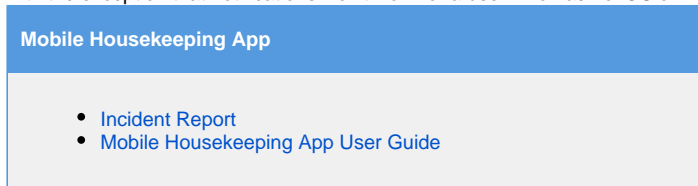


# Mobile Housekeeping App User Guide

The House Keeping App is fully integrated with MyPMS and MyGuest and can be used on any mobile device. Please review the following features and then go to the step-by-step instructions below to learn how to use The Housekeeping App with MyPMS.

\*note: If your Housekeeping has an older device, or no phone that can run iOS or Android apps, the same features are available via our [website](#), with the exception that notifications won't work for a user who has no iOS or Android app installed.



The HouseKeeping App is fully integrated with MyPMS and MyGuest and can be used on any mobile device. **To activate your user in the mobile app, the user must first log into [manage.bookingcenter.com](#) once to register their user to the app.** Please review the following features and then go to the step-by-step instructions below to learn how to use The Housekeeping App with MyPMS.

- **Users:** The Housekeeping Users and/or Supervisory Users do not have to be employees of your property. Often, they are outside contractors cleaning units both on- and off-site. That is the beauty of the House Keeping App - regardless of your 'vendor', each Unit can be assigned, and tracked, for the specific User you assign. If the Request goes 'stale' the system has an escalation process to 'escalate' the Request to a manager for intervention.
- **Default Housekeeping User:** if you want Housekeeping Tasks to automatically be assigned to a default User when a booking checkouts, then set that User here and turn on that feature in the [Settings](#) area of MyPMS where a list of active Users can be selected. Make sure that the user you choose here has access to the MyGuest and Housekeeping functions in the [User](#) area.
- **Bulk Create Housekeeping Requests** is a **dynamic method** of choosing a group of rooms needing to be cleaned ('room cleans') and then assigning them to a User. This is ideal when assignment will vary and a housekeeper supervisor selects a group and assigns quickly to a User. Each assignment then gets made to that User that was part of that dynamic group.
- **Priority status** for help scheduling Early Arrivals and Late Checkouts. The Housekeeping screen in MyPMS shows the times set for Early Arrivals and Late Checkouts that vary from the property '[default times](#)' for arrival and/or departure on specific bookings. This allows the Housekeeping Requests, when sent to the Housekeeping App to your Housekeepers with a **priority setting** alerting a booking will vary from default times in order to focus Housekeeping tasks for these variances. In the Housekeeping App, request tasks can be sorted to show the Priority labels to assist Housekeeping staff to focus where needed first.
- **Escalating Requests:** If a User is taking too long, or your Users need to re-allocate their cleaning schedule, no worries! Anyone can login to the app (via mobile, desktop, or the PMS) and re-assign a Room to clean and/or supervise to someone else.
- **Manager Dashboard and Request Tracking:** Because all events are logged, the House Keeping App lets you know the productivity of each House Keeper, with a Dashboard to watch productivity over time.
- **Webhook Notification to Guests:** Another feature of the system is that, when combined with the Webhook notification, the House Keeping App will update an external web services to the status of each Request so that if you are using automatic triggers for 'Your Room is Clean' messages to waiting Guests, that can be automated, as well.

[Watch an Overview of the Mobile Housekeeping App](#)

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**To learn how use the Housekeeping App with MyGuest, follow the steps below.**

## Assign and Send a Request

In MyPMS the Daily Housekeeping (Full Clean or Stay Over cleans) Rooms are assigned individually, or in a Group, to Housekeeping staff (what BookingCenter calls 'Users'). Armed with the BookingCenter mobile app (or they can use a web browser), the User receives notification about their daily needs (no more Housekeeping sheets to print out!) and the system notates the time the request was sent.

All Rooms that are in DIRTY status will be unchecked and have a "Request" Button and a User List to the right of the Room. All Rooms in CLEAN Status will have a checkmark next to the Room and the Request Button and User List will not display.

To **Assign a Task** to a Housekeeper and **create and send a Request** for one Room or a Group of Rooms, follow these steps.

- **Select** one Room; or Group of Rooms
- **Select the User** from the User List and click "Request"
- The Room will be assigned to the User and a Request will automatically be created in MyGuest. The Housekeeper (User) will be sent a notification on their mobile phone and see the Request in the BookingCenter App

To **Assign a dynamic Group** of 'rooms cleans' to a Housekeeper and **send a Request** for a Group of Rooms, follow these steps.

- Click the button "**Bulk Create Housekeeping Requests**"
- **Select the User** from the User List
- Select the rooms that are needing to be cleaned and click the "Create Requests" button
- The Room(s) will be assigned to the User and a Request will automatically be created in MyGuest. The Housekeeper (User) will be sent a notification on their mobile phone and see the Request in the BookingCenter App.

When the Housekeeper views the Request, the 'detail' message shows the correct status of the cleaning need:

- **Departing Clean** - This message means the room contains a guest who has, or will be, departing 'today'. Bookings that are either still 'in-house' and expected to depart, or those 'checked out' (i.e. status: **complete**), are considered **Departing Clean**.
- **Vacant Clean** - This message means the room has been vacant for **at least one day**.
- **Stay Over Clean** - this message means the room contains a Guest staying over, so a light clean is usually sufficient.

If the property uses [Housekeeping Groups](#) the assignment process is similar, but it can assign all the rooms in the group with one selection and one click.

- **Select the User** from the User List in the group header menu
- **Click on the 'Request' button** to assign a new cleaning request to each room within the group. All rooms will be assigned to the same housekeeper
- **Booking Status** - Bookings that are: In-house but departing today (C/O), already checked out (OUT), or vacant and still dirty (VD) would be assigned a new request to the housekeeper selected in the group header when the groups 'Request' button is clicked

**Self Check-in Guest Requests** (optional)

If a Guest is attempting to self check-in to their room via [Mobile or a Kiosk](#), and the Room assigned to them is not clean, but the Arrival Time on the booking has come to pass, the Housekeeping staff will receive a message:

Attention A MyPMS Demo Hotel staff. A new request has just been received

- Request: 1805
- Name: The Housekeeping App
- Room: 404
- Request Name: My Hotel Housekeeping Request

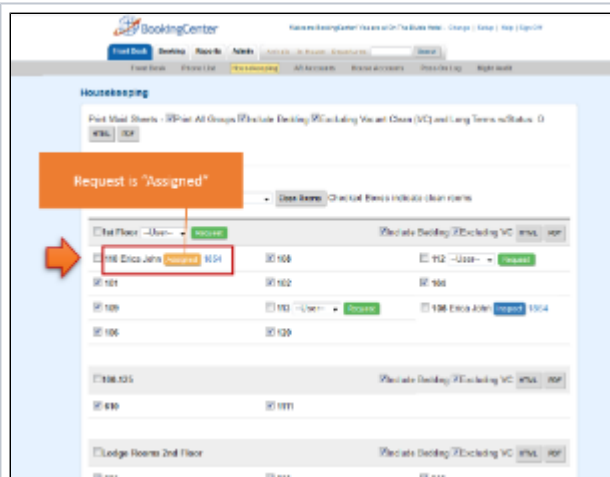
A Guest Request is awaiting attention, [click here](#) to manage it. Please attend to it as soon as possible.

They can then focus on this room or contact the Guest to set expectation.

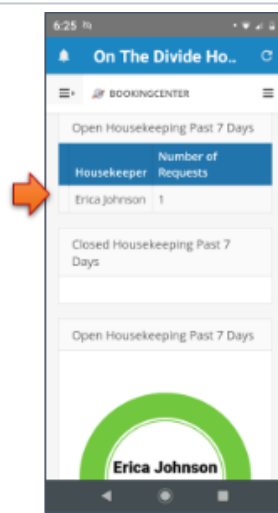
## Automatic Housekeeping Assignment at Check-out

Some properties wish to automatically assign a Full Clean Housekeeping request to a User immediately upon Check-out. The benefit is to dynamically prioritize Housekeeping tasks as they arise, without waiting for a list or a manual assignment. This feature assigns to a default User a Full Clean request immediately upon Check-out. This works whether a Guest is manually checked out (via a PMS User) or via the Guest through Self Check-out. This can be especially helpful for properties who use an 'off site' Housekeeping service and need to immediately notify the service upon checkout.

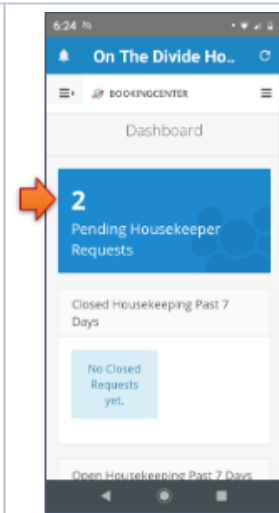
Select one Room	Or, select a Group of Rooms
<p>The screenshot shows the 'Housekeeping' section of the BookingCenter interface. A red box highlights a room with the status 'DIRTY' and a 'Request' button. An orange arrow points to this button. The interface includes filters for 'Clean Rooms' and 'Checked Boxes indicate clean rooms'.</p>	<p>The screenshot shows the 'Housekeeping' section of the BookingCenter interface. A red box highlights a 'Request' button for a group of rooms. An orange arrow points to this button. The interface includes filters for 'Clean Rooms' and 'Checked Boxes indicate clean rooms'.</p>
Request Assigned to User	Request created in MyGuest and Notification sent to User



Status: Assigned (MyPMS) = New (MyGuest)



Request Received

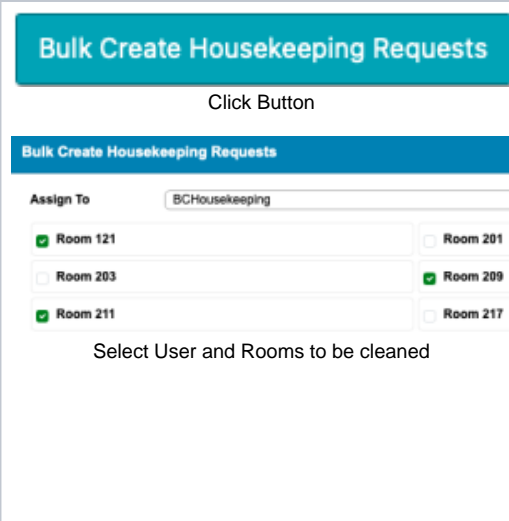


Dashboard

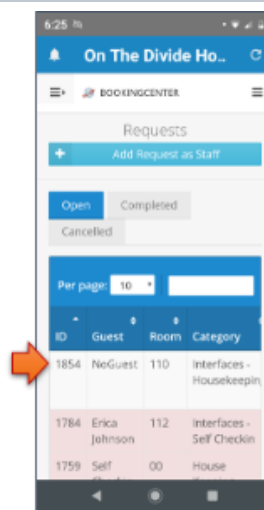


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### Bulk Create Requests dynamically



Select User and Rooms to be cleaned



Request for all 'room cleans' were made.

### Tracking Requests and Ready for Inspection

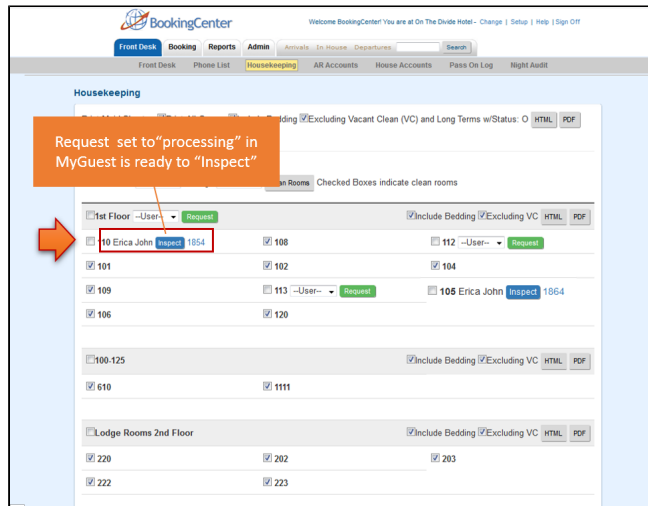
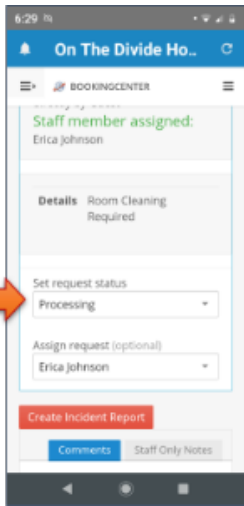
Then, when the User has cleaned the room, they can set it for 'Inspection', which automatically assigns the Request to their Housekeeping Supervisor. This alerts the PMS that the Room is now under 'Inspect' status. Or, alternatively, set the Request to 'complete' which both closes the request and also sets the Room 'clean' in the PMS. If using 'supervisors' for Housekeeping, the Supervisor automatically receives notification about each Room(s) are ready for their 'inspection', and the Supervisor 'closes' the Request after inspection, triggering the PMS to set that Room 'clean' and ready for check-in. Alternatively, the Supervisor could make comments about the cleaning and assign the Request to a User s/he chooses and that Housekeeper would be notified and the PMS updated that the Room is once agin 'Assigned' and not ready for rent.

To set a **Request to Inspect**, follow these steps.

- The Housekeeper (User) changes the Request status to **"processing"** in the Mobile App.
- The status of the Room is changed to **"Inspect"** in MyPMS
- The supervisor or whomever is designated will receive a notification that the Room is ready to Inspect.

### Request is set to "processing" in MyGuest by Housekeeper

Set to "processing"	Status changes to "Inspect" in MyPMS
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Status: Processing (MyGuest) = Inspect (MyPMS)

### Request "Complete" and Room CLEAN

Alternatively, set the Request to 'complete' which both closes the request and also sets the Room 'clean' in the PMS. If using 'supervisors' for Housekeeping, the Supervisor automatically receives notification that the Room is 'clean' and ready for check-in. Alternatively, the Supervisor could make comments about the cleaning and assign the Request to a User s/he chooses and that Housekeeper would be notified and the PMS updated that the Room is once again 'Assigned' and not ready for rent.

To set a **Request to Complete**, follow these steps.

- The Housekeeper (User) changes the Request status to "**Complete**" in the Mobile App.
- The status of the Room is changed to CLEAN in MyPMS
- The supervisor or whomever is designated will receive a notification that the Request has been closed.

### Request is set to "Complete" in MyGuest by Housekeeper

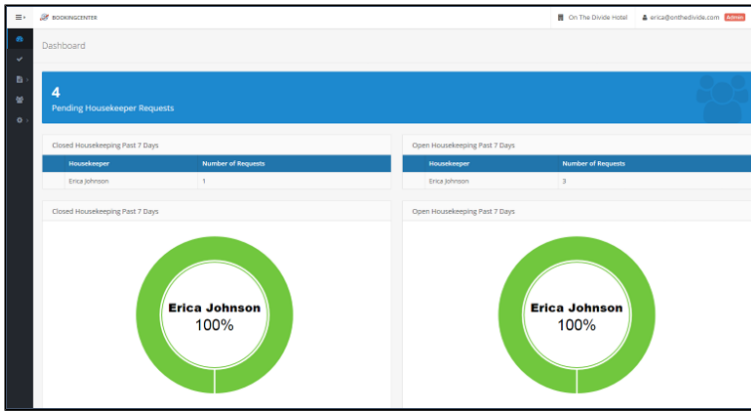
Set to Complete	Room is marked Clean
<p>A mobile app screenshot showing the "Set request status" dropdown set to "Completed". The rest of the interface is similar to the previous screenshot.</p>	<p>A web dashboard screenshot showing a request for room 105. An orange callout box says "Assign and send a request for all DIRTY rooms in the Group". An arrow points to the "Request" button for room 105.</p>

Status: Complete (MyGuest) = CLEAN (MyPMS)

## MyGuest Housekeeper Dashboard and Request Views

- The Housekeeper Dashboard is displayed to all Users with MyGuest User Role=Housekeeping.
- To receive notifications on the Mobile App, the User must have "Housekeeping" set to ON in the App. To do this, open the App and then click on the "Gear" icon (iPhone) or the "bell" icon (Android), in the top left corner. There will be a list of notification categories. Go to Interfaces | Housekeeping and set to ON.
- The Dashboard displays the number of Pending Requests, Open and Closed Requests for the Housekeeper (User).

## MyGuest Manager Dashboard and Request Views



The Manager Dashboard is displayed to all Users with MyGuest User Role=Manager.

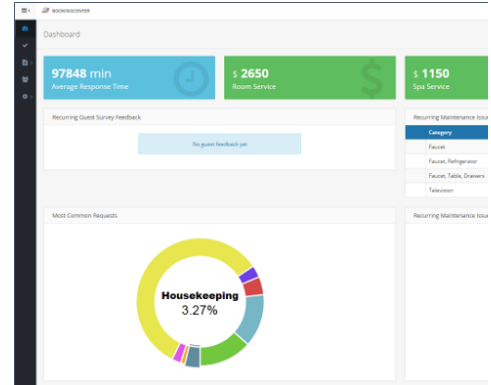
- To receive Housekeeping notifications on the Mobile App, the User must have "Housekeeping" set to ON in their App. To do this, open the App and then click on the "Gear" icon (iPhone) or the "bell" icon (Android), in the top left corner. There will be a list of notification categories. Go to Interfaces | Housekeeping and set to ON.
- The Dashboard displays the number of Pending Requests, Open and Closed Requests.

**Requests**

Open Completed Cancelled

ID	Guest	Room	Category	Status	Assigned	Time	Booking #
1863	NoGuest	101	Interfaces - Housekeeping	Assigned	Erica Johnson	1 minute ago	
1862	EricaJohnson	113	Interfaces - Housekeeping	Assigned	Erica Johnson	7 minutes ago	202006
1861	Erica Johnson	112	Interfaces - Housekeeping	Assigned	Erica Johnson	8 minutes ago	202005

Showing 1 to 10 of 158 entries



**Requests**

Open Completed Cancelled

ID	Guest	Room	Category	Status	Assigned
1864	NoGuest	100	InterFaces - Housekeeping	Assigned	Erica Johnson
1863	NoGuest	101	InterFaces - Housekeeping	Assigned	Erica Johnson
1862	EricaJohnson	113	InterFaces - Housekeeping	Assigned	Erica Johnson
1794	EricaJohnson	112	InterFaces - Self-Checkin	New	Not assigned
1779	Self-Checkin 100, 04	00	House Keeping Request - Items	Assigned	Jason M. Baskin
1752	EricaJohnson	112	InterFaces - Self-Checkin	New	Not assigned
1715	TestTEST	108	InterFaces - Housekeeping	Assigned	Erica Johnson
1713	Self-Checkin 100, 04	110	House Keeping Request - Maintenance	New	Not assigned
1681	Jason Mhagegi	none	House Keeping Request - Items	New	Jason M. Baskin
810	Test Self-Checkin	00	Front Desk Request - Feedback	New	Not assigned

Showing 1 to 10 of 157 entries