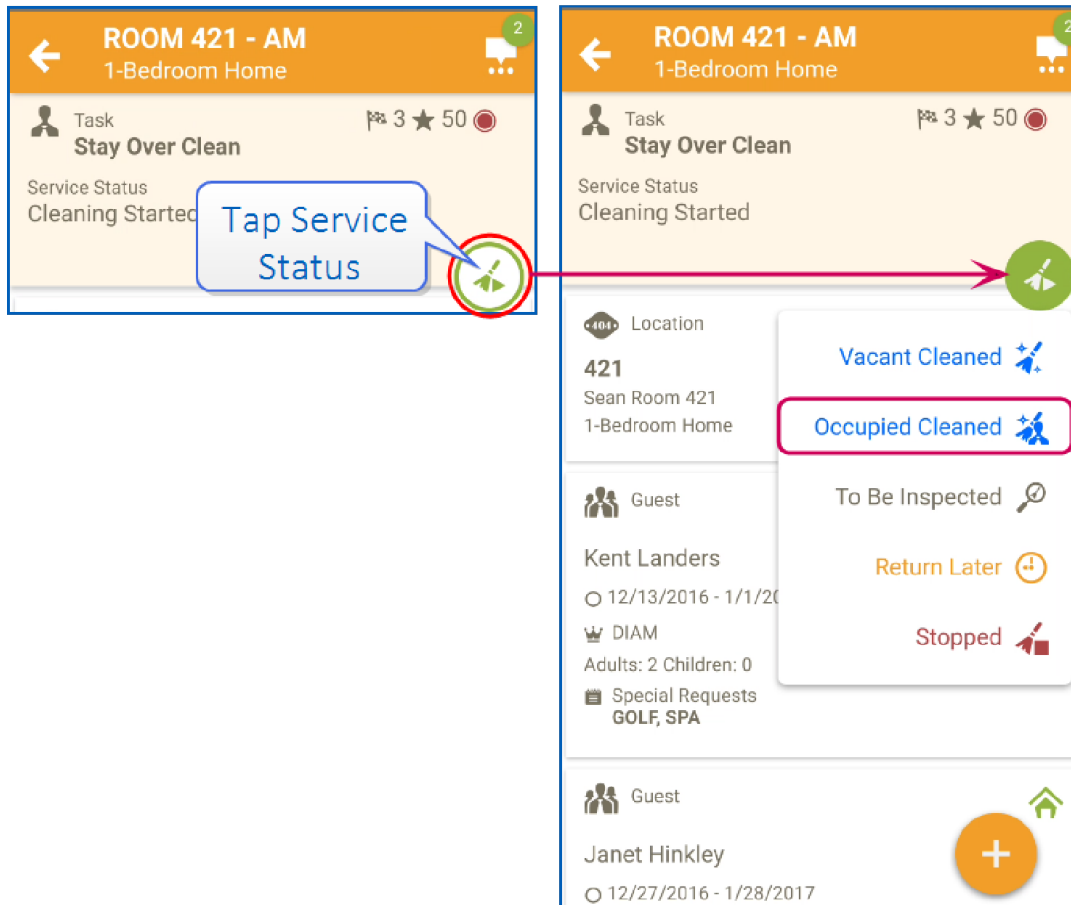
Of course the answer to both is 'No'. The devices should be kept with you at all times where they are secure. Follow company protocol. We suggest:



Complete a Room Clean

When done cleaning, remember: **No More Punching the Room Clean**, you only have to respond on the HotSOS device - HotSOS will send the status update to the PMS.

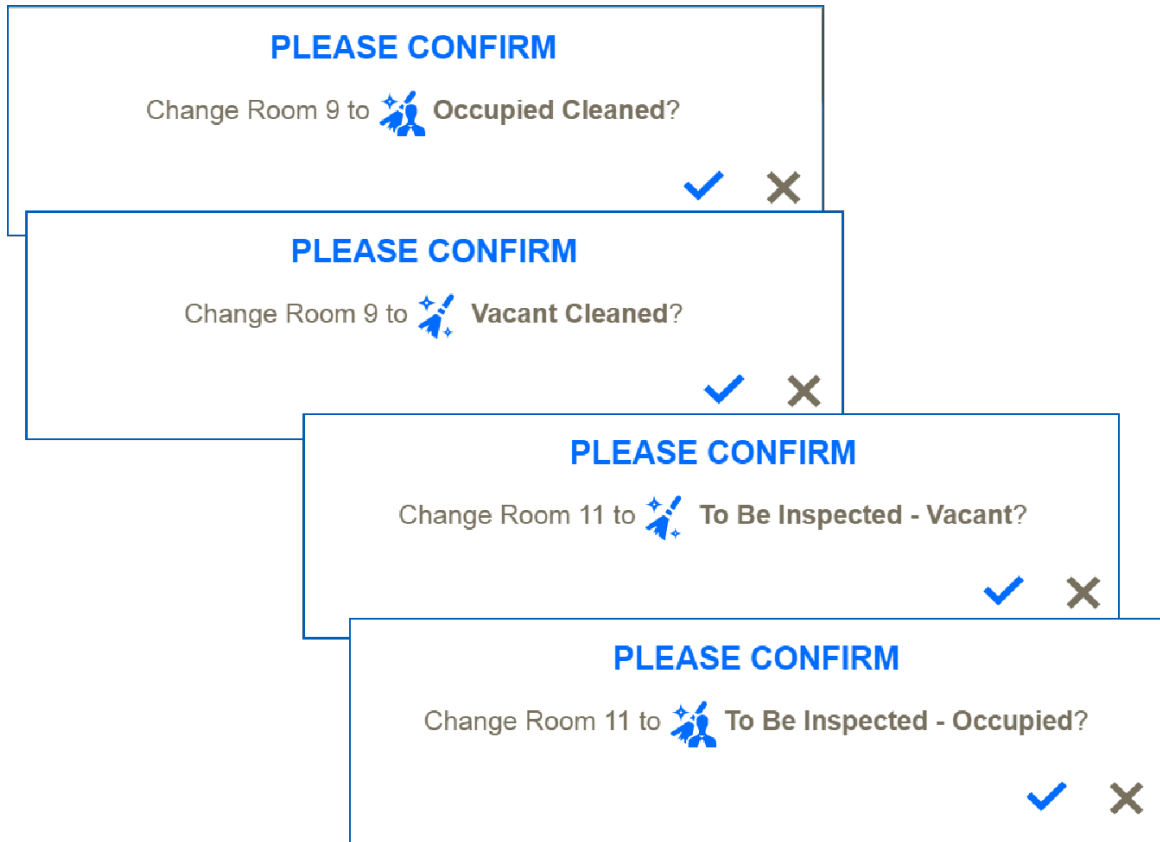
- Tap the Entry to open



- Tap the Service Status icon
- Tap the appropriate status:
 - Vacant Clean
 - Occupied Clean

This room has a guest staying over, so the appropriate selection is 'Occupied Clean'.

HotSOS will display a confirmation drop-down:

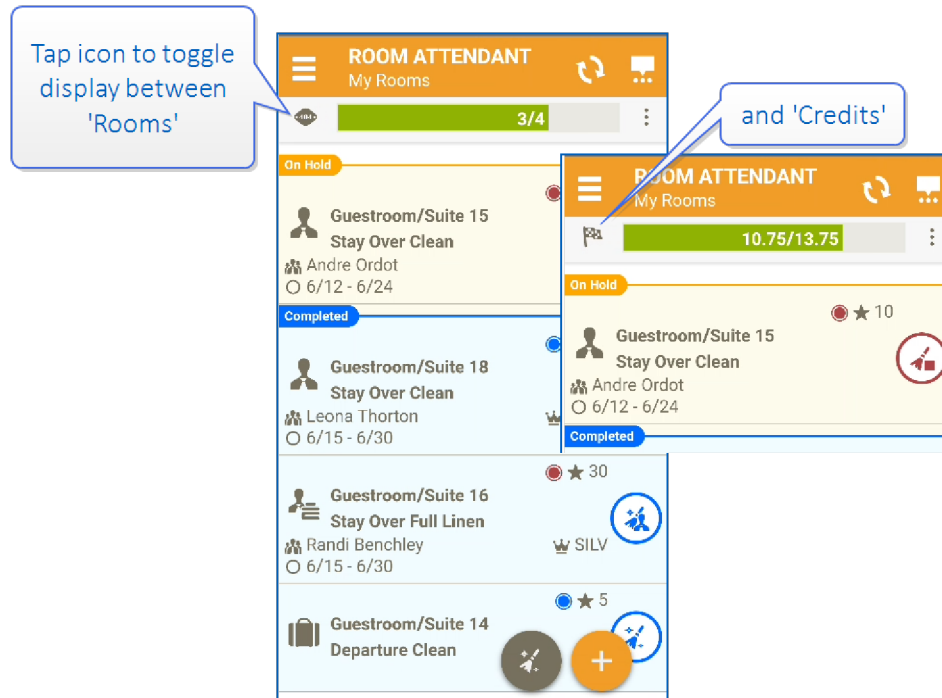


- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action to confirm

Progress Screen

If Progress Screen: Show (REX Settings/Mobile Settings) has been enabled, the Progress bar will be displayed at the top of the Room Attendant/My Work screen.

- The Progress Bar reflects the room clean activity, and updates as each room is cleaned:



- Tap the Progress Bar to open Statistic details:
- The Task card displays the progress for each of the different tasks based on the assigned rooms:
 - Departure Clean
 - Stayover Clean
 - Stayover Full Linen
 - Touch up
 - Turn Down (PM)

- The colors change and the circles fills to provide an exciting visual for the Room Attendant by which to gauge his/her progress:



- Tap the tabs to toggle the display between Rooms and Credits

The Rooms/Linen card reflects the distribution of the rooms assign:

The screenshot shows a mobile interface with four service status cards at the top, each with an icon and a number: a diamond icon with '2', a tower icon with '0', a vertical bar icon with '2', and a horizontal bar icon with '2'. Below these is a card with a diamond icon and the text '1st FL - E, 2nd FL - W'. At the bottom is a table with a linen icon and the following data:

Item	Count
Linen	2
6-Bedroom Home	1
Home	1

- When expanded the Rooms/Linen card indicates this RA has rooms in:
 - 2 Sections
 - 1st FL - E
 - 2nd FL - W
 - No Towers
 - 2 Floors
- Additionally, the RA knows the linen requirements based on Room Type:
 - Linen Requirements: 2
 - 6-Bedroom Home
 - Home
- There are four Service Status cards each of which will reflect the number of rooms the RA has in each:
 - Return Later
 - DND
 - Stopped
 - Service Refused

In the above example, this RA has one (1) assigned room with Return Later and one (1) with Service Refused.

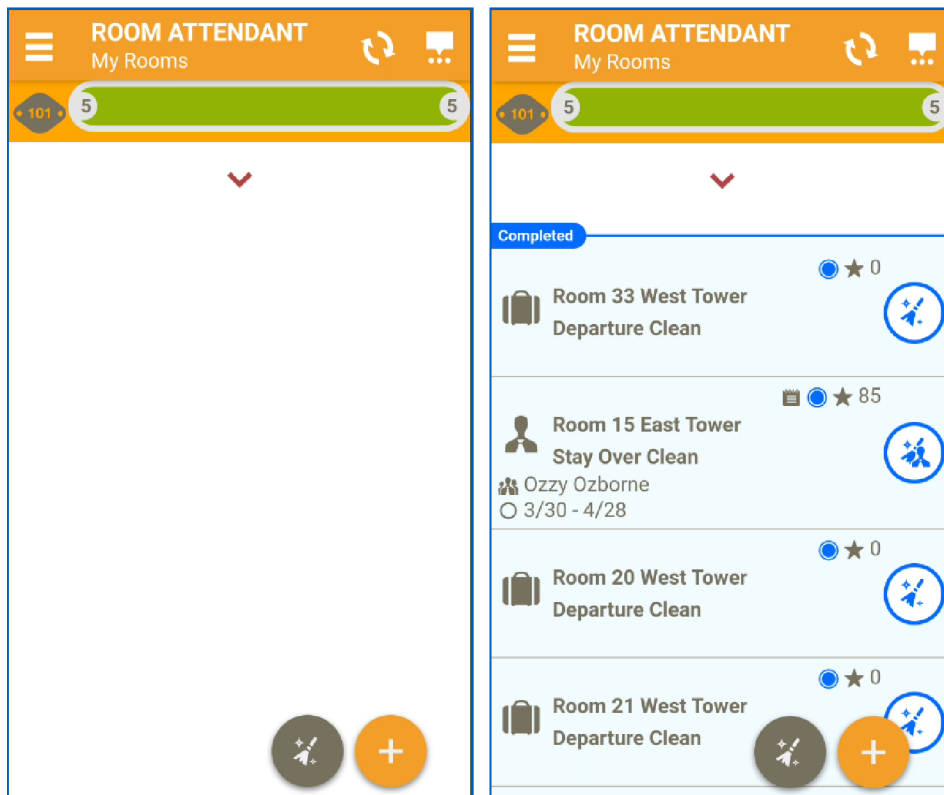
Progress Bar: Over the Course of a Day

The progress bar will reflect the same color schema as for the Task card.

Room Assignments Display

At the end of the shift, when all rooms are completed and/or the RA has no more assignments, the HotSOS Attendant screen will look something like this:

- The screenshot on the left for properties set to 'Don't Show' the room list
- The screenshot on the right with 'Show Room List' turned on



Additional Functions

There are a number of functions the RA is able to perform with HotSOS Attendant that will make the daily work routine much easier:

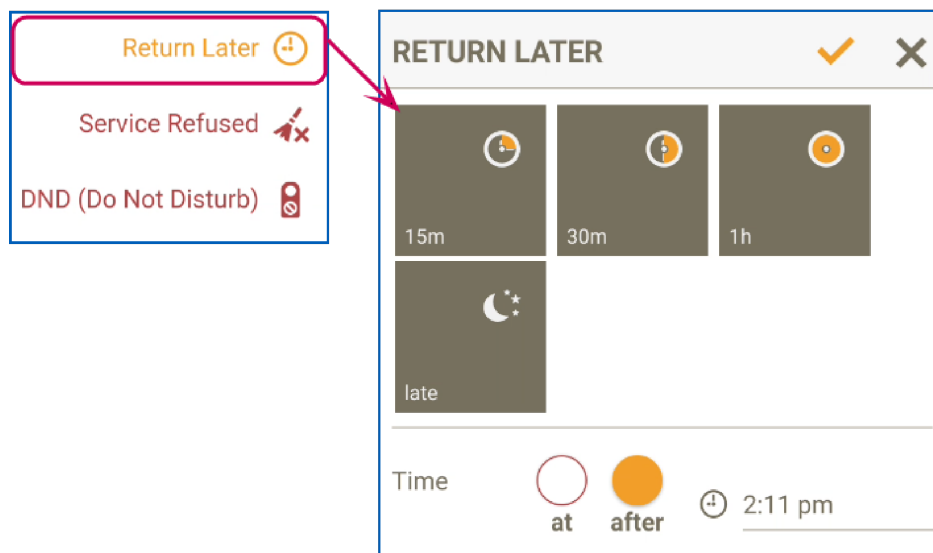
- Return Later
- Service Refused
- DND

HotSOS will record and track these actions. For DND and Return Later, HotSOS will bring the room back into the Room Attendant's list ensuring rooms are returned to in a timely manner and no room is forgotten.

Return Later

When the guest indicates they are not ready for the room to be cleaned, HotSOS will record the action and know when to return the RA to service the room.

- Tap the Service Status icon
- Tap Return Later icon from list:

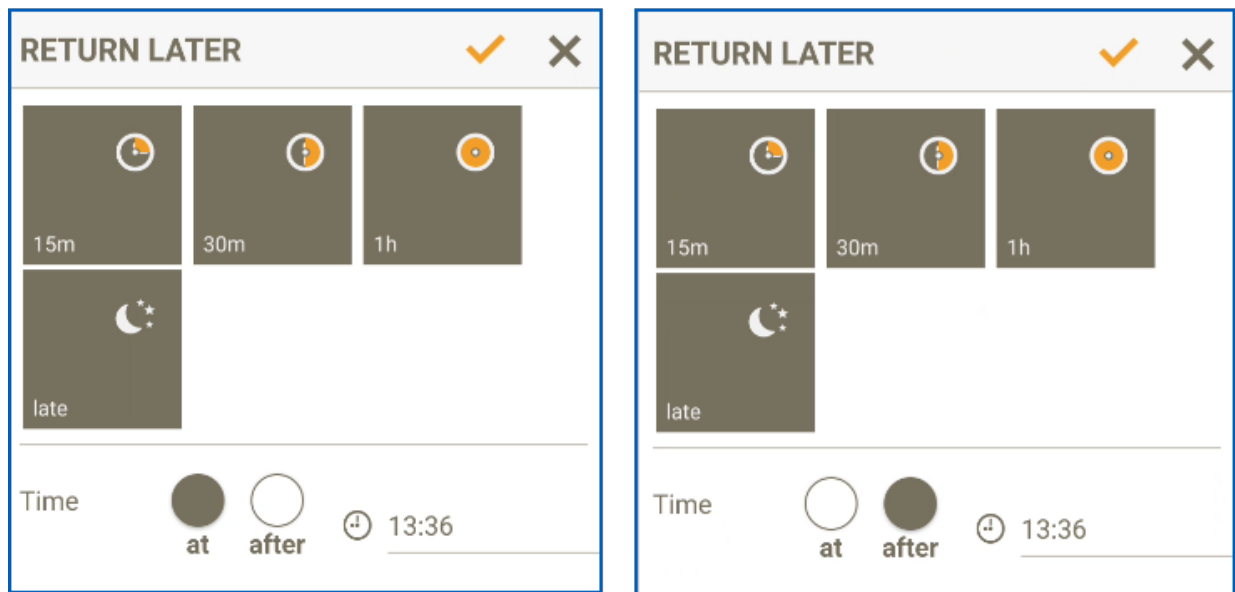


The Return Later screen presents six possible time options (depending on Settings)

- 15 min
- 30 min
- 1 hour
- Late Service (determined by property)
- At - guest requests a specific time (Return *at* 11:15)
- After - guest requests a time to return after (Return *after* 1:30)

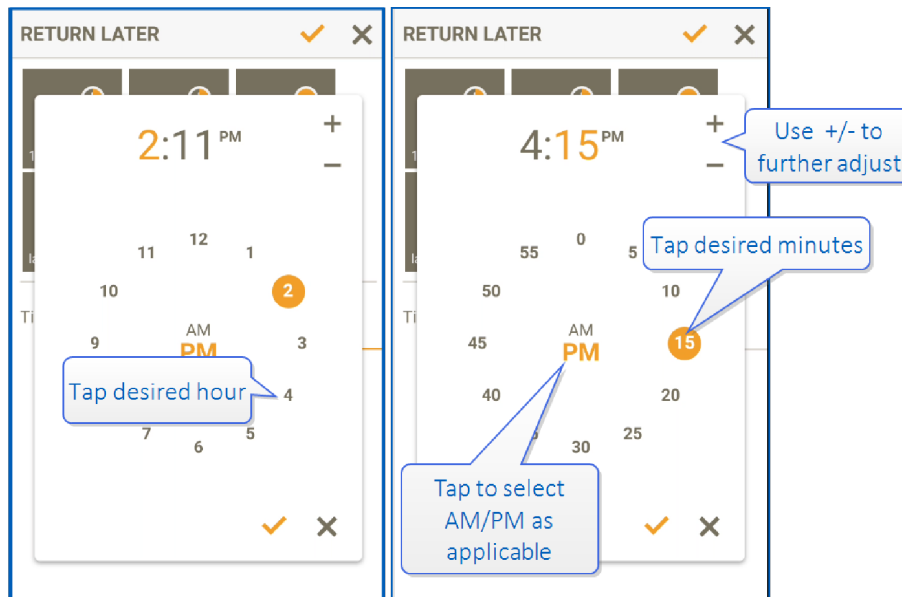
Return At/After

For all other options presented, the time is preset. For Return At/After, the RA must set the time. HotSOS expects to find a time in the future:

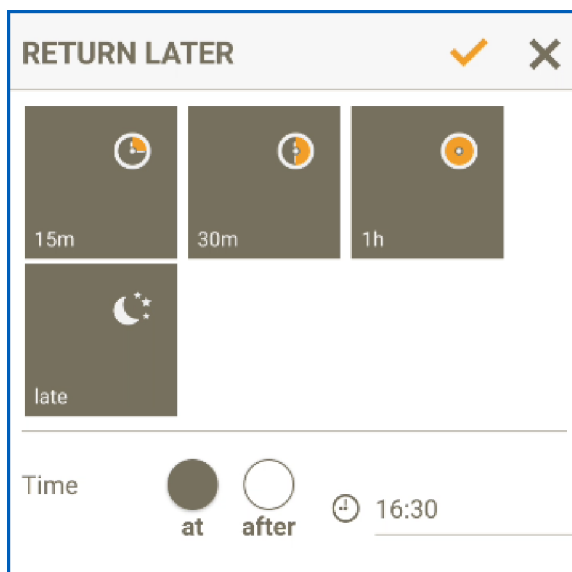


Return Later opens with default At/After time set to 'Current' time.

- Tap to select At or After
- Tap time field
 - Set Hour/Minutes and AM/PM



- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action



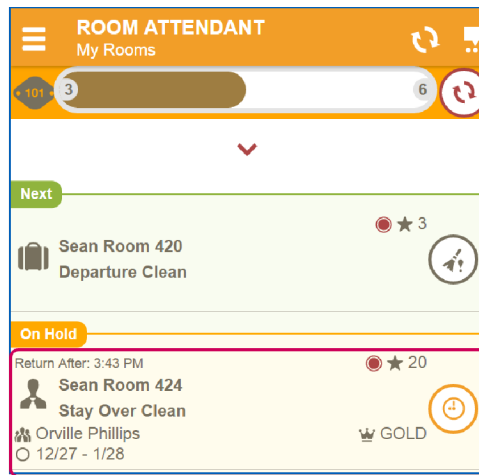
With the time set:

- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action

Once Return Later time is set, the Status icon will be changed to Return Later. The room will be held pending (may or may not be viewable to RA) until the prescribed time has elapsed, at which time, the room will become available to be cleaned in order of its priority.

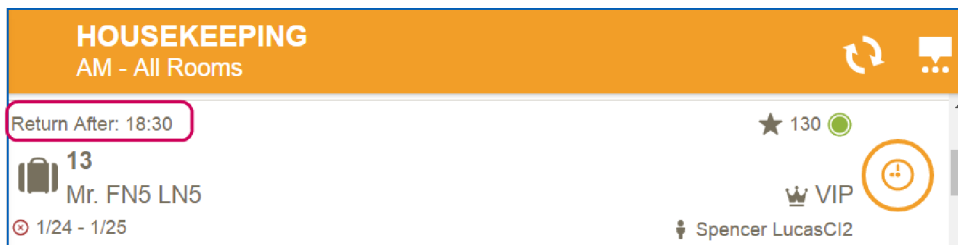
Attendant Module:

i When 'Show Rooms List' is selected in REX Settings (Data Management/Settings) HotSOS will display the Return Later time in the 'On Hold' list:



Supervisor Module:

Return Later time displayed in Rooms List Options:



Service Refused

- Tap Service Status icon
- Tap the Service Refused icon

SERVICE REFUSED ✓ ✕

No Reason

Green Choice

Loyalty

Other

Remark

If Service Refused option has been enabled in REX Settings:

- Tap the applicable choice:
 - No Reason
 - Green Choice
 - Loyalty
 - Other
 - Include any remarks necessary



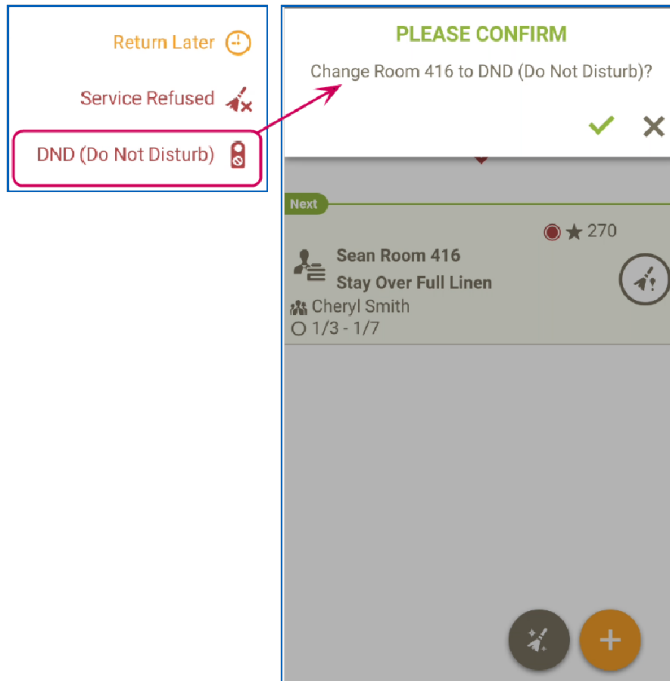
The Service Refused choices available on the Attendant device depend on selections made in REX/ Settings.

Once Service Refused reason selected, the Service Status icon will be changed to Service Refused and the room is removed from RA list.

Do Not Disturb (DND)

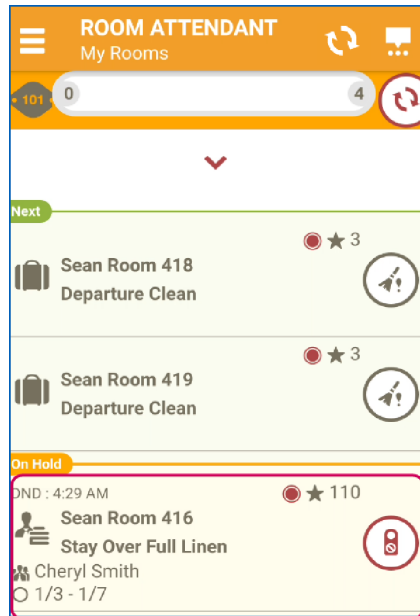
When a guest has the privacy sign on (paper or electronic), the RA can set the DND on the REX device. REX will hold that room pending for the prescribed amount of time. The Default is one (1) hour, but it can be adjusted in the REX Settings.

- Tap the Service Status icon
- Tap Do Not Disturb icon from list
- A confirmation screen is presented
 - Tap '✓' to Confirm/Save; tap 'X' to Cancel Action



Once DND is set, the Service Status icon will be changed to DND and the action time will be entered on the Room Details tab as well as in the 'On Hold' list

When 'Show Rooms List' is selected in REX Settings (Data Management/Settings) HotSOS will display the DND room in the 'On Hold' list



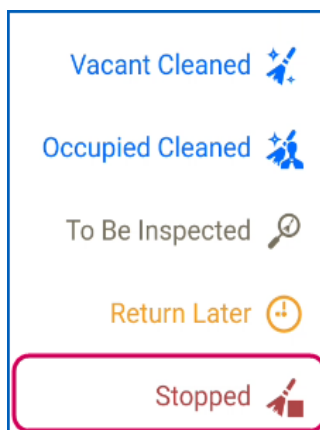
Stop a Room Clean

Why might cleaning the room need to be stopped?

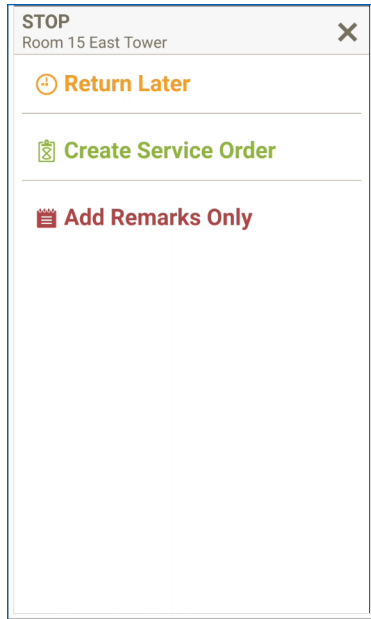
- Guest returns and asks RA to come back later.
- An issue in the room prevents the cleaning from being completed
- Attendant needs to step out of the room to get more linens or other supplies

To Stop a room:

- Tap the room to open
- Tap the Status icon

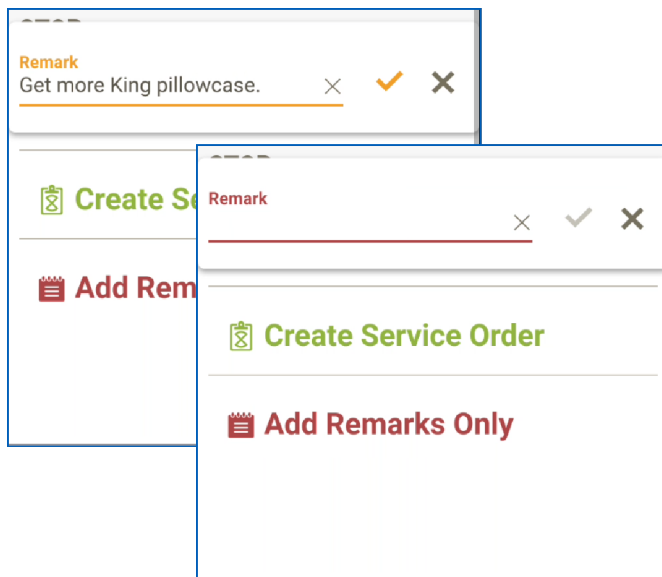


- In drop-down, select
 - Return Later (See Return Later)
 - Create Service Order (See Create SO)
 - Add Remarks Only



Add Remarks Only

This is a new feature in HotSOS 3.0. It was designed to accommodate those times when the Attendant has to stop the room albeit temporarily, perhaps to go get more linens or supplies, or to retrieve an item from their locker.



- When selected, HotSOS will present a Remarks option
- Key in the desired remark
- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action

When a room is stopped it is placed in the 'On Hold' section until such time as it IS reset to 'Awaiting Service'. The Attendant can do this using the 'Room Ready to Clean' option (See Additional Functions).

i Setting 'Room Ready to Clean' doesn't guarantee the room stopped will be the 'Next' room HotSOS will make available for the Attendant to clean. If another room has more Priority Points (i.e. a Rush Room), HotSOS will present that room instead. The Housekeeping Supervisor can always help with this.

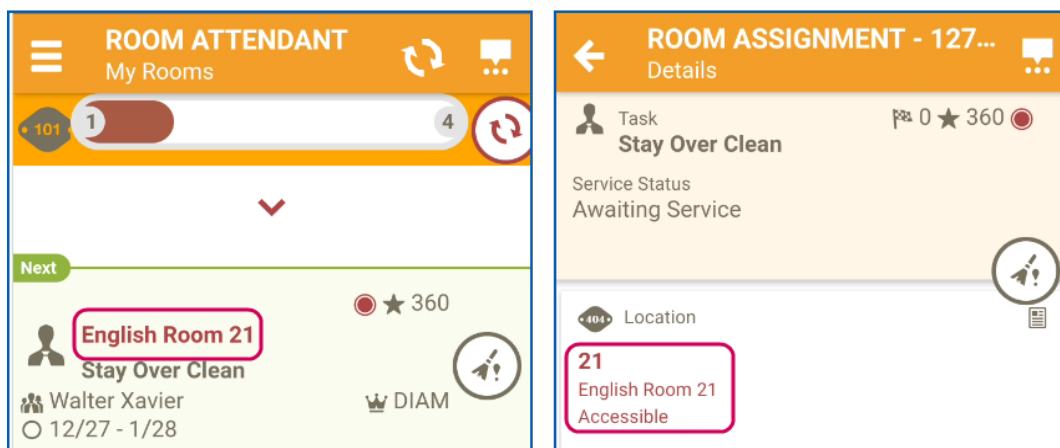
Once an action has been taken, the room will have the proper status applied and the 'Next' room to be cleaned will be presented.

Room Rush

A 'Room Rush' most often means there's a guest waiting to check in at the front desk and their room isn't ready. When the RA receives a Room Rush – he/she knows it is not just important, but there is some urgency behind the request. HotSOS makes Room Rushes easily identifiable:

On Room Assignments Screen:

- Guest room and number are **boldly** displayed in RED on the Room Assignments and Room Detail screens:



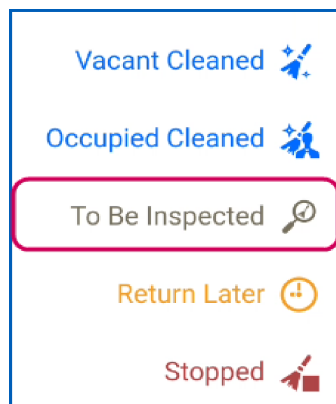
Set Room 'To Be Inspected'

There may be times when the RA has reported an issue in the guestroom (light out, TV-000 etc.), but the Engineering team has not come to address the issue by the time the RA is ready to complete the room in HotSOS and move on to the next room. A new feature has been implemented in HotSOS 3.0 that permits the Room Attendant to set a room 'To Be Inspected', rather than Vacant Clean/Occupied Clean. This gives the Housekeeping Supervisor a way to check on those rooms and ensure the issue reported has been taken care of and the room is ready for guests.

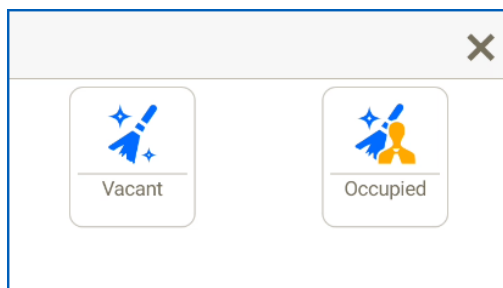


When enabled in REX (Data Management/Settings), the 'To Be Inspected' icon will be available for selection on the Room Attendant device.

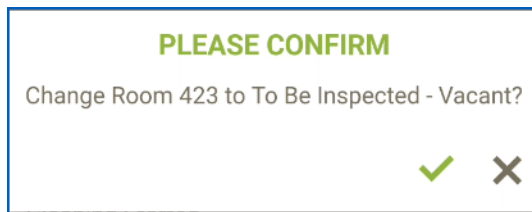
- When ready to complete the room clean
 - Tap Status icon
 - Select 'To Be Inspected'



- From the drop-down presented, select the appropriate room status:
 - Vacant
 - Occupied



- Confirm 'To Be Inspected'



- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action

The Supervisor only needs to select 'To Be Inspected' icon in the Supervisor Room Assignments List to see what rooms need to be inspected and released for sale.

Inspection Alert

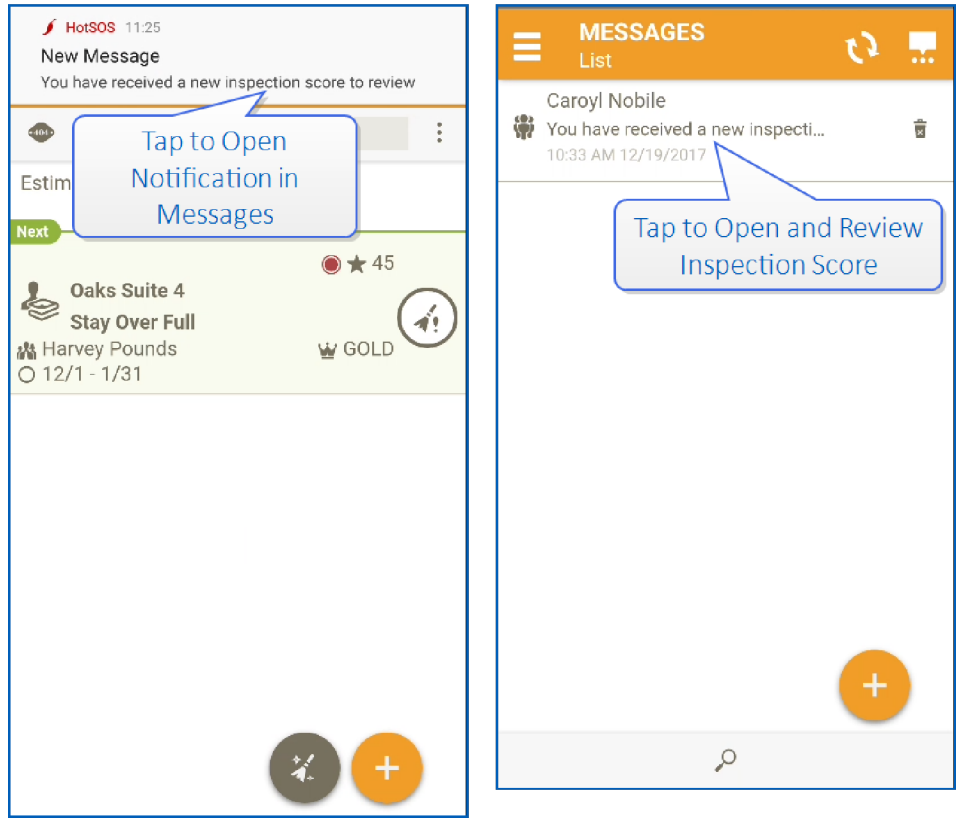
HotSOS Inspections have an option for the Inspector to send an alert notification to the Inspectee upon completion of the inspection. The notification is available. Included in the alert a summary of their scores so they know what they did right and where they might need improvement?

Wouldn't it also be a great idea if the Room Attendant could request an opportunity to review the inspection with the Inspector? Read on:

Receive Inspection Alert

When the Supervisor (or person performing a room inspection), completes the inspection and sets the 'notification' flag, HotSOS will dispatch a notification to the Room Attendant

- Tap the notification to open the Messages Module
- Tap the message to open and view the Inspection score



HotSOS presents a summary of the questions including those not passing. After reviewing the RA can either Accept (✓) or request a Review (X). The RA will be prompted to Confirm the selection:

INSPECTION ACKNOWLEDGEME... ✕	
✓ Accept ✕ Review	
Person under inspection:	Wendy Fields
Inspector:	Carolyn Nobile
Name of Inspection:	Luxury Room Inspection
Room Number:	Oaks Suite 4
Inspection score:	77%
Last job site score:	100%
Last inspected score:	100%
Missed questions (steps)	▼
Score	▼

PLEASE CONFIRM

You Are Accepting Inspection Score?

✓ ✕

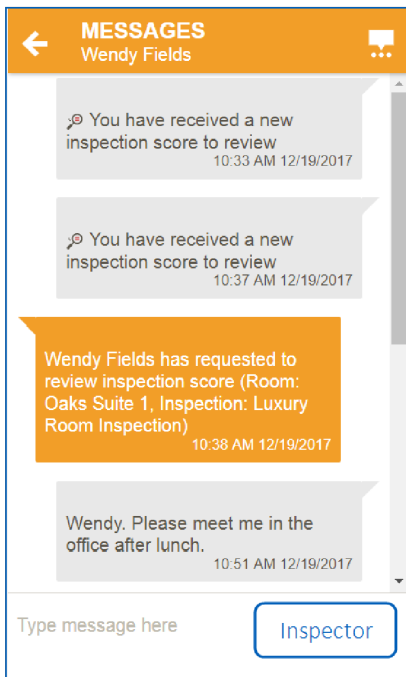
PLEASE CONFIRM

You Are Requesting To Review This Inspection With Your Supervisor?

✓ ✕

— Tap '✓' to Confirm/Save; tap 'X' to Cancel Action

HotSOS will send notification to the Inspector's Messages Module when the RA selects 'Review'. The Inspector will communicate with the RA, using the HotSOS Messages, to arrange a time to meet to discuss the Inspection scores. It might look something like this:



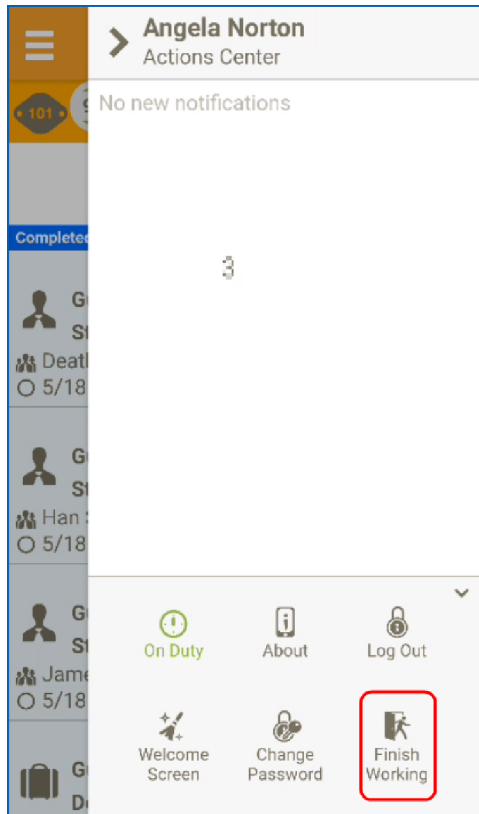


Remember to keep the Messages Module cleaned up by deleting message threads that are no longer useful, this includes the Inspection notifications.

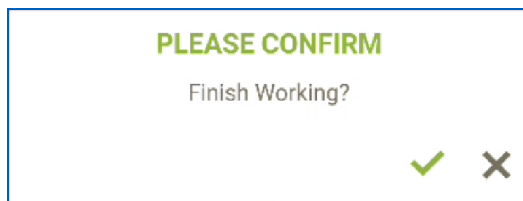
Finish Working

The day is DONE!!! It's the end of the shift and Room Attendants are ready to go home. Before the RA turns off the device and checks it in, there is one more thing for to do: **Finish Working**. Don't worry; it's very user-friendly:

- Tap the Action Badge
- Tap 'Finish Working' icon at the bottom of the screen:



- A confirmation drop-down is presented



- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action
- HotSOS will give a shout out of 'Congratulations' and will display work completed summary for the day:

CONGRATULATIONS ✓	
Credits Completed	30.75
7	4
8	8
9	3
10	4
11	4.5
12	3.25
13	4

- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action
- HotSOS will log the Room Attendant out and return to the Log In keypad.

Anatomy of a Service Order

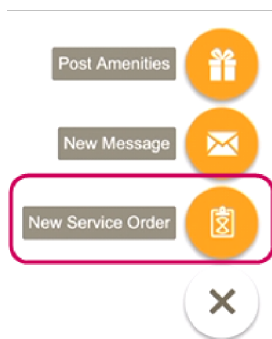
The Service Order is the heart of HotSOS. There are two basic parts that define a Service Order:

- **Issue** – explains the task to be addressed, the request to be filled
 - Guest wants towels
 - Light out
 - Sink leak
 - Luggage Pick Up
- **Location** – answers the ‘where’
 - A guestroom
 - Common Area
 - Back of House
 - Piece of equipment

These form the foundation for a Service Order. In fact, a Service Order *requires* both.

Create a Service Order

- Tap **Add (+)**
- From the list presented

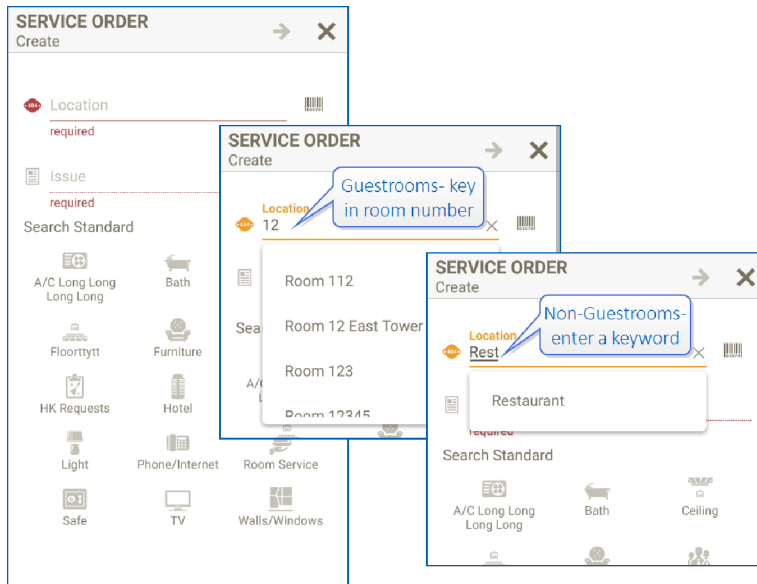


- Select New Service Order

Location (Required *)

Location: Tap the field

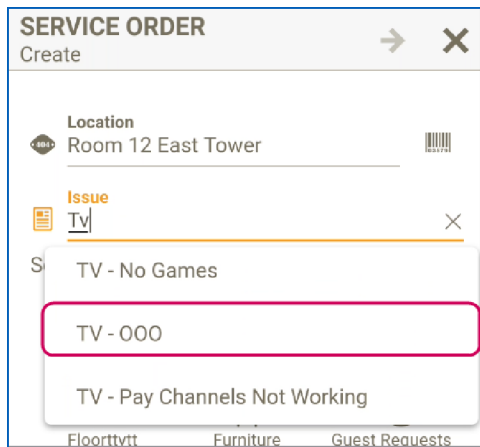
- Enter full/partial location keyword
- Select desired location from resulting list



i When creating Service Orders from the Housekeeping Attendant Module, HotSOS will automatically enter the guestroom if the SO is created from a room that is open in the Housekeeping device. The same is true if in the Service Order Module with an open Service Order. When the New Service Order button is tapped, HotSOS will automatically populate with the Location of the open Service Order.

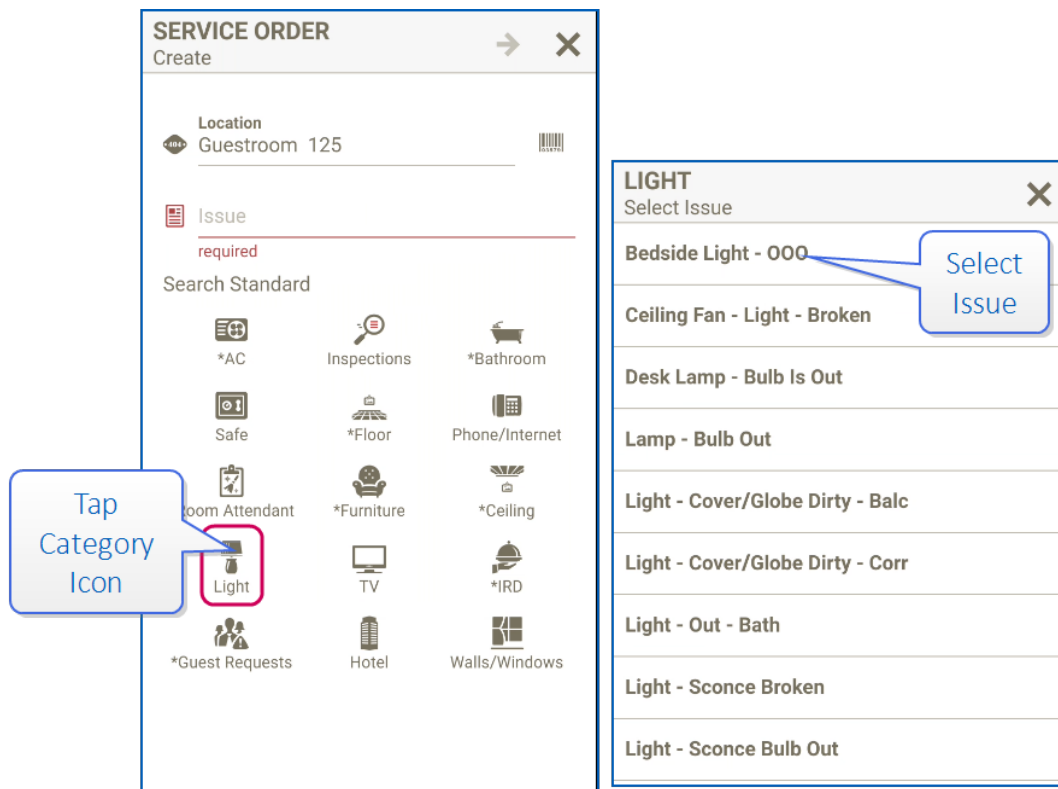
Issue (Required *)

- Select the Issue by keying in partial name
- Select from the resulting List



Or

- Tap the appropriate standard category
- Select the issue from the list presented



Once the Issue is selected, the checkmark at the top will become active. The Location and the Issue are the two *required* components of a Service Order.

—

Additional Fields (Optional)

- Remarks: Key in desired memo. Keep it simple. This is not the time to write your first novel.




If the Issue and Location clearly identify what needs to be done and where, no remarks are necessary. Use only to lend clarification. **EXAMPLE:** A TV not working might not be clear enough if there are more than one TV. The remarks could further indicate *which* TV is to be addressed: guest bedroom; living room, etc

The remaining fields may or may not be available to Requesters depending on the roles assigned.

- **Guest Related (Optional):** If the guest has reported this issue, their name should be associated with the Service Order. In most cases the PMS will interface with HotSOS, so the guest name will be readily available when the slide button is activated.

- Tap the slide button  to enable

- Tap the active slide button  to disable

- City or Non-Hotel Guest



What is a city guest?



A city guest is someone who is at the hotel or resort, but who is not a registered guest: a conference attendee, a restaurant or spa patron or perhaps someone visiting a hotel guest.

- Tap the '+' to the right of the 'Guest Name'
- Enter first, last name
- Fill out any other pertinent information

GUEST
Create

First Name
required

Last Name
required

Is Guest In-House?

Location
Guestroom 12

Reservation

Arrival Time
9:33 AM

Arrival Date
1/4/2017

Departure Time
11:59 PM

Departure Date

- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action

HotSOS will generate a temporary 'reservation' until day's end unless Arrival/Departure dates are defined.



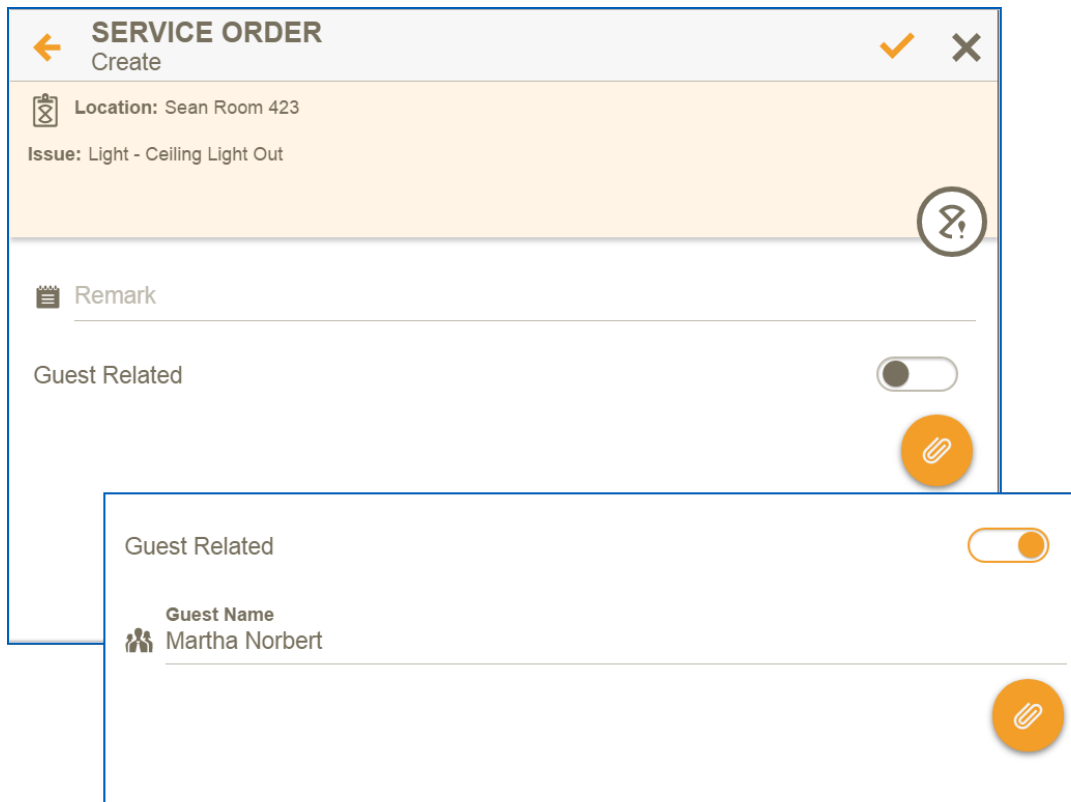
HotSOS Mild does not interface with PMS. Any hotel guest will be considered a 'city guest' requiring the name to be manually entered.

Guest Related Service Orders created in HotSOS Attendant

For Room Attendants, the guest option has been streamlined and simplified ensuring accuracy and ease when reporting:

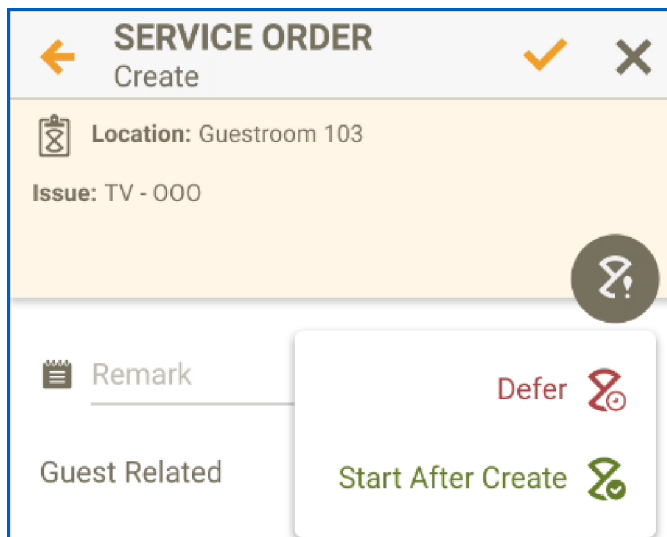
Typically, a Service Order is considered 'Guest Related' when the guest approaches the staff member, in this case the RA, and asks them to specifically report a problem on the guest's behalf.

For the benefit of the Room Attendant, HotSOS 3.0 has simplified the presentation and will insert the guest name if a reservation is active for the room, when the RA taps the Guest Related slide button:




— Start After Create



- If you are the person who will be taking care of this Service Order, tap the Status button:



- Tap 'Start After Create'
- Status icon turns green

- **Defer SO**
 - Tap Status button
 - Tap 'Defer'
 - Set Time and/or Date in future
 - Tap '✓' to Confirm/Save; tap 'X' to Cancel Action
- **Attachments**
 - Attach images  (see Applying an Action)

Advanced Options

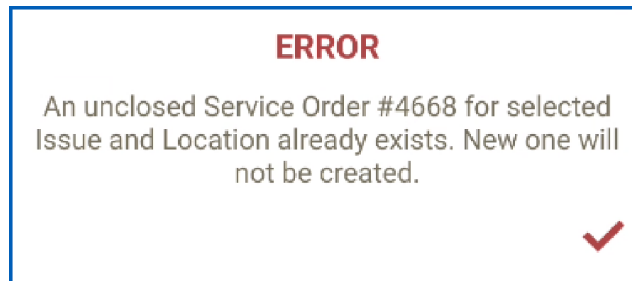
- Tap the down arrow to the right to expand
- HotSOS presents additional options (available based on roles)
- **Priority**
 - Adjust as necessary
 - 1 & 2 – Most urgent (guest related, life-safety)
 - 3, 4, & 5 – Important but not urgent
- **Assign (Optional): ****
 - Person:
 - Tap  to assign this Service Order to a specific individual
 - Tap the 'Person Assigned' field
 - Key in the respondent's name (full/partial)
 - Select name from resulting list
 - Team:
 - Tap  to assign this Service Order to a team
 - Tap 'Select Team'
 - Enter team name (full/partial)
 - Select team from resulting list

****** This will put the work in the respondent's 'My Work' list, but it will NOT send an audible alert. To the right of 'Notify' for either person or team, tap the checkbox . Audible notification will be sent with the Service Order.

- **Notify (Optional):** This option lets notification be sent to an additional person, for instance the Chief Engineer, Director of Housekeeping etc. It is a way to keep the right people informed

When you are satisfied with the selections,

- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action



Amenities Module Introduction

HotSOS Mobile Amenities function provides a vehicle by which items in a guestroom may be tracked and inventoried with proper chargeback. Whether it is minibar consumption or tracking larger amenity items, such as robes, slippers, hairdryers etc. the property can use HotSOS Amenities. Currently once the inventory has been taken, the data is processed by way of a report. However, our development team is working on an API which will let HotSOS send the information directly to the PMS updating guest usage information immediately. Stay tuned!

Amenities List

- Tap the Amenities Module List tab in the left sidebar
 - The Amenity List displays all completed postings for the day:

Caroyl Nobile (Byt... *MTech by the Sea		AMENITIES List	
Amenities			1:34 PM 12/2/2016
List	Sean Room 416 Quantity: 8		Total Cost: 35.00 Caroyl Nobile (BytheSea)
Guests	Sean Room 421 Quantity: 8	Amenities Used	Date/Time of Amenity Posting 1:34 PM 12/2/2016
Housekeeping	Alan Flood	Guest Name	User Posting Amenity Caroyl Nobile (BytheSea)
Messages	Sean Room 423 Quantity: 8		1:35 PM 12/2/2016
Meters	Wendy Holmes		Total Cost: 31.50 Caroyl Nobile (BytheSea)
Service Orders	Sean Room 424 Quantity: 6		1:44 PM 12/2/2016
	Walter Fields		Total Cost: 67.50 Caroyl Nobile (BytheSea)

Amenities Consumption Details

- Tap the individual Amenity entry:

AMENITIES		Consumption Details	
Sean Room 416			
19.50			
Cashew Nuts (1)	7.00		7.00
Coca-Cola (1)	4.00		4.00
Dasani Water (1)	3.50		3.50
M&M Peanuts (2)	2.50	Amenity Item Unit Cost	
			Total Amenity Item Cost 5.00

The completed amenity posting entries are READ ONLY!!

- Tap the in the title bar to return to the previous screen

Amenities Filters

See HS Basics manual for using Search/Filters in HotSOS

The screenshot displays the 'AMENITIES List' interface for 'Caroyl Nobile (Byt... *MTech by the Sea)'. The interface includes a left sidebar with navigation options: Amenities, List, Guests, Housekeeping, Messages, Meters, and Service Orders. The main content area shows a list of amenities with the following data:

Room	Quantity	Staff	Date	Total Cost
Sean Room 416	5	Sam Smythe	2:00 PM 12/1/2016	19.50
Sean Room 421	7	Alan Flood	2:24 PM 12/1/2016	24.50
Sean Room 423	7	Wendy Holmes	2:25 PM 12/1/2016	53.00

Callouts in the image indicate: 'Total amenities displayed' (pointing to 'Total: 3'), 'Filters and/or Search indicators' (pointing to the filter and search icons), and 'Highlighted icons = Filters and/or Search set' (pointing to the search and filter icons).

Amenity Module Filter Options:

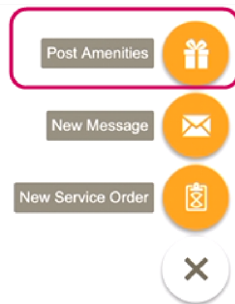
- Sort By
 - Date
 - Location
- Sort Order
 - Ascending
 - Descending
- Date Range
 - Set To/From Dates
- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action

Amenities Posting Process

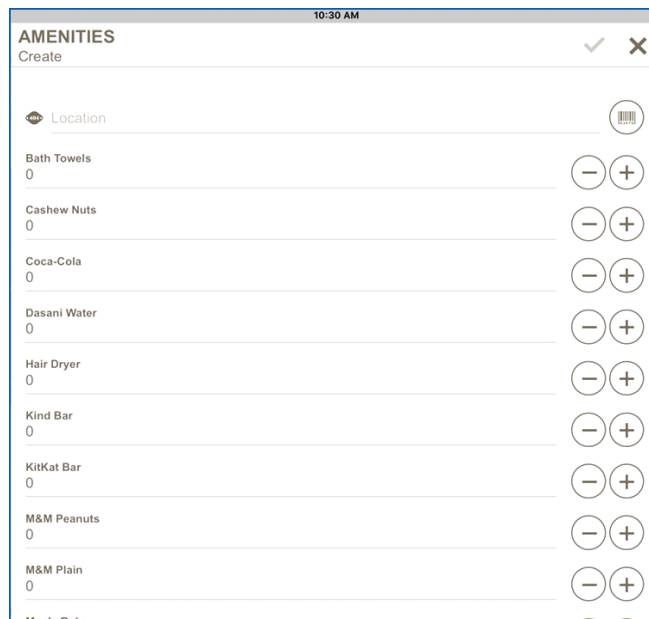
The Amenities posting process provides a way for hotel staff to track, record and chargeback for amenities consumed by guests during their stay.

Create:

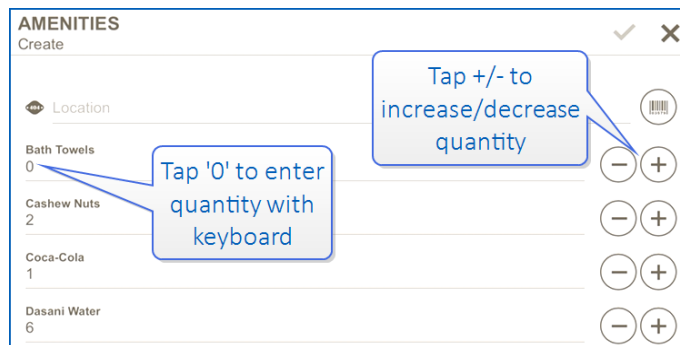
- In the left sidebar, tap the Amenities Module/List:
 - In the Amenities List:
 - Tap **Add (+)**
 - Tap to select the 'Post Amenities' option



- The Amenities Create screen is presented:



- **Location:**
 - Tap the entry
 - Enter the guestroom name/number to be inventoried
 - Select the correct room from the list meeting the criteria
- **Amenities Items:**
 - Next to the desired Amenity item, tap the plus (+) sign to increase the quantities used **or**
 - Tap the zero ('0') under the amenity. Use the keyboard to enter the quantity.



- Adjust as necessary
 - Tap minus (-) to decrease; tap plus (+) to increase quantity
- Continue until all the amenities used have been recorded
- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action
- Repeat the process for each room to be done

Making Adjustments:



What should be done if an item is missed for a guestroom, after completing the posting process?



That's bound to happen. Create another Amenities posting for the same room and include the item(s) missed.



How do we correct the number in the case where too many amenity items were added for a guestroom and posting process is complete?



Unfortunately this must be addressed outside the Amenities Module. Contact your supervisor or management team.

The Final Step

The Amenities posting process is completed by the appropriate department running the Amenity Consumption Report from either, HotSOS Thick Client (Graphs & Reports/Operational Reports) or HotSOS Reports Module. Once the report has been run, the charges can be manually entered into the property's PMS.

Messages Module Introduction

Communication among staff, teams and leaders is a huge and often unwieldy endeavor. That's one of the areas where HotSOS shines. The Messages Module permits each HotSOS user to communicate with one another. Further HotSOS tracks each message with a date/time stamp and groups the message threads so they are easy for each user to manage.

Messages Display

The Messages Module displays four types of messages:

The screenshot shows a 'MESSAGES List' interface with four message entries. Callouts on the left identify the message types: 'System Agent Notification' (System Agent), 'HotSOS Business Rules' (HotSOS Business Rule), 'Reports' (HotSOS Report Server), and 'Send Messages' (Caroyl Nobile (CI)). Callouts on the right indicate '4 Unread Messages (in BOLD)' and 'Trash Can Tap 'X' to delete'.

Message Type	Content	Time	Action
System Agent Notification	System Agent System Message: Order #1476094 (Issue: TV - OOO, Location: ...)	12:22 PM 3/6/2017	Trash Can (X)
HotSOS Business Rules	HotSOS Business Rule Create: SO 1476094, P2, Room 111 TV - OOO (Requestor: Caroyl...)	12:20 PM 3/6/2017	Trash Can (X)
Reports	HotSOS Report Server Executive Summary (HSM)	11:03 AM 3/6/2017	Trash Can (X)
Send Messages	Caroyl Nobile (CI) Meeting in Conf Room @ 11:45am	10:39 AM 3/6/2017	Trash Can (X)

Date/Time stamp reflects the most recent entry for the message type.

Send Messages:

Much like text messages on a smartphone, the Send Message is a communication between users from within HotSOS.

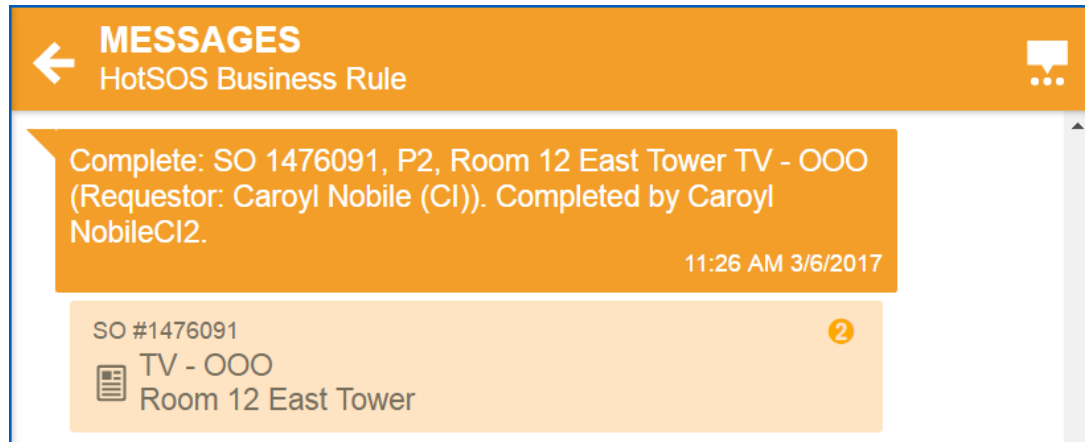
The name of the HotSOS user sending the message will be displayed. All messages between the sender and recipient will be held collectively in a single thread.



A HotSOS user may also receive 'Send Messages' from the HotSOS Thick Client (Operations), however, these are one-way messages to which the HotSOS user cannot send a reply.

HotSOS Business Rule - Send Messages on Event:

These messages are created through the HotSOS Business Rules (Thick Client) and are sent based on a specific event, such as a Service Order 'Started' or 'Completed' etc.



Once opened

- Tap the Service Order to display the Service Order Details in the SO Module.

HotSOS Report Server - Report Messages:

When a selected report is generated from the Report module or a Work Order request is chosen from within a Service Order, the reports will be available in the Messages Module List for further processing.

System Agent Messages

Built into HotSOS are notifications, for example, when a Service Order is voided. HotSOS will dispatch the notification to the original recipients indicating the Service Order has been voided. These notifications will be displayed here.

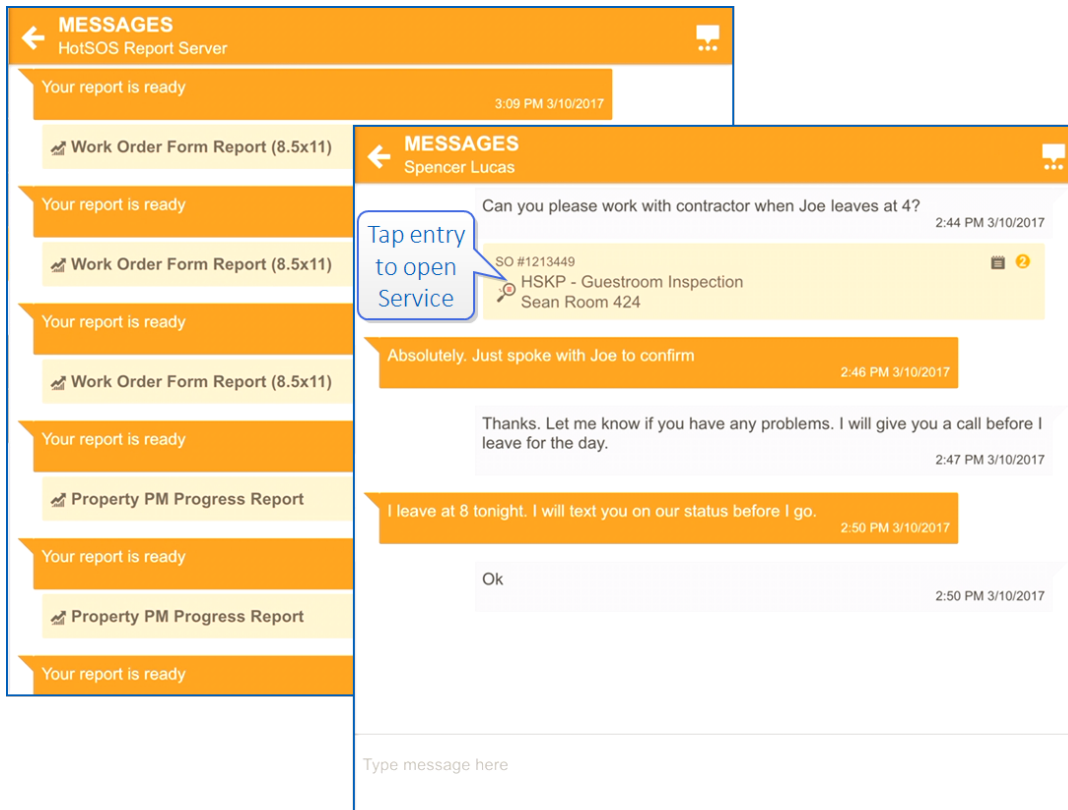
Unread Messages

In the first screenshot the Action Center badge indicates there are 4 unread message (in bold), however, we only count 2 **bold** messages in the list view. The messages are 'grouped' by their type, displaying only the most recent entry. So for a given message type, there might be multiple entries one or more of which may be unread.

Message Type

When a message type is tapped to open it, the list of all entries will be presented.

- HotSOS Report Server message type has been selected to reveal all reports generated
- Send Message thread between users shows back and forth communication:



Messages Appendix

This section outlines how notifications work in HotSOS Messages Module, so the HotSOS user knows what to expect.

Push Notifications

Push Notifications on Newer Devices:

New iOS and Android native apps (iOS 10+ and higher, and Android 5+ and higher) introduce push notification enhancements using 'banners' and 'alerts (iOS) rather than 'pop-ups' for notifications. In an effort to integrate the latest device technology, we have developed HotSOS push notifications to align with the latest version of native apps for both iOS and Android (Version: 1.11.X).



iOS 8+, 9+ and Android 4+ will continue to handle push notifications through the use of 'pop-ups' where the user can decide to 'view' or 'cancel' by selecting the corresponding button.

Properties using these newer devices with this latest technology will experience the following changes in HotSOS push notifications:

IOS

The option selected during device set up will determine what the HotSOS user experiences:

- **Banner** (default option upon download from App Store):
 - Steams across top of screen
 - Remains 5 seconds
- **Alert:**
 - Remains on screen until some user interaction
 - Setting the device in Alert mode causes the next push notifications to be blocked until the first one is removed.

EXAMPLE:

- HotSOS sends first Alert
 - Alert is displayed
 - HotSOS issues second Alert

- Alert is NOT displayed
- No audible Alert
- Remove the 1st alert:
 - 2nd alert is displayed with sound



User can navigate throughout the modules while the alert notification is displayed on the device without interference.

Clear Banner/Alert from device screen:

- Swipe up - banner is removed

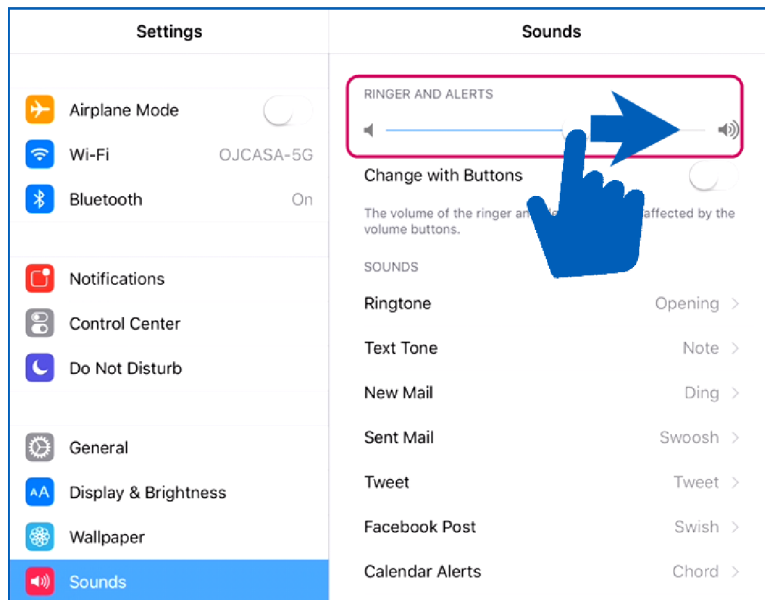
HotSOS makes notifications available in Messages Module

iOS Additional Information:

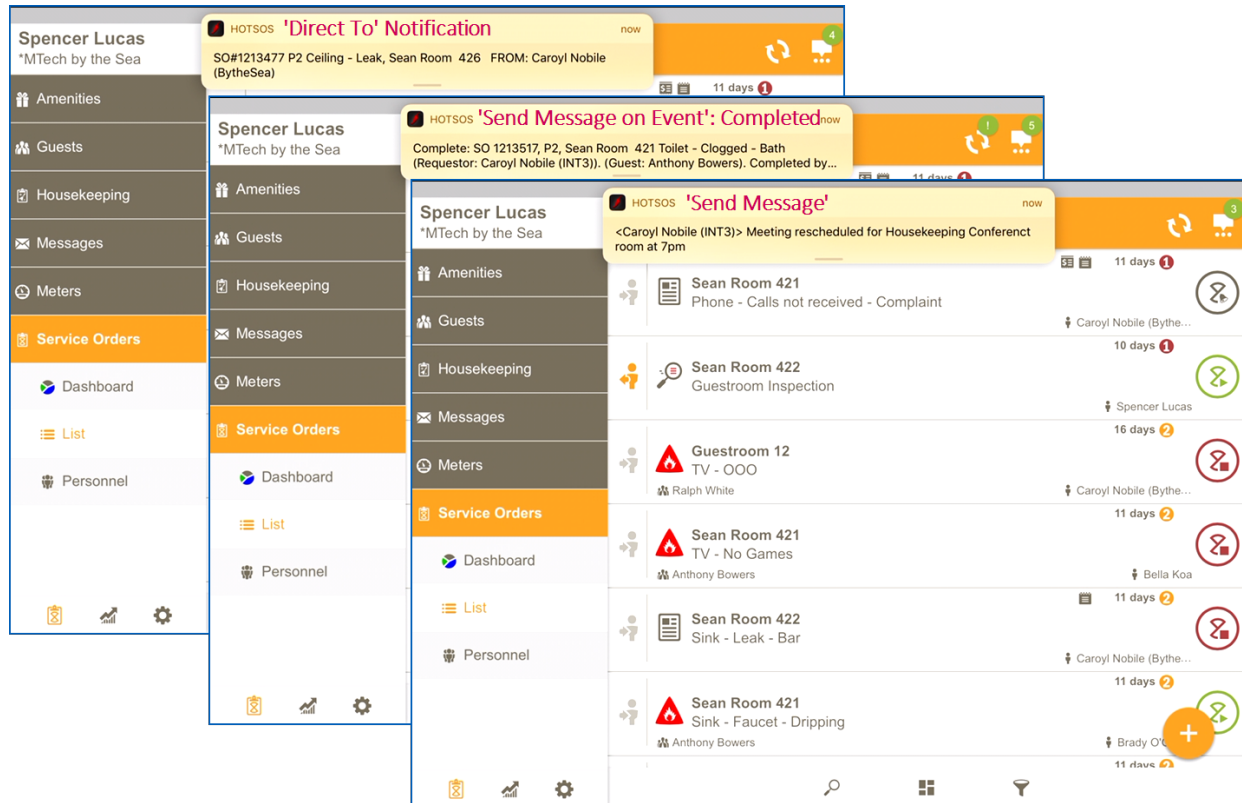
- Banner and Alerts will be displayed on the screen and sound notifications will be audible even if HotSOS is running in the background.
- On a locked device, iOS will display incoming Push Notifications along with an audible alert.

Sound (iOS)

The sound of the notifications cannot be adjusted by the volume buttons on the side of the device, but may be adjusted from within Settings:



New Notification Appearance in iOS:



Tap banner - HotSOS will take user to Messages Module or SO Module

iOS 10.3 (latest version as of Mar 2017)

With release iOS 10.3 there are some changes as to how iOS addresses push notifications:

- **Alert**
 - Alert is received on device and displayed along with audible alert
 - User can tap Alert notification to remove it
 - An Alert notification received right after the first Alert will replace the first Alert notification

Android

Banner only:

- Streams across the top of the screen
- Remains 5 seconds
 - Swipe up
 - Block any incoming banners for 1 min
 - Alert(s) will sound/vibrate, but no banner(s)

- After time elapses all banner(s) will be issued
- Swipe sideways
 - Remove this notification
- Any new banner notifications will come in as they are issued.

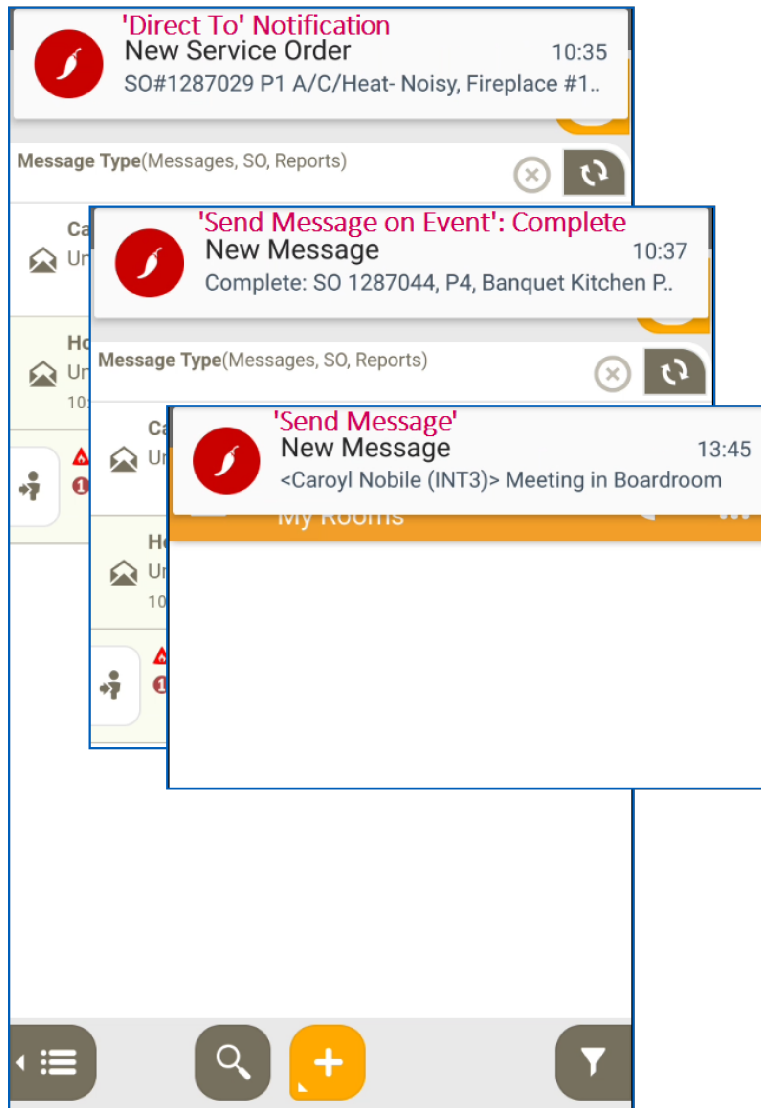
Android Additional Information

- Banner will be displayed on the screen and sound notifications will be audible even if HotSOS is running in the background.
- On a locked device, Android will sound an audible alert, but the screen must be unlocked to display the new Push Notification(s).

Sound

The sound of the notifications can easily be adjusted by the volume buttons on the side of the device, as well as making adjustment in Settings.

New Notification Appearance on Android:



Message Module Details

HotSOS 3.0, redesigned the Message Module with a cleaner, easy-to-manage presentation. All message types are grouped by 'threads'. Each send and reply within a message group appends the message to the original message forming the 'thread'.

Send Messages:

A Send Message 'thread' is communication between users from the Messages Module.

- Each user manages his/her own messages, deleting a message thread from one device does not impact the other users associated with that message thread.
- HotSOS will only start a new thread with the same users when the initial message thread is deleted.

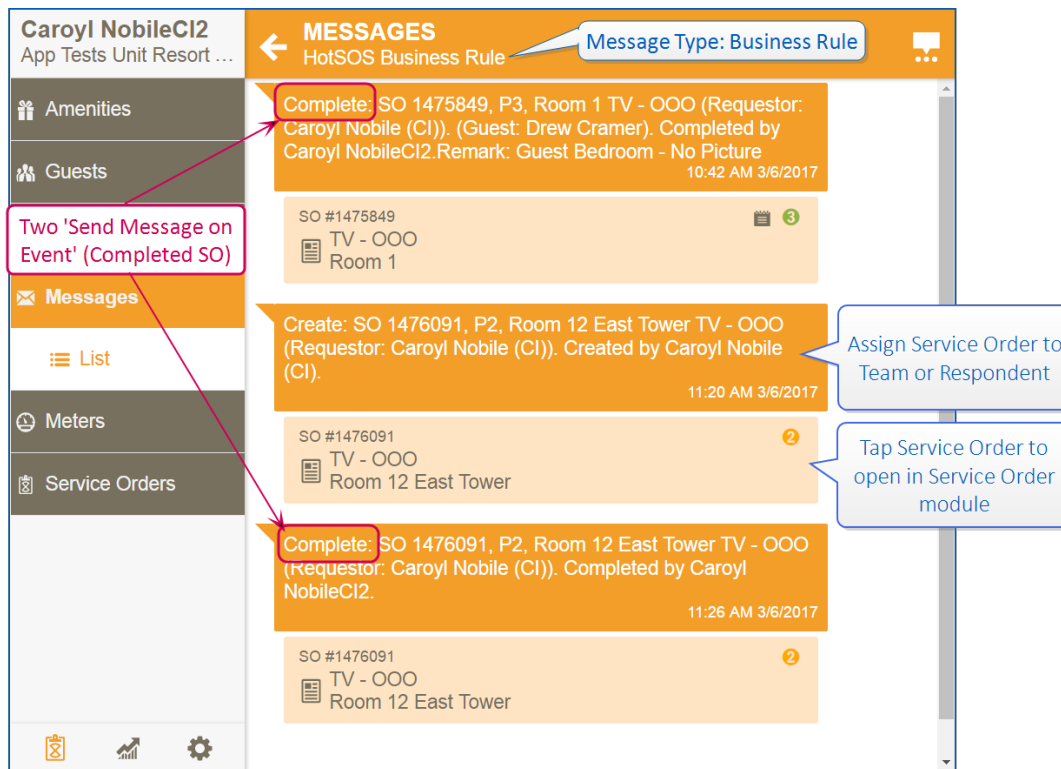
EXAMPLE:

Ralph and Miguel are using the Message Module to discuss a task to be done. They send messages back and forth. Ralph deletes the conversation; Miguel does not. The next communication between Ralph and Miguel will start a new thread on Ralph's device and append the new message to Miguel's existing thread.

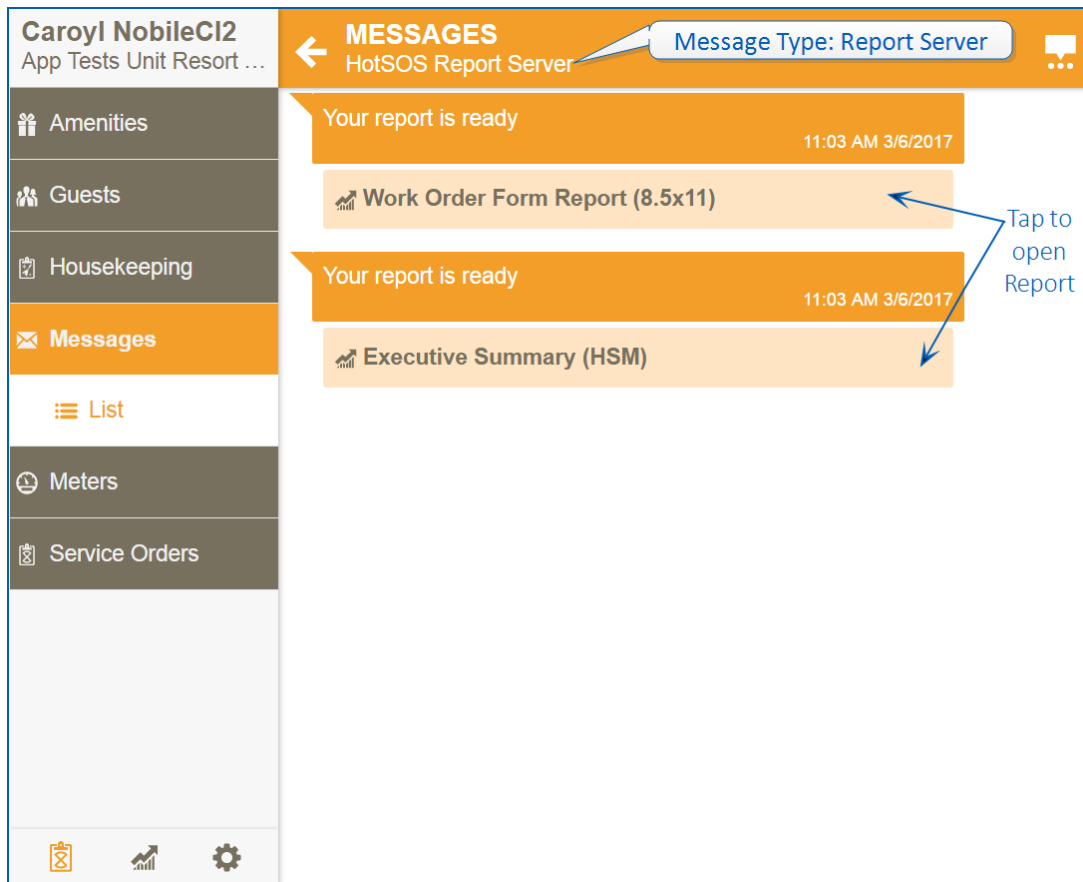
Business Rules or Reports Messages

- Multiple iterations of the same message type: HotSOS Business Rules or Reports, will append subsequent entries to existing entries. A new 'thread' will not be generated until the existing entry has been deleted.

Send Message on Event:



Reports:





Managing Messages

Create Send Message

In the Messages Module/List:

- Tap **Add (+)**
- Tap the 'New Message' icon

- In the 'Recipient' field:  , key in the name(s) of the recipient(s)
 - Begin keying the user's name
 - Select from the list presented
 - Continue to add recipients as necessary

- In the Message field:  , key in the desired message
 - Tap the 'X' at the end of the Message field to delete message
 - Tap '✓' to Confirm/Save; tap 'X' to Cancel Action
 - Message Sent pop-up displayed

Reply to Send Message

Tap to open a message or message thread

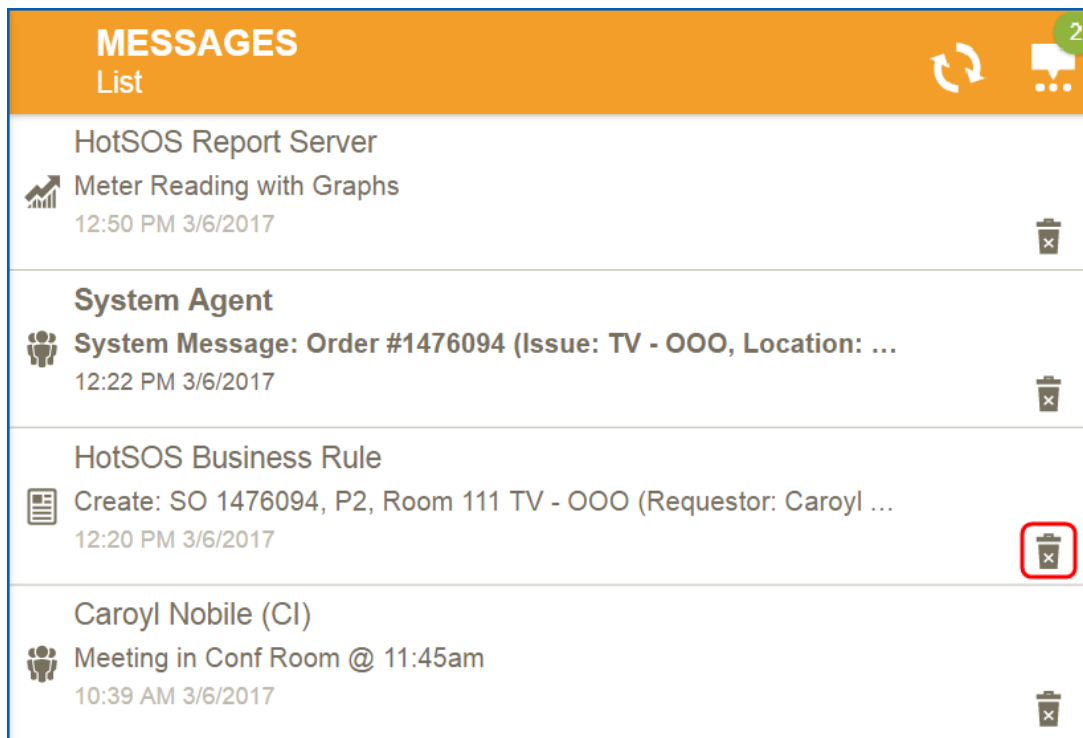
- In the 'Type message here' box at the bottom of the screen, key in you reply message.
 - Tap the ✓ in the lower right corner of the message to send
 - Tap X to cancel action message

Deleting Send Message

It is always advisable to keep the Messages Module as clutter free as possible. when a conversation is completed, a Service Order addressed or a Report used and filed, delete the unnecessary message threads.

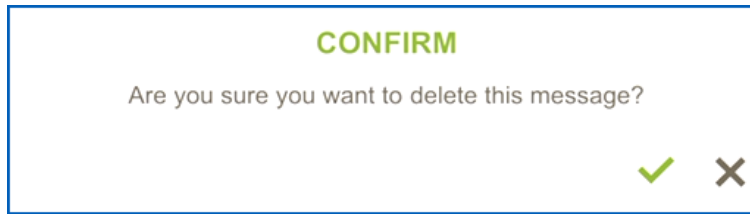
To delete all message types:

- Tap the trash can to the right of the messages:



This will delete all messages within the message type

- A confirmation drop-down appears from the top of the screen:



- Tap '✓' to Confirm/Save; tap 'X' to Cancel Action



I have run a report several times to get just the information I want. I only want to keep the one report. Can I delete just the ones I no longer want from the HotSOS Report Services?



Unfortunately, because HotSOS works at the message *type* level, you will not be able to save just the one report you want, however, here are a couple of techniques to help you out:

1. Download the report you want to a folder on you tablet or device
2. Send the report in an email either to yourself or another recipient. Once you are at your desktop, save the report to a shared drive or another directory
3. Once you've fine-tuned the report just the way you want it, delete the HotSOS Report Services and rerun the report so the only report in the HotSOS Report Service message type will be the one you want.