



HotelMGR: managing the details



HotelMGR is a fully integrated application that takes care of your daily housekeeping tracking and reporting needs, while also updating room status in the PMS. Housed on your ComXchange PBX, HotelMGR is accessed through your room phones, and can be administered on any computer at your property through the easy-to-use web browser interface. All of this works to streamline administrative tasks, save your property money, and allow you more time to concentrate on your guests.



Housekeeping Features

Room Entry/Exit Tracking

Housekeeping staff members call HotelMGR using the guest room phones to record their entry and exit from the guest rooms. HotelMGR can then track staff location and activity, as well as generate statistical reports used to assess efficiency.



Room/Housekeeper Rating System

Housekeeping supervisors use guest room phones to record a room and housekeeper score. These scores are used to generate performance reports.



Room Status Entry

Housekeepers and supervisors enter guest room status into HotelMGR using the guest room phones or the web interface. The status change is then communicated immediately to the PMS. Statuses supported: Room Clean, Room Dirty, Housekeeper in Room, Inspection Required, Out-of-Order, Out-of-Service.



Staff Locator

HotelMGR remembers the last telephone extension that a particular staff member called in from. This then allows supervisors and other staff members to

easily find them. There is a phone feature which allows a caller to locate a person by dialing their Phone ID Code. Staff members with access to the HotelMGR web interface can also view the recent activity of any staff member or guest room online.

Reports and Charts

Housekeeping reports are generated on-demand as PDF files, and charts and graphs present data graphically for quick evaluation of staff performance. Also, various screens in the web interface allow for real-time reporting and issue tracking.

Housekeeping Reports

- Housekeeping Personnel
- Housekeeping Activity

Housekeeping Charts

- Number of Rooms Visited Per Day
- Average Minutes in Room Per Day
- Missed Room Entries Per Month
- Number of Ratings Received Per Day
- Number of Ratings Given Per Day
- Average Rating Score Received Per Day

System Reports

- Areas and Locations
- Users
- System Activity
- English Prompts
- Spanish Prompts

Room Activity Monitoring

Screens in the web interface allow supervisors and management easy access to recent room activity to enable effective response to real-time issues as they arise.

Temporary Location Lock-out

In order to discourage system hacking, HotelMGR will lock out phone access from a given location after a caller fails to login successfully after a predetermined number of attempts. Lock-outs are recorded and can easily be cleared from the web interface.

General Features

Web User Interface

An easy-to-use web interface provides convenient access to HotelMGR from any hotel computer with a browser installed.

Phone User Interface

Seamlessly integrated with ComXchange as a software application, HotelMGR provides convenient access to functions through guest room phones and other predetermined property extensions. Both English and Spanish prompts are provided standard.

Role-based Security

All features accessed via the web or telephone are protected by role-based security, ensuring only those staff members who require access to a function are given access to that function.

Easy Configuration and Administration

HotelMGR is engineered to provide intuitive configuration and administration via an easy-to-use web interface.

Notable innovations include:

- Flexible Configuration—While delivered with a general configuration applicable to most properties, HotelMGR can easily be customized for your particular situation.



Setting the standard for hospitality telephony solutions



Sample Chart

HotelMGR Activity Report
 Presidente InterContinental Resort Los Cabos
 March 23, 2007 12:58 AM

Events for 23-Mar-2007

When	Location	User	What
03/23 05:15	912	Lauren Peterson	Login: invalid entry (123*4444#)
03/23 05:15	912	Lauren Peterson	Login: invalid entry (123*5555#)
03/23 05:15	912	Lauren Peterson	Login: invalid entry (123*6666#)
03/23 05:15	912	Lauren Peterson	Lockout
03/23 12:00	906		Inbound Call: Test 906 > 497
03/23 12:00	906	Aida Huang	Login: success
03/23 12:00	906	Aida Huang	Room Entry
03/23 12:02	126		Inbound Call: Test 126 > 497
03/23 12:02	126	Maria Sanchez	Login: success
03/23 12:02	126	Maria Sanchez	Room Entry
03/23 12:03	110		Inbound Call: Test 110 > 497
03/23 12:03	110	Maria Sanchez	Login: success
03/23 12:03	110	Maria Sanchez	Room Entry
03/23 12:04	820		Inbound Call: Test 820 > 497
03/23 12:04	820	Aida Huang	Login: success
03/23 12:04	820	Aida Huang	Room Entry
03/23 12:05	218		Inbound Call: Test 218 > 497
03/23 12:05	218	Lauren Peterson	Login: success
03/23 12:05	218	Lauren Peterson	Room Entry
03/23 12:05	513		Inbound Call: Test 513 > 497
03/23 12:05	302		Inbound Call: Test 302 > 497
03/23 12:05	513	Aida Huang	Login: success
03/23 12:05	302	Aida Huang	Login: success
03/23 12:05	513	Aida Huang	Room Entry

Sample Report

HotelMGR Presidente InterContinental Resort Los Cabos

Room Status Entry Prompt

Generic prompt: "Enter the new room status now, or press star to cancel."

Customizable prompt: Enter the new room status. Room Clean, press one. Housekeeper Required, press two. Housekeeper In Room, press three. Inspection Required, press four. Or, press star to cancel.

Buttons: regenerate, restore

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Sample Web Screen

New HotelMGR modules are in development which will include maintenance support and a host of other new features.

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