

Mobile Housekeeping App

The HouseKeeping App is a 'scaled down' version of the MyGuest system, specifically for customers who want a robust Housekeeping management system tied in with MyPMS, but don't need other MyGuest features nor a Concierge interface for your guests. If you would like to learn more about the Housekeeping App, [contact us](#).

The Housekeeping App tracks assignments in real-time with status updates and push notifications to housekeepers and supervisors. It streamlines PMS operations by assigning housekeeping tasks in **groups** (learn how to [create Housekeeping Groups](#)) and/or **individually**. It also improves workflows with visibility on the status of each room and an easy Dashboard to inform your Housekeepers how they are performing. Finally, the system enhances hygiene oversight by managing supervisory approval of a 'complete' room clean **before** the PMS assigns the room 'Clean'. With an added priority status based on early check-in or late departure times.

Mobile Housekeeping App

- [Incident Report](#)
- [Mobile Housekeeping App User Guide](#)

For step-by-step instructions on how to use The Housekeeping App, go to [Mobile Housekeeping App User Guide](#). *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.*

Watch an Overview of the Mobile Housekeeping App

KEY FEATURES

Assign and Track Tasks

Assign Housekeeping tasks, individually or as a group, to Users. This creates Request(s) for each 'Room Clean' request to the right Housekeeper. Because each request has a 'start time' and 'end time', each Housekeeper tracks how successful they are at cleaning each Room in time. For customers who are registered MyGuest Users, the Housekeeping App is an inexpensive add-on, please [contact us](#) to add this feature to your MyGuest setup.

Automate Supervision

When a Housekeeper has completed work for a specific Room, they can (optionally) set the Request to 'Review' status, triggering a notification to the Housekeeping manager to approve the cleaning. Upon verification, the Room gets set to 'clean' via the Housekeeping manager. If an Incident Report is required, attach photos and descriptions for a historical record.

Sync with the PMS

Each PMS user can visit the Housekeeping page in MyPMS to review the status of each Room so they can know which Rooms will be available to rent in what order. They can also link directly to the Housekeeping Request to watch real-time as the cleaning process unfolds. On this page, they can also view time sensitive priorities based on the check-in or check-out time of the booking, room moves during a stay, and see which rooms have already departed or have arrivals scheduled for that day

Notify Guests

Notify Guests when their rooms are clean via a WebHook to automate communication to Guests when their Unit is 'CLEAN'. For properties using Self-Checkin, this allows Guests access to the room when ready, as opposed to the 'arrival time' set with the booking.

Dashboard

The dashboard summarizes a few Key Performance Indicators (KPIs) from your Housekeeping staff:

- How many 'pending' Housekeeping requests are still 'open'.
- Which Housekeeper User has 'open' requests.
- How many were 'closed' within the last week.
- How Housekeeping requests made **within the last week**.

Images attached to Requests

Any form that your staff will use *can* enable an 'Image upload' feature to allow images to be uploaded and stored with the Request, benefitting:

- Proof of Guest use possibly resulting in damage fees or chargebacks.
- Enabling Housekeepers to post images for Maintenance - a picture is worth a 1,000 words :-).
- Documenting evidence of illegal or proscribed use of guest rooms or common areas.

MyGuest Housekeeping Dashboard

MyGuest Housekeeping Requests Assigner

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Pending Housekeeper Requests

Closed Housekeeping Past 7 Days

Housekeeper	Number of Requests
Davidson B Housekeeping	7
DB Housekeeper	4
Housekeeping Demo	2

Open Housekeeping Past 7 Days

Housekeeper	Number of Requests
DB Housekeeper	7
Davidson B Housekeeping	3

Closed Housekeeping Past 7 Days

Davidson B Housekeeping
53.85%

Open Housekeeping Past 7 Days

DB Housekeeper
70%

Housekeeping

Print Maid Sheets - ☒ Print All Groups ☒ Include Bedding ☒ Excluding Vacant Clean (VC) ar

Clean Rooms Through Checked Boxes indicate clean r

☐ Odds --User--

☐ 01 --User--

Departed

11:30

LATE CHECKOUT

Arrival

15:00

☐ 05 David Mart 53708

Departed

11:00

Arrival

14:30

EARLY CHECKIN

☒ 09

--

Room Move In

☐ Evens --User--

☒ 02

--

☐ 06 David Mart 53706

Departed

11:00

--

☒ 10

--

Arrival

15:00

☒ 12

--

Bulk Assign Housekeeping Requests for Large Assignment Needs

Bulk Create Housekeeping Requests

Assign To

☐ **Room 101** Stay Over Room Cleaning Required STDQUEEN

☐ **Room 103** Vacant Room Cleaning Required STDKING

☐ **Room 104** Stay Over Room Cleaning Required KINGSUITE

☐ **Room 105** Vacant Room Cleaning Required STDKING

☐ **Room 106** Stay Over Room Cleaning Required STDKINGB

☐ **Room 107** Vacant Room Cleaning Required STDKING

☐ **Room 108** Stay Over Room Cleaning Required STDKINGB

☐ **Room 113** Vacant Room Cleaning Required STDKING

☐ **Room 114** Stay Over Room Cleaning Required STDKINGB

☐ **Room 115** Vacant Room Cleaning Required STDKING

☐ **Room 116** Vacant Room Cleaning Required STDKINGB

☐ **Room 117** Stay Over Room Cleaning Required STDQUEEN

Associate all selected to a si

Bulk Create

Assign To

☐ **Room**

☐ **Room**

The HouseKeeping App works like this:

Assign and Send a Request

In MyPMS the Daily Housekeeping tasks are assigned individually, or in a Group, to Housekeeping staff (what BookingCenter calls 'Users') with 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' but expecting to depart, as well as those 'checked out', i.e., now 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.

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.

Tracking Requests and Ready for Inspection

Then, when the housekeeper starts to clean the room they can set the status to 'In process'. This status will show to all staff on the housekeeping page within MyPMS. When the housekeeper has finished cleaning the room, they can set it for 'Review', which automatically assigns the Request to their Housekeeping Supervisor. This alerts the PMS that the Room is now under 'Review' status. Or, alternatively, set the Request to 'Complete', which both closes the request and sets the Room 'clean' in the PMS. If using 'supervisors' for Housekeeping, the Supervisor automatically receives notification about each Room(s) being ready for their 'Review', and the Supervisor 'Completes' 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 again 'Assigned' and not ready for rent.

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 HouseKeeping 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.

There is more detail on managing Users and their Role in MyPMS [here](#), but for a User who will access **only** the Housekeeping App (ie, no login to MyPMS at all), enable these settings for them:

MyGuest Access	Yes
Status	Active
From	26-Dec-2020
Roles	MyGuest Only

If the User wishes to **also access** the [Housekeeping](#) screen in MyPMS, enable these settings for them:

MyGuest Access	Yes
Status	Active
From	26-JUN-2015
Roles	Housekeeping

Webhook Notification to Guests

Another feature of the system is that, when combined with the Webhook notification, the HouseKeeping App will update an external web service 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.

Escalating Requests

If a User is taking too long, or your Users need to re-allocate their cleaning schedule, no worries! Anyone can log in to the app (via mobile, desktop, or the PMS) and re-assign a Room to clean and/or supervise to someone else. But if no one takes a Request, any User set with the category: Housekeeping App and 'escalation' turned on in their app, will **receive a notification after 30 minutes** - this escalation will persist until the request is moved from Status: New.

Self Check-in Guest Requests

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.

Manager Dashboard and Request Tracking

Because all events are logged, the HouseKeeping App lets you know the productivity of each HouseKeeper, with a Dashboard to watch productivity over time.

For step-by-step instructions on how to use The Housekeeping App, go to [Mobile Housekeeping App User Guide](#)

Security and Privacy of Personal Identifying Information (PII) when creating Housekeeping Requests

There is little security risk with the information presented via the Housekeeping and Maintenance App. The guest's name is presented on a Stay Over Clean, as it's relevant to that particular clean. Here is a sample 'Stay Over' clean request:

73437 Housekeeping App
4 hours ago

Philip, Horton / 613 / N/A
Guest Name / ROOM / Phone Number

12046652X
Booking Number

Normal
Request Priority

Request entered by: Request directly by Guest
Staff member assigned: 019

Details Stay Over Room Cleaning Required

Set request status

Assigned

Set request priority

Normal

Assign request (optional)

019

But for a Full Clean (ie, when a Guest is checking out or a room has been 'Vacant Dirty' for > a day) there is no Guest name presented on the Request ticket, just the detail that it's a 'vacant dirty room'. Here is a sample 'Stay Over' clean request:

73411 Housekeeping App
5 hours ago

NoGuest / 312 / N/A
Guest Name / ROOM / Phone Number

N/A
Booking Number

Normal
Request Priority

Request entered by: Request directly by Guest
Staff member assigned: 004

Details Vacant Room Cleaning Required

Set request status

Completed

Set request priority

Normal

Assign request (optional)

004



The Room number is always relevant and associated when a Housekeeping request is created. The Room Type is presented to the User when associating 'Bulk Housekeeping' requests.

Whatever staff writes on a Maintenance request could contain PII, but it's usually pictures of broken or damaged things (toilets, mirrors, concrete, etc) and not any personal identifying data of a guest. Rarely is a Guest name used on a Maintenance request, but management should train staff to avoid doing so.

We often get asked whether to provision a device to use for the daily cleaning or maintenance, or have staff 'Bring Your Own Device' (BYOD). We have hotels who provision 'hotel-owned' devices to staff, who pickup a device for the shift and then fulfill those tasks as that 'device ID', such as HK 09. We have more properties who have their staff use their own devices, as it's usually easier - and cheaper - for everyone. Again, very little PII ever gets saved with a Housekeeping or Maintenance request.