

REX versus HotSOS Housekeeping

Key differences and added features

Operations > Housekeeping

Room assignments AM and PM

— Tower filter

- Previously, to filter for a tower, you had to know and enter the exact name of the tower.
- You now can select from a drop-down list, which helps you filter the information you need without having to memorize your property's tower names.

— Service status filter

- Previously, you could only filter for one service status at a time.
- You now can select multiple service statuses at once, which reduces the time needed to filter the information.

— New columns

- You can use three new columns in the Room assignments module to better identify room attributes.
 - Section
 - Sequence number
 - Tower

— Grid and column settings

- Using the Column chooser, you can add or remove columns on the page, as well as move and sort the columns to customize the grid of your page.
- When you move to another page or log out of the system, the selections are saved for your return.

— Selecting room assignments

- Previously, you would right-click to take action on a room assignment. Now, actions can be applied when using multi-select.
- When selecting room assignments, the number of rooms and credits, minutes, or surface area display, based on the assignment options configured. Therefore, you do not have to manually count what you have selected.

█ Note: Users can select up to 250 rooms.

— Quick assign – Room attendant statistics

- When using Quick assign, the following statistics for the attendant selected now display to help you while assigning rooms.
 - Goal
 - Assigned

- Floors
- Sections
- Towers
- Departures
- Surface area
- The additional information gives you a better understanding of what is already assigned to the room attendants, so you can keep them around their goals.

— Room rush and Guest wants service priority

- Room numbers and guest names display in red, which aligns with HotSOS Mobile.
- You can easily identify a Room rush or a Guest wants service that is high priority without having to review priority points.

— Room assignment details

- The Room assignment details now display the guest names of a shared reservation.
- They also display the guest names for reservations that are Due In/Checked Out and Due In/Out.
- More guest profile information is also displayed.
 - VIP code
 - Group code
 - Number of adults and children
 - Special request codes and descriptions
 - Arrival and departure dates

Note: Some of this information depends upon your Property Management System.

- All this information reduces the need to check your Property Management System.

— Workspaces

- Previously known as Statistics, you can use Workspaces for a better overview of the status of the entire house in real-time.
- Cards act as filters to quickly get the information you need.

— Service orders

- Previously, you had to switch to the Service order module to create service orders.
- You can now create service orders with the same plus sign icon you are familiar with.

— Download as Excel

- Previously known as Print in the AM and PM Room Assignment consoles, you can use the Download as Excel option to export an Excel document of the Room assignments page.

Attendant console

— New function

- This console was previously known as Assign credits.
- Clicking on a room attendant opens a panel on the right which displays Details and Assignments, which contain information where you can take action.

Status board console

— New filters

- Two new filters align with HotSOS Mobile and enhance the desktop filtering capabilities.
 - Under goal credits/minutes/surface area
 - Over goal credits/minutes/surface area

Task sheets console

— Manage attendants

- Previously, no function was available that could match an attendant.
- You can now match room attendants that are unrecognized by HotSOS Housekeeping after the assignments are sent over from the Property Management System.

Configuration > Rooms

Room values

- Previously known as Room credits, Room values are now located in the Configuration menu, under Rooms.

█ Note: The Housekeeping Configuration Log report reflects this change.

Room categories

- Room categories are now located in the Configuration menu, under Rooms.

Sections and Supervisor sections

- These are now located in the Configuration menu, under Rooms.
- Sections and Supervisor sections are now merged into the same page.

Configuration > Housekeeping

System – Assignment options

— New feature

- Previously, you were only able to track room assignments by room credits.
- Now you can track by the following assignment options:

- Room credits
- Minutes to clean
- Guestroom surface area

Note: When you select one of these options, the labels of the related columns and fields change accordingly throughout the system.

Assignment rules

— Previously known as Credit rules, Assignment rules are now located in the Configuration menu, under Housekeeping.

Note: The Housekeeping Configuration Log report reflects this change.

Reports > Housekeeping

— Verbiage changes

- Due to the change from Room credits to Room values, several fields and parameters of the following reports have been updated:
 - Dropped rooms report
 - Housekeeping productivity report
 - Housekeeper log report
 - Summary assignment with task selection
 - Supervisor assignment summary report