

Maestro Housekeeping

The Housekeeping module of Maestro enables the user to enter and track information that is required to manage the property's housekeeping. It allows the housekeeping department to:

- Assign staff to clean rooms and track their productivity.
- Maintain a current housekeeping status for each room.
- Manually update the housekeeping status of individual or multiple rooms.
- Automatically update rooms' housekeeping status using the guest telephone.
- View the housekeeping history for a room
- Confirm the front desk inventory of available and occupied rooms.
- Create following reports listing housekeeping information for all or selected rooms, housekeeping assignments, status discrepancies, and off-market rooms.

A property customizes the following Maestro options to setup its housekeeping functions in the following sequence:

Housekeeping Status Codes

Housekeeping statuses indicate whether or not a room is clean and available for assignment to an incoming guest and are used for assigning, reporting, and managing room cleaning. Status codes are user-defined, which allows a property to create codes that reflect its practices and are meaningful to its users.

Housekeeping Default Status

After creating housekeeping status codes, a property sets up default status codes that Maestro assigns to a room's when its occupancy status changes. The codes are automatically assigned although staff can manually reset them. If no defaults are assigned, the property must change the statuses manually.

Housekeeping Staff

When creating housekeeping assignments, the property selects the housekeepers who are available on a particular day from a list of all housekeepers. This configuration function creates the complete list, which then becomes the pull-down list for selecting a day's available housekeepers.

Housekeeping Cleaning Assignment

Maestro creates room cleaning assignment lists for all available housekeepers based on the number of rooms that need to be cleaned, the number of staff available, and the maximum workload for a housekeeper.

Housekeeping Interface Setup

The Housekeeping Interface setup cross-references the function and status codes used by the PBX with the corresponding codes that Maestro uses. This interface allows staff to use the room's telephone to communicate updated housekeeping status information to Maestro. The property defines a numeric sequence that, when entered through the room telephone, causes the phone system to generate the function and status codes listed during setup. The table shown below determines the equivalent Maestro housekeeping status code that is transmitted to Maestro.

Housekeeping Report

The report provides housekeeping information about rooms including date last cleaned, occupancy and housekeeping statuses, and, for reserved and occupied rooms, information about guests such as reservation number, arrival date, departure date and time, and number of guests. This report can also list rooms selected by room type, building, availability, status, and type and within a range of rooms.

20+INTEGRATED MODULES ON A SINGLE DATABASE

- ◆ Front Office (PMS)
- ◆ Sales & Catering
- ◆ Yield Management
- ◆ 2-Way GDS Integration
- ◆ Real-Time Web Booking Engine
- ◆ Multi-Property Management
- ◆ Condo & Timeshare
- ◆ Retail & Fine Dining POS
- ◆ Table Reservation
- ◆ Analytics & BI
- ◆ Spa & Activities
- ◆ Central Reservations
- ◆ Work Order
- ◆ CRM
- ◆ Gift Card & Loyalty
- ◆ Membership
- ◆ Concierge
- ◆ Housekeeping
- ◆ Golf Management
- ◆ Guest Experience Measurement
- ◆ eMarketing

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www.maestropms.com

Maestro Work Order Maintenance

The Work Order Management module is designed to support operational activities of management and staff responsible for maintenance and repair.

FUNCTIONS & FEATURES SUMMARY

- ⇒ Ability to generate work orders with detailed information and unlimited text
- ⇒ Ability to schedule and track work order activities and status
- ⇒ Ability to categorize work orders into user defined groupings
- ⇒ Ability to track rooms, closets, hallways, etc. and items within each
- ⇒ A facility is provided to track the condition of items in rooms
- ⇒ Ability to issue one work order to cover multiple rooms
- ⇒ Activities and work orders are stamped with date, time and clerk
- ⇒ Update room service history globally by range of rooms
- ⇒ Update room inventory globally by range of Rooms
- ⇒ Work order numbers may be assigned manually or generated automatically
- ⇒ Ability to track costs of materials used
- ⇒ Ability to generate cost analysis reports
- ⇒ Custom forms design and printing
- ⇒ Ability to generate forms for different trade persons
- ⇒ Work order standard reports can be viewed and printed on demand and by selected criteria
- ⇒ Ad hoc query and report writer facility is available to satisfy management needs

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Work Order Room List [mark] - Northwind Hotel

File Record Window Help

Work Order No: 57

-----Offmarket Info-----

Bld	Area ID	Start Date	End Date	Res#	Sub#
QL	201A	07/01/2007	07/14/2007	1018	711
QL	201B	07/01/2007	07/14/2007	1018	712
QL	202A				

Work Order Request Information [mark] - Northwind Hotel

File Record Window Help

Work Order No: 57 Category: INT Level Of Urgency: 3

Status: PEND Status Change: 04/03/2007

Problem Type: FAUCET Item Code: FAUCET Mailbox:

Trade Type Req.: PLUMBER Area ID: 201A

Description: Bathtub Faucet

Requestor Name: CHERYL

Contact Name: DAN TANNA

Inspected By:

Inspection Date: 04/03/2007

Request Date: 04/03/2007 Desired Cmp Date: 07/14/2007

Call In Date: 04/03/2007 Time: 03:28pm Completion Date:

Contractor: MARK KELLY

Estimated Cost: 100.00 Revised Estimate:

Actual Cost: 120.00 Billed Amount:

Account: Text: [Y] Close