Guest Room Production Map

- Raise order by updating Arrival
  - Add room status from Product and Service module or task that are linked to the asset. When we have a periodic maintenance schedule we can add that to this loop.

Setup Time

- Clean the room
- Maintenance check the room activate on factor guest arrival date and time.

Machine Time

- Switch on Air Conditioner 3 hours before guest arrival time.
- Switch on boiler as the guest checked in and stop after 1 hour.
- Switch on Television as the guest is checked in.
- Interface of IOT which automate the system.

Run Time

- Place Amenities by house keeping department.
- Place room service items by F&B department
- Inspection by supervisor and notify arrival
- Turn Down service
- Clear room service item
- Clear amenities
- Clear Room for checkout

Workflow

Routing

- Sales Department Updates Products and services
- Room Nos Made active for sales
- Sales and marketing Dept Punches the work order in ERP
- Front Office Pulls the work order in Order Book (Arrival Form)
- Front Office Updates the Arrival and Submits for approval to general admin department
- General admin approves the work order and the same is submitted
- The work flow engine automatically pushes this communication to all work centers related to the work flow of this product

Work Order

⬇

Work Center: House Keeping Department

⬇

Work List :Keep Guest rooms ready(AHK)

⬇

Room boy Clean
The Room

Engineer Check
The Room

Work Order

Front office update order List (Arrival List)

In arrival Room status will show as not ready for delivery

Work Order Activates Work List for Room as per arrival list

1 Prepare Guest ROOM for guest and place amenities(HKC)

Update Amenities on Guest Request

Requisition Generated

Take Room Service Items and Place in Room

Take Supplies and place in room

Place amenities and give Turn Down Service (Room Boy)

Place Room service items as per list.(room service incharge)

2 IOT/Manual Switch on Machine As per check-in time

Air Conditioner 3 hours before guest arrival time (Room Boy).

Switch on Boiler at the time of check-in(Engineering supervisor)

3 Inspect room and Deliver to Front Office

In arrival Room status will show as ready for delivery

Arrival

Guest Check-In

WCFO :Update room status as guest checking in Checklist

This will broadcast All the work centers that the guest has arrived and activate the checklist list item related to the guest.

IOT Switch on Television showing welcome message to the Guest

Switch on mood lighting

F&B department Serve welcome drink to Guest

This Example is of check in process and facilities linked to room as per arrival /work order

Arrival

Guest Staying

Clean occupied room by housekeeping department (room boy)

Turn Down Service is provided (room boy)

Replenish minibar mineral water and room service items (RSI)

Turn on mood lightning

Approve above work (AHK)

These facilities were provided to room guest as they were staying in the hotel.

Arrival

Room Check Out

➡ Billing and Check out (FOA)

➡ Clear Amenities(AHK)

➡ Clear Room Service (RSI)

➡ Check Lost and Found items And Report to Front Office (AHK)

These facilities were provided to room guest as they were check out from the hotel

Order Completed

🔴 In arrival Room status will show as not ready for delivery

Based on above routing plan work list are created in work flow engine as below

Product – Room Sale Flow Chart
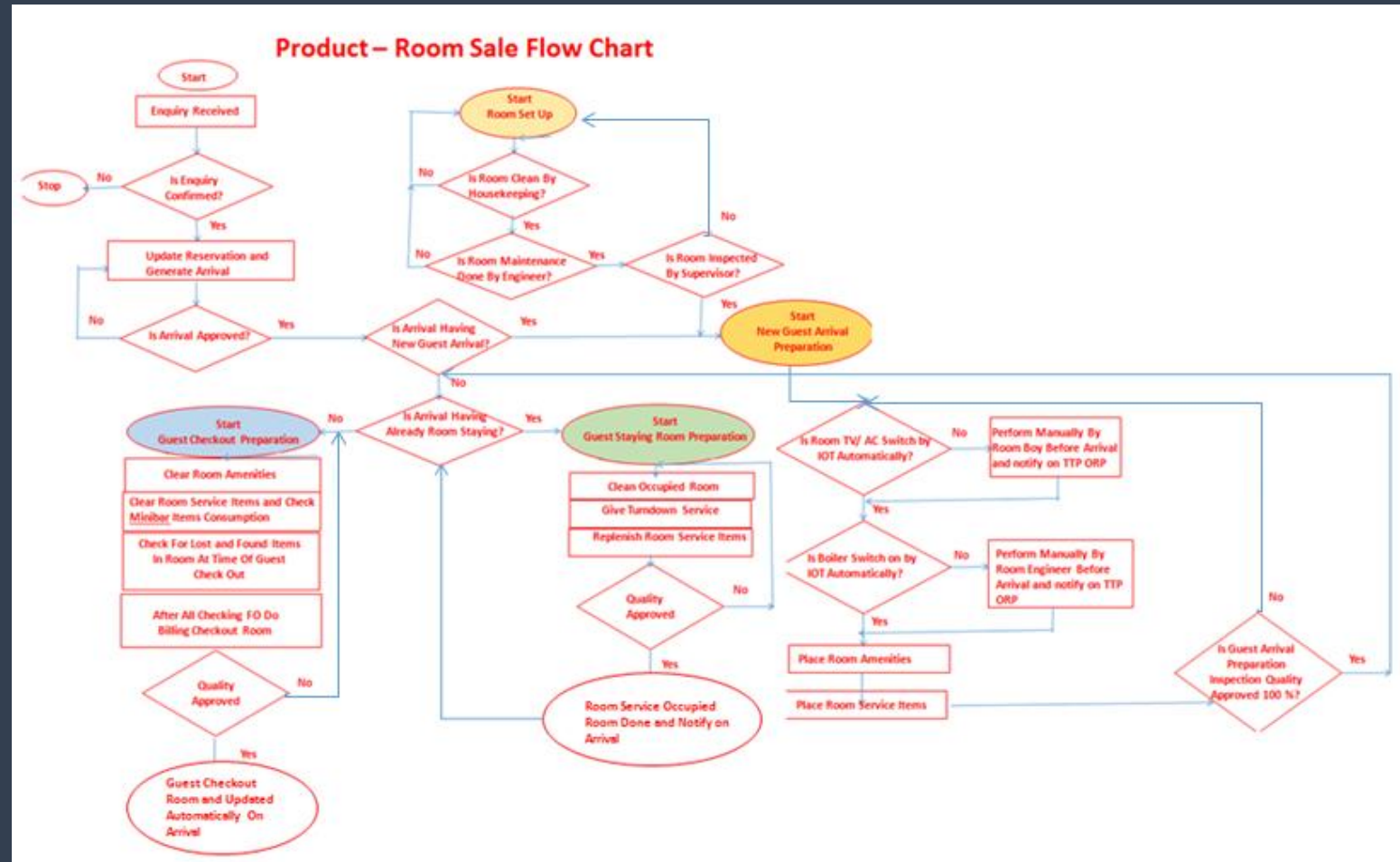
Example :
1. Production Plan – Guest Room Delivery
Set Up Time Define Based on Man, Material and Machine

		Rating	Action Required	Start Date	Time	Dur	Decisic	Respons	Assign To	Appro	Owner
>	☐	☆☆☆☆☆	Set Up Room 324	8/26/2017 11:00:00 AM	8/26/2017 11:00:00 AM	40		AP5	AP5	HKC	HKI
>	☐	☆☆☆☆☆	CLEAN DOOR AND WINDOW	8/26/2017 7:00:00 AM	8/26/2017 7:00:00 AM	1		AP3	AP5	HKC	HKI
>	☐	☆☆☆☆☆	CLEAN LUGGAGE RACK	8/26/2017 7:00:00 AM	8/26/2017 7:00:00 AM	1		AP3	AP5	HKC	HKI
>	☐	☆☆☆☆☆	CHECK ALL THE SWITCHES	8/26/2017 4:20:00 PM	8/26/2017 4:20:00 PM	1		EH1	AP5	HKC	HKI
>	☐	☆☆☆☆☆	CHECK TABLE AND CHAIR BUFFER	8/26/2017 4:54:00 PM	8/26/2017 4:54:00 PM	1		CARP	AP5	HKC	HKI
>	☐	☆☆☆☆☆	CHECK TABLE DRAWER	8/26/2017 4:55:00 PM	8/26/2017 4:55:00 PM	1		CARP	AP5	HKC	HKI
>	☐	☆☆☆☆☆	POP UP WASTE WATER CHECKING	8/26/2017 5:11:00 PM	8/26/2017 5:11:00 PM	1		PLUB	AP5	HKC	HKI

Housekeeping Boy (Dept. Housekeeping)

Electrical Engineer (Dept. Maintenance)

Carpenter (Dept. maintenance)

Plumber (dept. Maintenance)

5. Pre Arrival Room Services Actions Activated Automatically

6. Occupied Room Services Actions Activated Automatically

7. Guest Services On Staying Room Actions Activated Automatically

8. Room Checkout Process Actions Activated Automatically

Example – Pre Guest Arrival Work Flow

It will show how Arrival Work Order updated and all Actions plan activated to all Work centers, completed and performance score highlighted.

1. Enquiry – Prospect Work Order
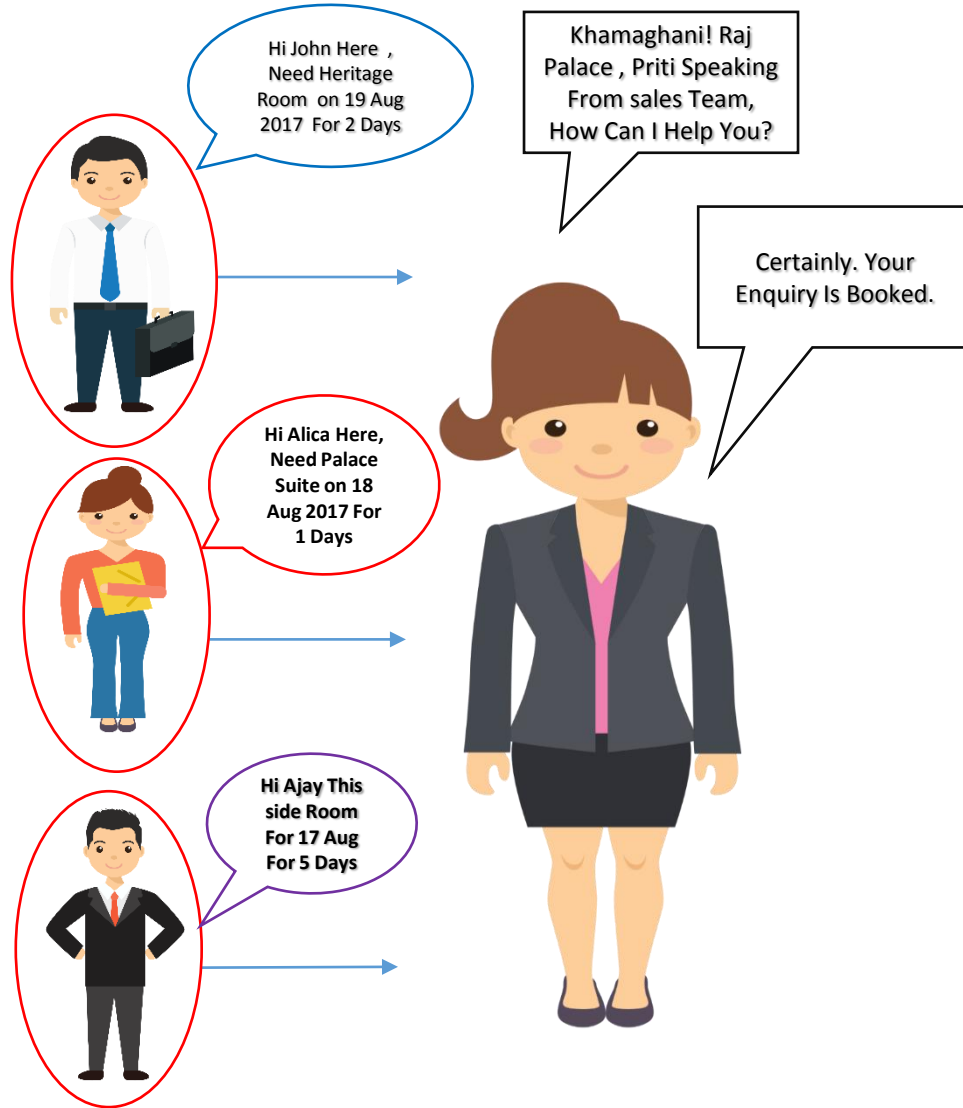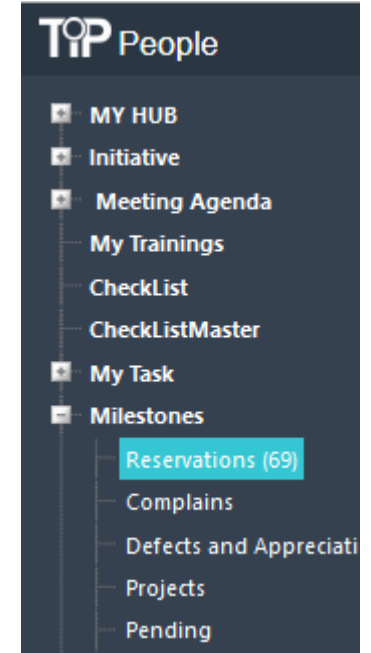
2. Arrival (Work Order) Creation

Arrival Form

All Confirmed Booking are Updated in Arrival Form

Edit Record

Field	Value
ReservationId	15469
GuestCode	
Pax	3
RoomNo	None selected ▾
RoomType	HTG
TotalRoom	1
TypeDetail	NewArrival
Name	CHIKAYASU YOSHIO
GroupName	
GuestInfo	
SplInstruct	
Misc	
Sgl	0
Dbl	0
Twin	0
Trpl	1
Nationality	IND
Time	
Plan	CP
BreakFast	0
Lunch	0
Dinner	0
Departure	20/08/2017
Company	VAISHALI TRAVEL SERV

Submit Cancel

Arrival (Work Order) Broadcast Automatically To all Respective Departments along with all Actions Activate Automatically and Notification Received To Concern Work Centre Workforce
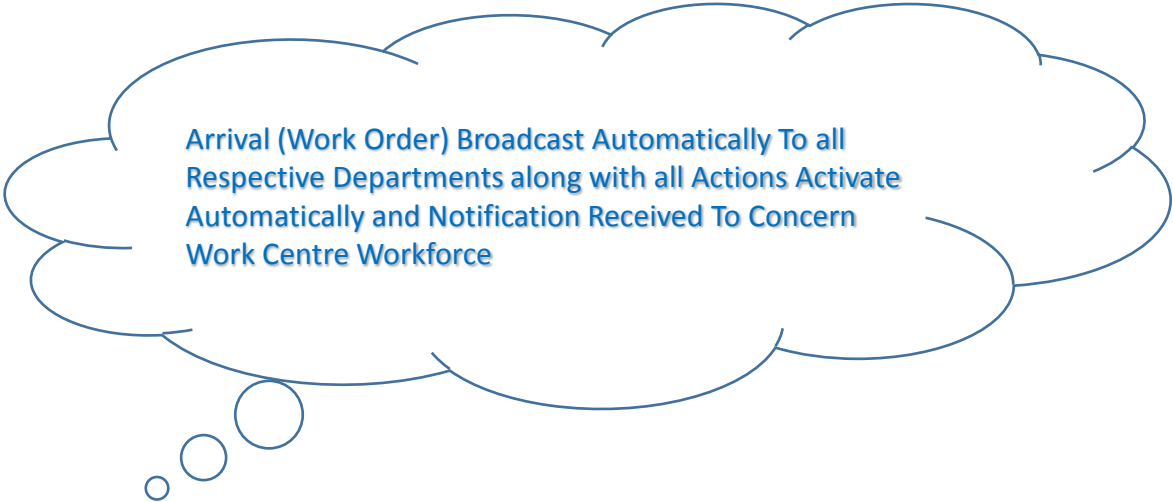
📅 **18** 🔔 Viivek Sharma

Arrival Updated on 18 August 2017 6:15 PM

4. Work Order Display For Every Departments

Arrival Display

Display The Arrival Report For The Date

15/08/2017 | GO | Excel Report

ReservationId	GuestCode	Pax	RoomNo	RoomType	TotalRoom	TypeDetail	Name	GroupName	GuestInfo	Instruction
15410		3	401	HST	1	NewArrival	GARATE INIGO			
		2	222	HTG	1	Staying	MICHAELBROWN			
		3	221	HTG	1	C_out	AVIKA SHADIJA			

Total Pax	18		Total B/F	0		Total Lunch	0		Total Dinner	0

New Arrival	1
Staying	1
Check Out	7

Occupancy forecast for the next three days

DateTrn	FillDate	TotalRoom	LunchType	TotalLunch	DinnerType	TotalDinner

3. Housekeeping Work Center – Room Attendant Workspace where action item items automatically completed based on IOT

Example – Pre Guest Arrival Work Flow For New Guest Arrival For Room 102

It will show how Arrival Work Order For Room 102 updated and all Actions plan activated to all Work centers, completed and performance score highlighted.

4. Maintenance Work Center – Maintenance Engineer Workspace where Action Items automatically completed by IOT

5. All Actions Items Completed by All Work Centers and Final Task Completed By Responsible Person

# 6. Pre Guest Arrival Actions Done and Approves By Supervisor

Example – Where Guest Will Checkin in Room 101 Preparation Process Actions

It shows how Arrival updated and After Pre Arrival Preparation the Actions related Checkin Process Activated in Work Centers, Completed and Performance Score Highlighted on User Performance.

Example - Guest Checkin Room 101 Preparation Process Actions

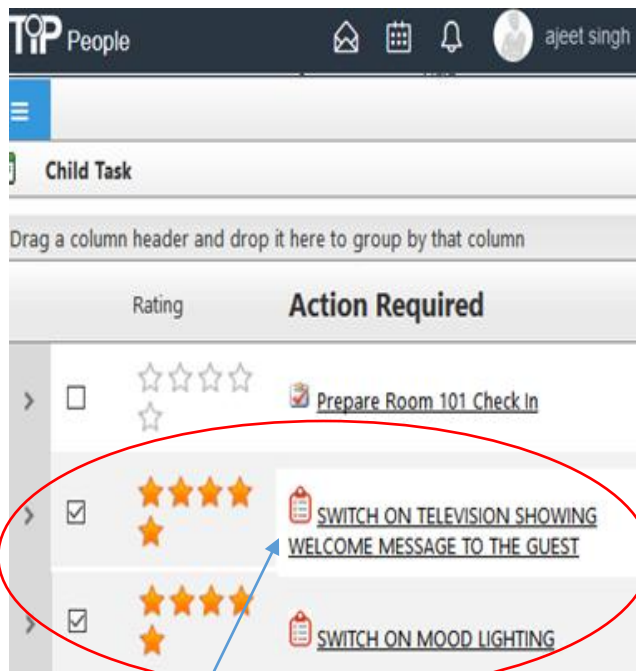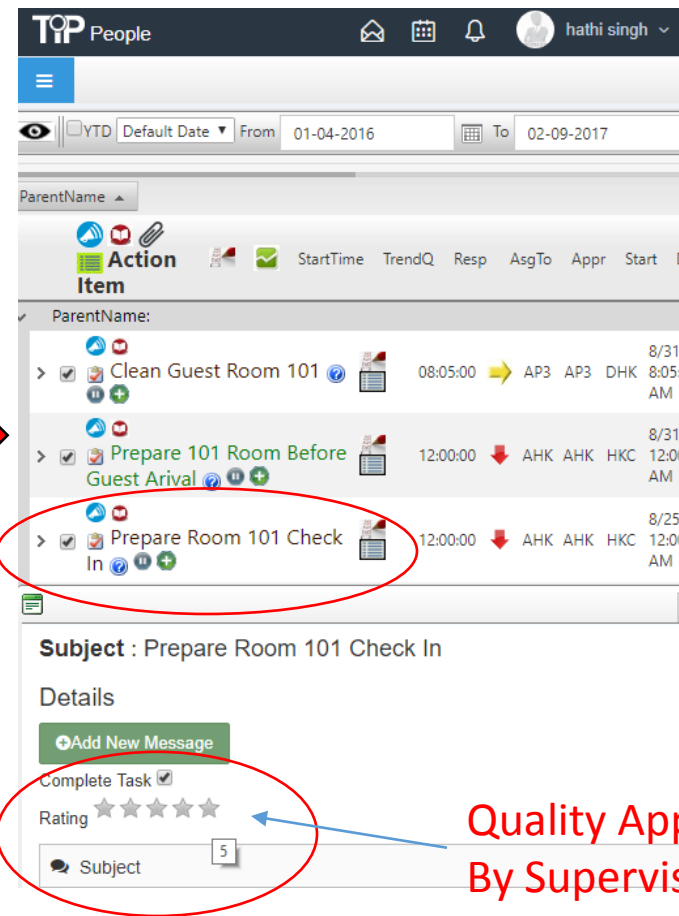**It shows how Arrival updated and After Pre Arrival Preparation the Actions related Checkin Process Activated in Work Centers, Completed and Performance Score Highlighted on User Performance.**
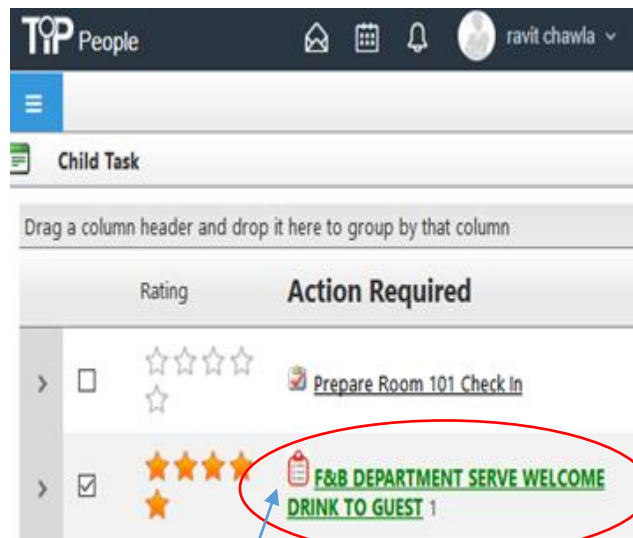
F&B Work Center – Guest Service Steward Action Item Activated and Completed
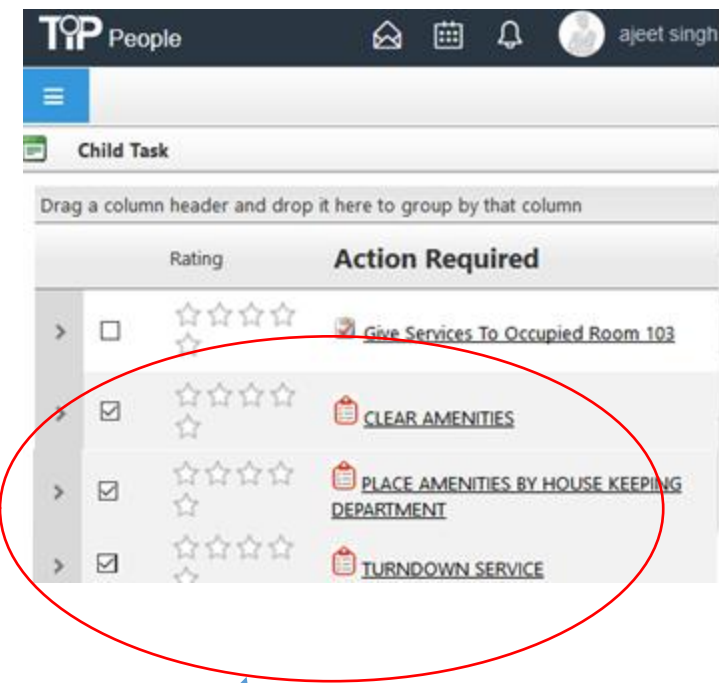
Housekeeping Work Center – Room attendant Action Activated and Completed Automatically By IOT

Quality Approved By Supervisor

Example - Guest Service Occupied Room 101 Preparation Process Actions

It shows how the Actions related Guest Service Occupied Room Process Activated in Work Centers, Completed and Performance Score Highlighted on User Performance.

Housekeeping Work Center – Room Attendant Completed his all actions and Notify next level.
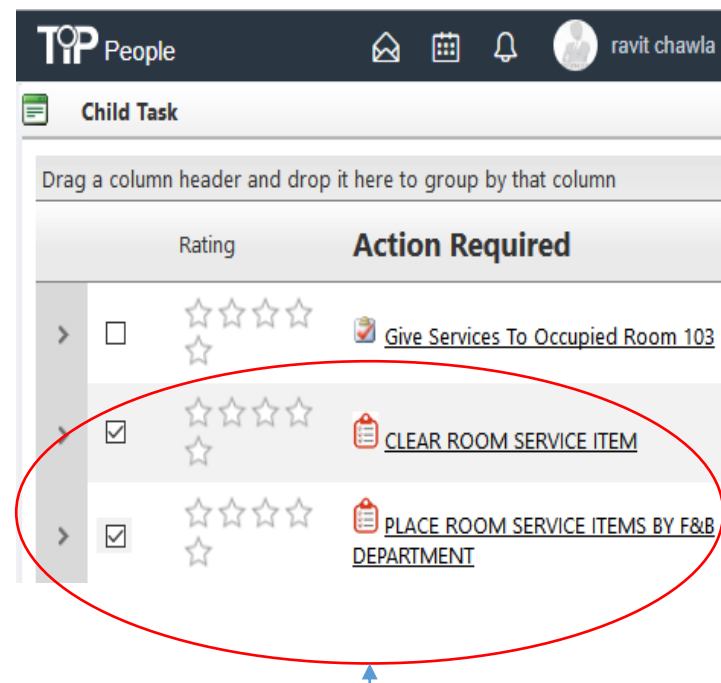
F&B Work Center – Guest Service Executive completed his all actions and Notify next level
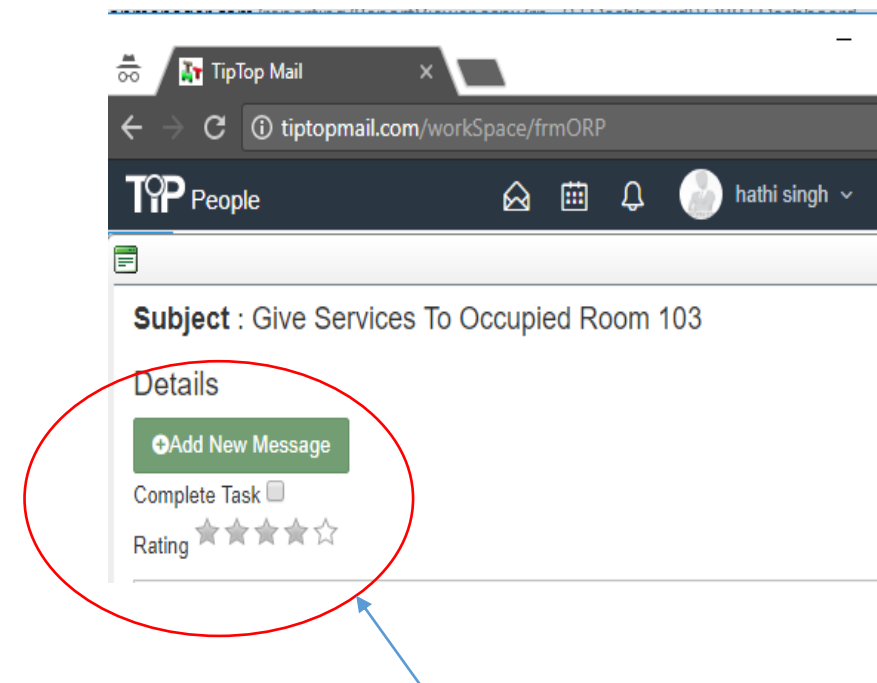
Supervisor got notified about all actions completed , Quality Checked by Supervisor and Action rating updated

Example - Guest Checkout Room 104 Process Actions

It shows how All the Actions related Room Check Out Process Activated in Work Centers, Completed

Housekeeping Work Center – Room Attendant Completes all Actions and Notify Next level

F&B Work Center – Guest Service Associates Completes all Actions and Notify Next level

FO Work Center – Reception Boy Completes all Actions and Notify Next level

Example - Guest Check Out Room 104 Process Actions

All Actions Items Reflect in responsible Workspace for Final Completion . As Task can't complete even single action was incomplete .

Automatically Message Form Opens asking for Task Delay reason

People   Viivek Sharma

Child Task

Drag a column header and drop it here to group by that column

	Rating	Action Required	Start Date	Time	Dur
>	☐	📝 To complete Room 104 Check Out 0	8/27/20 10:00:00 AM	8/27/20 10:00:00 AM	10
>	☑	📋 CHECK LOST AND FOUND ITEMS AND REPORT TO FRONT OFFICE	8/27/20 12:00:00 AM	8/27/20 12:00:00 AM	1
>	☑	📋 CLEAR AMENITIES	8/27/20 12:00:00 AM	8/27/20 12:00:00 AM	1
>	☑	📋 CLEAR ROOM SERVICE ITEM	8/27/20 12:00:00 AM	8/27/20 12:00:00 AM	1
>	☑	📋 BILLING AND CHECK OUT	8/27/20 12:00:00 AM	8/27/20 12:00:00 AM	1

Parent Subject : **To complete Room 104 Check Out**

Subject : Reason for Delay Task

From   HTFO1

To   (FO1) ×

Choose Reason :   -- Select anyone reason for delay --

Priority : Normal ▼

submit

All action Completed but Housekeeping Took 10 Min lates hence Task was delay in Completion

Example - Guest Check Out Room 104 Process Actions

Hotel Manager Check Action Completed Quality and Give Performance Rating Based on Action Quality Of Work

Quality rating Given By Manager

TiP People

TTmail   WorkSpace   TTOffice   Calendar   Blog   MyProfile   TTWiki   Dashboard   Contacts

Subject : To complete Room 104 Check Out

Details

⊕ Add New Message   Complete Task ☑   Rating ★★★★★

5

💬 Subject

HTFO1   Date: 9/2/2017 6:36:02 PM   To: DGM   Reply ⌄

To complete Room 104 Check Out   14202

All Actions completed but housekeeping took 10 Min Lates hence Task was delay in completion

All Workflow Action are completed and Performance rating updated automatically on all involved staff

Showing Trend Of Performance

Efficiency Score

Quality Score