Amadeus Service Optimization – HotSOS Housekeeping

Housekeeping Auto Assign

Objective

To show users how to create room attendants' assignments using the Auto Assign feature.

Operations > Room assignments

The main purpose of the Auto Assign process is to assign guestrooms to room attendants as close to their goals as possible. The feature is available for both morning and turndown assignments. Based on your property's assignment protocol and set assignment option, the system reflects values by credits, minutes, or surface area accordingly.

> Note: For Auto Assign to work as seamlessly as possible, each property must have room sequence, floors, and towers, if any, configured correctly. Missing data can produce undesired results.

How to use Auto Assign

Operations > Room Assignments

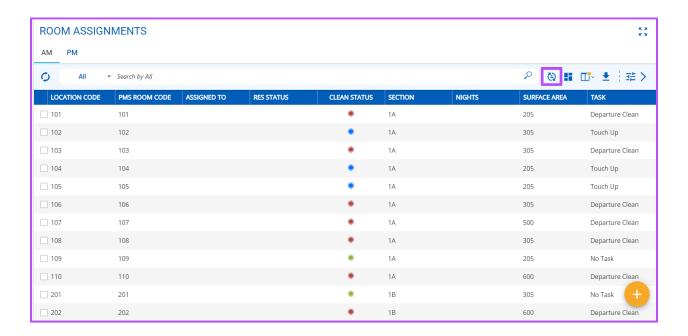You can use the Auto Assign feature in the AM Console and PM Console.

Auto Assign
Click the **Auto Assign** icon to start.

ROOM ASSIGNMENTS

AM PM

LOCATION CODE	PMS ROOM CODE	ASSIGNED TO	RES STATUS	CLEAN STATUS	SECTION	NIGHTS	SURFACE AREA	TASK
101	101			●	1A		205	Departure Clean
102	102			●	1A		305	Touch Up
103	103			●	1A		305	Departure Clean
104	104			●	1A		205	Touch Up
105	105			●	1A		205	Touch Up
106	106			●	1A		305	Departure Clean
107	107			●	1A		500	Departure Clean
108	108			●	1A		305	Departure Clean
109	109			●	1A		205	No Task
110	110			●	1A		600	Departure Clean
201	201			●	1B		305	No Task
202	202			●	1B		600	Departure Clean

Select Attendants

The list of room attendants, both available and selected, displays on this page.

Auto Assign

Total Cleaning Capacity/Credits To Clean
67/100 — 67%
Preview

1 Select Attendants   2 Select Rooms   3 Set Limitations   4 Unassigned Sections   5 Ready For Assignment

Available ▾   Search by Available

☐ AVAILABLE	2
☐ Naoual Kettani GOAL: 30 6A	→
☐ Stefano Iellamo GOAL: 30 No Section	→

☐ SELECTED	8
☐ Abby Rose GOAL: 30 1A	✕
☐ Brian Tanner GOAL: 30 2B	✕
☐ Christian Ojeda GOAL: 30 4A	✕
☐ Dane Sayles GOAL: 30 2B	✕
☐ Nathalie Joseph GOAL: 30 No Section	✕

The first step is to determine which room attendants to include in the process. You can do this in two ways.

- Use the Attendant Console to set the room attendants to Available/On duty or Break/Off duty. Room attendants set to Available automatically display in the Selected column.

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- Manually add the room attendants on the Auto Assign Select Attendants page.

  > Note: Room attendants with any status, except suspended users, can be added to the Selected column. They do not need to be set to Available.

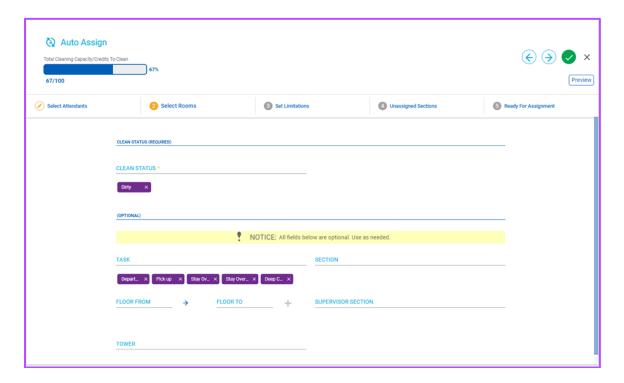On the Select Attendant page, the following displays for each attendant:

- Status – This displays either Available/On duty or Break/Off duty.
- Name – This is the room attendants names as set in the system.
- Goal – If no value is set in the Attendant Console, zero displays.

  > Note: Room attendants with a goal of zero are not assigned guestrooms when the Auto Assign is processed, unless a guestroom exists with zero credits, minutes, or surface area.

- Section – If the room attendant does not have an assigned section, no section displays.

Select Rooms

The list of guestrooms to assign displays on this page.

A variety of options are available, including guestrooms that match the criteria of the assignment process.

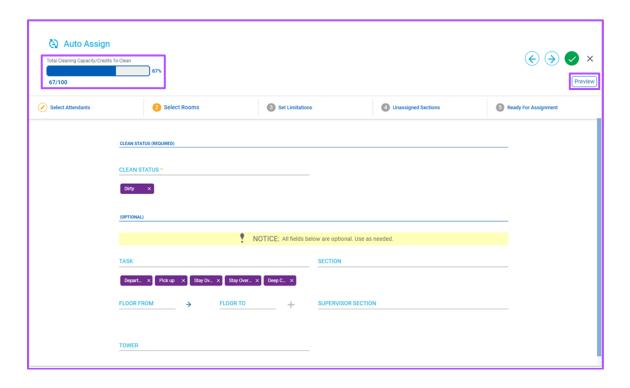> Note: Auto Assign does not consider guestrooms that have a service status of Dropped Room or Service Refused.

- Clean status – For morning assignments, by default, Dirty is selected. Users can add other clean statuses such as Clean, Inspected, Out of Order, Out of Service, or Pickup, if needed. For turndown assignments, by default, Clean and Inspected are selected.

  | Note: This is a required field. Users must add at least one clean status.

- Task – For morning assignments, by default, Departure Clean, Stay Over Clean, Stay Over Full Linen, Touch Up, Deep Clean, Refresh Clean, and Special Clean are selected. Users can add No Task if needed. For turndown assignments, by default, Turn Down is selected.

  | Note: This is an optional field.

- Section – Use this field only if you want to assign guestrooms from specific configured room attendants' sections of the property and not all guestrooms.

  | Note: This is an optional field.

- Floor From and Floor To – Use these fields only if you want to assign guestrooms from a particular floor range.

  | Note: This is an optional field.

- Supervisor section – Use this field only if you want to assign guestrooms from specific configured supervisor sections of the property and not all guestrooms.

  | Note: This is an optional field.

- Tower – Use this field only if you want to assign guestrooms from specific towers of the property and not all towers.

  | Note: This is an optional field.

Progress Bar

The progress bar displays the total number of credits, minutes, or surface area available to clean based on the total number of credits, minutes, or surface area for all guestrooms to be assigned.

The Total Cleaning Capacity, which is the total goal of all room attendants selected in the Select Attendant screen, also displays. The Total Cleaning Capacity also considers Assignment rules, if configured. Assignment rules can increase or decrease a room attendant's goal, which affects the total capacity to clean.

> Note: This helps you ensure a proper balance during the assignment process, and whether the right number of room attendants are available based on the total number of credits, minutes, or surface area to clean.

By default, the progress bar does an initial calculation when the user clicks the **Auto Assign** icon, based on the number of room attendants in the Selected column on the Select Attendant page and the number of guestrooms with a clean status of Dirty.

The progress bar values are calculated considering factors such as:

- Limitations – These are the values set on the Set Limitations page.
- Number of room attendants selected – These are the room attendants set as Available/On duty.
- Number of available guestrooms selected – Set filters can increase or decrease this number.
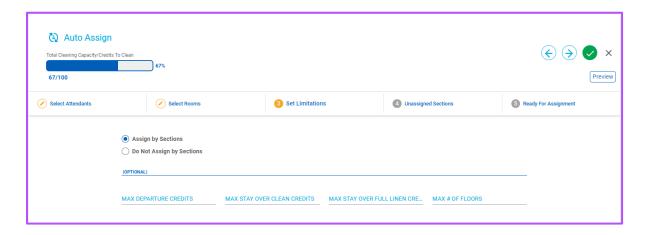- Assignment rules and proximity rules:

    o Towers – Room attendants cannot be auto assigned into different towers.

    o Sections – Room attendants can only be part of one section.

Note: If any changes are made to the Auto Assign parameters, simply click **Preview** to recalculate the progress bar metrics. If any limitations are set, this can cause a reduction in the total Credits/Minutes/Surface area to Clean, as limiting the number of credits, minutes, surface area or floors room attendants can be assigned reduces their capacity to clean. This can result in them not meeting their goals.

Set Limitations

This is where users can stipulate any limitations on how guestrooms are assigned.

Note: Assign rules are separate but are still considered in the assignment process.

- Assign by Sections – Select this option if you want the system to assign guestrooms to room attendants by their assigned sections before any room attendants without a section, if applicable.
  - o When this option is selected, room attendants with assigned sections are assigned first, followed by those with no sections, if any. If multiple room attendants are in the same section, guestrooms are assigned as follows:
    - If all room attendants have different goals, the system prioritizes those with the lowest goals.
    - If all room attendants have the same goals, the system assigns them alphabetically, starting with the lowest goal.
    - If multiple room attendants share the same goals and others the same first name, the system is designed to identify the lowest goal and check for any repeated names, proceeding to assign them in alphabetical order. Otherwise, it assigns starting with the attendants with the lowest goal.

- If not enough credits, minutes, or surface area exist in the room attendants' sections to fill their goals, the system does not assign them guestrooms outside of their sections.
- Room attendants with no assigned sections are assigned the remaining guestrooms after all sections have been distributed among the room attendants with assigned sections.

o When guestrooms are assigned by sections, the system starts with the room attendant with the lowest goal and the guestroom with the lowest service sequence in the attendant's section.

- The limit of the room attendants' goals determines the number of guestrooms that can be assigned to them.
- If all or multiple room attendants have the same goal, the system selects the attendants to start with based on their first names in alphabetical order. For attendants with identical first names, their last names are taken into consideration.
- If the room attendants do not have the same goals, then the system initiates assignments by prioritizing the room attendants with the lowest goals.

o A section with guestrooms from different towers allows the system to auto assign room attendants into different towers depending on the goal of each room attendant if towers and sections are well defined.

- Each room attendant is assigned all available guestrooms from their respective sections. If multiple guestrooms are left unassigned in a particular section, those are part of a list of guestrooms to be assigned after all sections are assigned.
- The system assigns additional guestrooms if any of the following are true:
    o A room attendant is assigned to a specific section within a tower and no more guestrooms are left in the assigned section.
    o The room attendant still has goal credits, minutes, or surface area available.
    o After all room attendants are assigned, unassigned guestrooms remain that do not belong to a section.

- Do Not Assign by Sections – Select this option if you want the system to assign guestrooms by sequence or Location code, if sequence is not configured, while disregarding assigned room attendant sections.

    o When this option is selected, the assignment starts with the room attendants with the lowest goal and the guestrooms with the lowest service sequence or location code.

> Note: Room attendants have a possibility of being assigned guestrooms in multiple sections and floors to fill their goal capacity.

- o The room attendants' goal limits determine the number of guestrooms that can be assigned to them.
  - If all or multiple room attendants have the same goals, the first room attendant is chosen based on alphabetical order by first name.
  - If all room attendants have different goals, the system prioritizes those with the lowest goals in alphabetical order.
- o If the property has multiple towers, room attendants are only assigned guestrooms in one tower. If not enough guestrooms exist in the same tower to meet their goals, these room attendants must be assigned guestrooms manually in other towers.

- **Max Departure Credits/Minutes/Surface Area** – Use this field to limit the maximum number of Departure credits, minutes, or surface area a room attendant can be assigned.

> Note: This is an optional field.

- **Max Stay Over Clean Credits/Minutes/Surface Area** – Use this field to limit the maximum number of Stay Over credits, minutes, or surface areas a room attendant can be assigned.

> Note: This is an optional field.

- **Max Stay Over Clean Full Linen Credits/Minutes/Surface Area** – Use this field to limit the maximum number of Stay Over Full Linen credits, minutes, or surface areas a room attendant can be assigned.
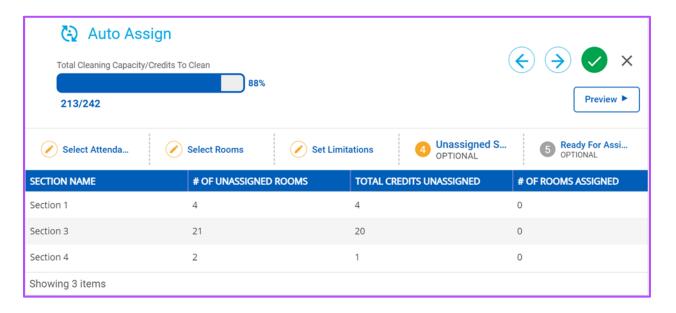
> Note: This is an optional field.

- **Max # of floors** – Use this field to limit the number of floors a room attendant can be assigned.

> Note: This is an optional field.
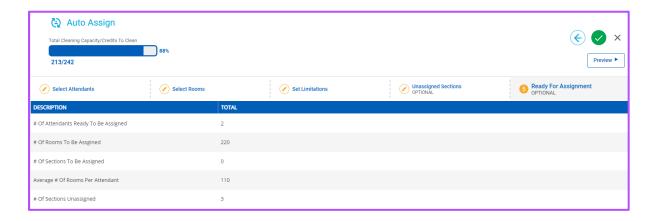
Unassigned Sections

This page only displays when you select the Assign by Sections option.

The page displays guestrooms that are part of a section but have not been assigned, as well as sections with available guestrooms to clean but no room attendants assigned, resulting in unassigned guestrooms.

Ready for Assignment

This page displays an overview of the guestroom statistics that need to be processed and assigned.

- Number of Attendants Ready To Be assigned
- Number of Rooms To Be Assigned

- Number of Sections To Be Assigned
- Average number of Rooms Per Attendant
- Number of Sections Unassigned

Summary

This page displays an overview of the processed assignment statistics.

- Number of attendants assigned
- Number of attendants unassigned
- Number of attendants under goal credit/minutes/surface area
- Sections with unassigned rooms
- Average number of Rooms Per Attendant
- Number of rooms unassigned
- Number of rooms auto assigned

Essential information

Configuration

Based on your property's assignment protocol and set assignment option, the system reflects values by credits, minutes, or surface area accordingly.

If any guestrooms do not have a configured service sequence, the system defaults to using the Location code of the guestroom. Those guestrooms are prioritized following those with an established service sequence.

> Note: When no service sequence is configured for any guestroom, the system initiates with the first Tower, lowest Floor, and lowest Location code.

Operations

When the Assign by Sections option is selected, the system does not assign room attendants guestrooms in multiple towers if not enough guestrooms exist in one tower to meet their goals. This only occurs if guestrooms in a section belong to multiple towers.

When a room attendant is manually assigned guestrooms to clean in a specific tower, and Auto Assign is run, the process starts assigning guestrooms from that same tower unless the room attendant has a section in a different tower. The Auto Assign process then proceeds to assign guestrooms sequentially close to the ones already assigned to that room attendant.

If the property does not have predefined floors and towers, the system defaults to the lowest service sequence number as the starting point guestroom assignments. In the absence of a service sequence, the system resorts to the lowest Location code.