Oracle® Hospitality Hotel Mobile

Smartphone User Guide

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Preface

Oracle Hospitality Hotel Mobile brings the power of Oracle Hospitality property management systems to the hotel industry, empowering hotel associates to serve guests anywhere on property using commercially available smart phones and tablets.

Purpose

This guide explains how to use the iOS and Android versions of the app.

Audience

This document is intended for hotel personnel.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/.

Revision History

Date	Description of Change
September 2018	Initial publication.
December 2018	Version number to 1.3. Please note that the versions on https://edelivery.oracle.com/ and in all our documentation are listed as version 1.X.0.0 (1.3.0.0). The installed hotel mobile apps show version 1.X0 (1.30).

1

Getting Started

Welcome to the Oracle Hospitality app! brings the proven power of Oracle Hospitality property management systems to the hotel industry, empowering hotel associates to serve guests anywhere on property using a smartphone. The app enables hoteliers to improve guest satisfaction and loyalty by enhancing the guest experiences they offer in their properties. The app also enables hoteliers to improve operating efficiency by providing hotel associates with the technology capabilities they need to maintain properties and deliver guest services.

Make sure to review the app tutorial for navigation tips and descriptions of icons that appear in the app. Need help using the app? Select a category for more information:

Housekeeping

Maintenance

- Logging On

Logging On

Follow these steps the first time you log on to the app:

1. Make sure your device is connected to the Internet.
2. On the **Home** screen, tap the **Hotel Mobile** icon.
3. Tap **Settings** .
4. Enter the **Hotel Name**.
5. Enter the **URL** of your Hotel Mobile server.
6. Enter the **Hotel Code**.
7. Tap **Done**.

2

Housekeeping

Tasks:

- Understanding Housekeeping Basics
- Filtering Rooms
- Understanding Room Status Filters
- Understanding Housekeeping Status Filters
- Sorting Rooms
- Searching Rooms
- Changing Room Status
- Changing Housekeeping Status
- Adding Maintenance Tasks
- Viewing Out of Order Rooms
- Viewing Out of Service Rooms
- Viewing Queued Rooms
- Viewing Discrepant Rooms
- Viewing Additional Details

Understanding Housekeeping Basics

The app lists rooms by priority with the following information:

- Room number and status

- Housekeeping notes for a room
- Room type
- Number of adults and children and icons that indicate if a guest is a VIP or has a do not disturb notice:

  1 Adults 1 Children VIP Do Not Disturb
- If the room is in the check-in queue
- If the room is out of order or out of service
- If the room is discrepant and has a status of Skip or Sleep

- Number of maintenance tasks
- Number of housekeeping credits
- Expected arrival time for a room due to arrive
- Expected departure time for a room due to depart

Filtering Rooms

You can filter rooms by housekeeping status and room status.

1. On the Housekeeping screen, tap **Filter**
2. Tap the filters to select them. The rooms appear as each filter is selected.

   Selected filters are highlighted, for example:

indicates the number of filters selected.
3. Swipe up or tap **Filter** to close the filter selection.
4. To clear all the filters, tap **Filter** and select **Clear All**.

Understanding Room Status Filters

Inspected: Inspected rooms

Clean: Clean rooms

Pickup: Rooms to be touched up rather than fully cleaned

Dirty: Dirty rooms

Do not Disturb: Rooms where guests have activated do not disturb

Queued: Rooms which have checked in and are waiting on a room

Out of Order: Rooms which are out of order

Out of Service: Rooms which are out of service

Understanding Housekeeping Status Filters

Skip: Vacant rooms according to housekeeping, but are listed as occupied by the property management system

Sleep: Occupied rooms according to housekeeping, but are listed as vacant by the property management system

Exp. Arrival: Rooms which are due to arrive today

Checked In: Rooms which checked in today

In House: Rooms which are in house, they did not check in today, and are not due to leave today

Exp. Departure: Rooms which are due to depart today

Departed: Rooms which checked out today

Exp. Day Use Arrival: Day use rooms which are due to arrive today. Day use rooms are rented for a period of time which is less than an overnight stay. For example, airport hotels often rent rooms for day use to guests with layovers.

Day Use Checked In: Day use rooms which checked in today

Day Use In house: Day use rooms which are in house

Exp. Day Use Departure: Day use rooms which are due to depart today

Day Use Departed: Day use rooms which checked out today

Vacant: Vacant rooms.

Sorting Rooms

1. On the Housekeeping screen, tap **Sort**.
2. Tap **High - Low** to sort the rooms starting with the highest priority.
3. Tap **Low- High** to sort the rooms starting with the lowest priority.
4. Tap **Low- High** to sort the rooms starting with the lowest number.
5. Tap **High - Low** to sort the rooms starting with highest number.
6. Swipe up or tap **Sort** to close the sort selection.
7. To clear the sort selection, tap **Sort**, and then tap **Reset**.

indicates a sorted list.

Searching Rooms

1. On the Housekeeping screen, tap **Search**.
2. Tap the search bar, and then enter your search text.

indicates you have entered search criteria.

3. To clear the Search filter, tap the search bar, and then tap .
4. Swipe up or tap **Search** to remove the search bar.

Changing Room Status

1. On the Housekeeping screen, swipe left on the room you want to change.
2. Tap a status:

Inspected

Clean

Pickup

Dirty

Changing Housekeeping Status

You can change the housekeeping status to either vacant or occupied.

1. On the Housekeeping screen, tap the room.
2. Tap **Vacant** or **Occupied**.
3. If the housekeeping status you select and the property management system status do not match, a conflicting room status is assigned:

   Skip: Vacant rooms according to housekeeping and occupied according to the property management system.

   Sleep: Occupied rooms according to housekeeping and vacant according to the property management system.
4. Tap **Back** to return to the Housekeeping screen.

Adding Maintenance Tasks

1. On the Housekeeping or Maintenance screen, tap **New**.

   Maintenance task is selected by default.
2. To add a cleaning task, tap **Cleaning.**

   You cannot add a cleaning task in OPERA Mobile.
3. Select a location type.

   The default is **Room**.
4. Enter or select a location.
5. Select the task reason.
6. Select the task priority.
7. Tap to take a picture of the task.
8. Add any additional task details, and then tap **Submit**.
9. Tap **Close**, and then tap **Back** to return.

Viewing Out of Order Rooms

Out of order rooms are rooms which are not available for sale.

1. On the Housekeeping screen, tap **Filter**.
2. Tap **Out of Order**.
3. Tap the room to see housekeeping and maintenance information.

Viewing Out of Service Rooms

Out of service rooms are temporarily unavailable. They can be made available at any time, for example, rooms on a closed floor.

1. On the Housekeeping screen, tap **Filter**.
2. Tap **Out of Service**.
3. Tap the room to see housekeeping and maintenance information.

Viewing Queued Rooms

Reservations are placed in a queue when rooms are not available at check-in. Rooms can then be cleaned in the order in which they are required.

1. On the Housekeeping screen, tap **Filter**.
2. Tap **Queued**. The rooms in the queue are shown in the order in which they were placed in the queue.
3. Tap the room to see housekeeping, maintenance, and guest information.

Viewing Discrepant Rooms

The app assigns a status of **Skip** or **Sleep** when the physical room status and the front office status do not match.

1. On the Housekeeping screen, tap **Filter**.
2. Tap **Skip** or **Sleep**, or tap both statuses.

   In the following example:

   - Room 101 has the status **Sleep** because it is vacant according to the front office and occupied according to housekeeping.
   - Room 104 has the status **Skip** because it is occupied according to the front office and vacant according to housekeeping.

3. Tap the room to see housekeeping, maintenance, and guest information.

Viewing Additional Details

1. On the Housekeeping screen, tap the room. The **Housekeeping** tab appears by default.
2. To change the room status, tap one of the following statuses:

   Clean

Dirty

Inspected

Pickup

3. To change the housekeeping status, tap **Vacant** or **Occupied**.
4. Tap **Maintenance** to show maintenance tasks.

   The time in which the task should be completed is shown as `7 hrs`. A negative time such as `-33 mins` indicates an overdue task.

   Tap the task to view details. To change the status of the task, tap **Resolved** or **Unresolved**.
5. Tap **Guest** to show arrival and departure details:

   : Guest name and the expected arrival time

   : Name of the departed guest

   : Expected arrival

   : Expected departure

3
Maintenance

Tasks:

- Understanding Maintenance Basics
- Filtering Tasks
- Understanding Maintenance Filters
- Sorting Tasks
- Searching Tasks
- Adding Maintenance Tasks
- Viewing Out of Order Rooms
- Viewing Out of Service Rooms
- Resolving Maintenance Tasks
- Marking Maintenance Tasks as Unresolved

Understanding Maintenance Basics

The app shows unresolved tasks by default and shows the following information:

- Room number, a picture of the task, and the **Unresolved** icon
- Number of adults and children and icons that indicate if a guest is a VIP or has a do not disturb notice:

  1 Adults 1 Children VIP Do Not Disturb

- If the room is out of order or out of service
- Plus sign and number +1 that indicates the number of additional tasks for this room
- Time in which the task should be completed (for example, `7 hrs`). A negative time indicates the amount of time the task is overdue (for example, `-33 mins`).

Filtering Tasks

You can filter tasks by either task status, locality, and room status.

1. On the Maintenance screen, tap **Filter**.
2. Tap the filters to select them. The tasks appear as each filter is selected.

   Selected filters are highlighted, for example:

indicates the number of filters selected.

3. Swipe up or tap **Filter** to close the filter selection.
4. To clear all the filters, tap **Filter** and select **Clear All**.

Understanding Maintenance Filters

Resolved: Resolved maintenance tasks

Unresolved: Unresolved maintenance tasks

Room: Includes rooms

Function Spaces: Spaces such as ball rooms, meeting rooms, conference rooms, and restaurants

Location: Locations such as in the room and out of the hotel

Public Spaces: Public spaces such as lobby, hotel bar, and spa

Inspected: Inspected rooms

Clean: Clean rooms

Pickup: Rooms to be touched up rather than fully cleaned

Dirty: Dirty rooms

Do not Disturb: Rooms where the guest has activated do not disturb

Out of Order: Includes rooms which are out of order

Out of Service: Rooms which are out of service

Sorting Tasks

1. On the Maintenance screen, tap **Sort**.
2. Tap **High - Low** to sort the tasks starting with the oldest task.
3. Tap **Low- High** to sort the tasks starting with the newest task.
4. Tap **Low- High** to sort the tasks starting with the lowest room number.
5. Tap **High - Low** to sort the tasks starting with highest room number.
6. Swipe up or tap **Sort** to close the sort selection.
7. To clear the sort selection, tap **Sort**, and then tap **Reset**.

   indicates a sorted list.

Searching Tasks

1. On the Maintenance screen, tap **Search**.
2. Tap the search bar.
3. Enter your search text. The tasks appear as you enter text.

   indicates that search criteria has been entered.
4. Tap **Return**.
5. To clear the Search filter, tap the search bar and then tap .

Adding Maintenance Tasks

1. On the Housekeeping or Maintenance screen, tap **New**.

   Maintenance task is selected by default.
2. To add a cleaning task, tap **Cleaning.**

   You cannot add a cleaning task in OPERA Mobile.
3. Select a location type.

   The default is **Room**.
4. Enter or select a location.
5. Select the task reason.
6. Select the task priority.
7. Tap to take a picture of the task.
8. Add any additional task details, and then tap **Submit**.
9. Tap **Close**, and then tap **Back** to return.

Viewing Out of Order Rooms

Out of order rooms are rooms which are not available for sale.

1. On the Maintenance screen, tap **Filter**.
2. Tap **Out of Order**.
3. Tap the room to see housekeeping and maintenance information.

Viewing Out of Service Rooms

Out of service rooms are temporarily unavailable. They can be made available at any time, for example, rooms on a closed floor.

1. On the Maintenance screen, tap **Filter**.
2. Tap **Out of Service**.
3. Tap the room to see housekeeping and maintenance information.

Resolving Maintenance Tasks

1. On the Maintenance screen, locate the room.

   A plus sign followed by a number + 1 indicates the number of additional tasks for the room.
2. Tap + to see the additional tasks.

   The time in which the task should be completed is shown as `7 hrs`. A negative time such as `-33 mins` indicates an overdue task.
3. Swipe left on the task.
4. Tap **Resolved**.

Marking Maintenance Tasks as Unresolved

1. On the Maintenance screen, tap **Filter**.

   The filter **Unresolved** is selected by default.
2. Tap **Unresolved** to clear.
3. Tap **Resolved**.
4. Locate the room with the task you want to mark as unresolved.

   A plus sign followed by a number + 1 indicates the number of additional resolved tasks for this room.
5. Tap + to see the additional tasks.

6. Swipe left on the task.
7. Tap **Unresolved**.