Oracle Hospitality Integration Platform Property Systems - Housekeeping Service Status





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Preface

The OPERA Cloud Housekeeping Service Status shows the service statuses for all currently occupied rooms. A room can either have a Make Up Room status (MUR) or Do Not Disturb (DND) status.

Purpose

This guide describes the options for how partner systems can change the Housekeeping Service Status or retrieve the status once the status changes in OPERA Cloud.

Audience

This guide is intended for customers and partners who develop applications with the Oracle Hospitality Integration Platform.

Documentation

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

Revision History

Date	Description of Change
August 2025	Initial publication

Business Context

The OPERA Cloud Housekeeping Service Status shows the service statuses for all currently occupied rooms. A room can either have a Make Up Room status (MUR) or Do Not Disturb (DND) status.

Just like traditional door hangers, guests can set their room's housekeeping status (Make Up Room or Do Not Disturb) using in-room panels or mobile applications, or hotel staff can update it directly in OPERA Cloud.

This guide describes the options for how partner systems can change the Housekeeping Service Status or retrieve the status once the status changes in OPERA Cloud.

This implementation guide covers the following use cases for Housekeeping Service Status Requests.

Table 1-1 Business Use Cases

	Use Case	Description
1	Partner system updating Housekeeping Service Status	The partner system sets the Guest Service Status "Do Not Disturb" and "Make Up Room" active or inactive by sending the API operation setGuestHousekeepingServiceRequest to OHIP/OPERA Cloud.
2	Updating Housekeeping Service Status in OPERA	OPERA Cloud triggers a Business Event GUEST SERVICE STATUS REQUEST that notifies the partner system about a Guest Service Status set for a specific room.
	Cloud	The Business Event is sent to the partner system through the Streaming Business Event function.
3	Retrieve rooms with active Housekeeping Service Status	The partner system retrieves a list of rooms with an active Housekeeping Service Status using the API operation getHousekeepingOverview.

Journey: Guest sets a Guest **Guest journey Guest Housekeeping Service Status** Housekeeping Service Status **OPERA Cloud** Partner System **Guest in Room** The hotel guest can set a Housekeeping Service Status within their room or on an application provided by the Guest sets **Do Not Disturb** or **Make Up Room** status via
anstalled Panel or Switch hotel or partner to either have request from Guest room not disturbed on in the room or to notify housekeeping to make up the room. Guest Service Status active on Room set status The Housekeeping Service Status can be set through an installed panel or switch or even through an application the guest has set status access to, which replaces the traditional door hangers a guest can put outside the room door for notifying "Do Not Disturb" or display Guest Service "Make Up Room." tatus in Housekeeping Once the guest sets the related Do Not Disturb or Make Up Room status, the partner system handling the device or software sends a set Guest House keeping Service Request API call to OPERA Cloud OPERA user sets **Do Not Disturb** or **Make Up Room** status for Guest room in UI artner system receive Guest Service Status with the related Service Status "DoNotDisturb" or "MakeUpRoom." OPERA Cloud receives the display Guest Service Status in Housekeepin Guest Service Status active on Room set status message from the partner system and sets the received status in its system and displays it in the OPERA Cloud Housekeeping Room status section. When the hotel guest sets the current Service Status off from the device or software, the partner system sends a setGuestHousekeepingServiceRe quest API call to OPERA Cloud with the related Service Status "NoStatusSelected." The Housekeeping Service Status for this room is updated in OPERA Cloud. **Journey**: OPERA Cloud user sets a Guest Housekeeping Service Status in the OPERA Cloud UI. On request of the hotel guest, the OPERA Cloud user can set the Housekeeping Guest Service Status "Do Not Disturb" or "Make Up Room" in OPERA Cloud UI. A change of the Housekeeping Guest Service Status will trigger

Table 1-2 Workflow Diagram: Guest Journey Guest Housekeeping Service Status



Table 1-2	(Cont.) Workflow Diagram: Guest Journey Guest Housekeeping Service
Status	

a Business Event GUEST
SERVICE STATUS REQUEST.
When the Partner is subscribed
to the Streaming Business Event
option, the partner will
automatically receive the
Business Event and can change
the status on their system
accordingly.

Prerequisites

The following prerequisites are required to complete the steps in this guide.

The below software tools are required.

Table 2-1 Required Tools

Tool	Description	Links
Github	A Github repository containing both Oracle Hospitality REST API specifications and accompanying Postman Collections.	Documentation Github hospitality API
Postman Collections	In the postman-collections folder in Github, you can download and use the Postman Collections associated to the use cases explained in this guide.	<u>Documentation</u> <u>Tool</u>
GraphiQL	To better visualize the streaming API, a playground application is available that uses a tool called GraphiQL.	Documentation Tool
Node Reference Implementation	A reference implementation for the Streaming API in Node JS.	Tool

Environment

The following environments and modules must be available to perform the Business Use Cases with the OPERA Cloud APIs.

OPERA Cloud Platform Module	Description	Minimum Version
OPERA Cloud Services	The customer must have a subscription to OPERA Cloud Foundation.	23.5.x.x
Oracle Hospitality Integration Platform (OHIP)	For customers, OHIP is included in the subscription to OPERA Cloud Foundation.	The latest released version. OHIP is a single version product.
	Partners need a subscription to Oracle Hospitality Integration Cloud Service.	
OPERA Environment has Streaming API enabled	(Optional) This is needed when a partner or customer wants to retrieve Business Events through the Streaming BE option.	N/A

Configurations

- The Function Guest Service Request must be enabled in OPERA Cloud under Administration / Enterprise / OPERA Controls / Room Management / Guest Service Status.
- To retrieve the streaming Business Event, the partner system must subscribe to the GUEST SERVICE STATUS REQUEST Streaming Business Event.



More details on how to configure Streaming Business Events are available in the OHIP User Guide. See <u>Streaming API</u> in the OHIP User Guide to learn more.

The following are details about the OPERA Cloud behavior of the Housekeeping Service Status.

The OPERA Cloud user can manage the Housekeeping Service Status from the OPERA Cloud UI Housekeeping Board section under **Inventory / Room Management / Housekeeping Board**.

- The following Housekeeping Service Statuses are available: Make Up Room / Do Not Disturb / No status selected (no Service Status is set).
- OPERA Cloud users can also set the Do Not Disturb (DND) Guest Service Status from the Housekeeping Task Sheet Companion.
- The Housekeeping Service Status can only be set for rooms that are in "Occupied" status. For rooms in "Vacant" status (not checked-in), the Service Status cannot be set.
- For a reservation room move (meaning a guest moves from one room to another during the stay), the Do Not Disturb and/or MakeUpRoom service statuses are removed from the original room.
- A Make Up Room service status is removed during the End Of Day process. The Do Not Disturb service status is retained after the End Of Day process.
- For reservation check out, the Do Not Disturb and/or Make Up Room statuses are removed and the status is set to "No Status Selected."

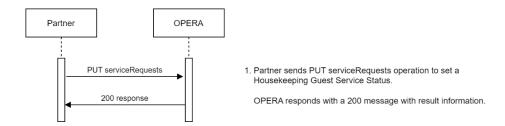
Workflows

Workflow: Partner System Updating Housekeeping Service Status

This functionality is available when the Function **Guest Service Status** is enabled in **OPERA Cloud / Administration / Enterprise / OPERA Controls**.

Integrated systems, such as Guest Service Systems, have the ability to automatically update the Guest Housekeeping Service Status "Make Up Room" and "Do Not Disturb" by using the OHIP housekeeping (hsk) operation **setGuestHousekeepingServiceRequest**.

Sequence Diagram



Description of Steps

Description of Steps	API Operation
----------------------	---------------



The Partner sets a Housekeeping Update Guest Service Status Housekeeping Service Status PUT {{HostName}}/hsk/v1/hotels/{{HotelId}}/ by sending the serviceRequests setGuestHousekeepingServic **Set Do Not Disturb** eRequest operation with the **DND - Do Not Disturb ON** Guest Service status "DoNotDisturb" or "MakeUpRoom." It is not expected that both "criteria": { DoNotDisturb and "hotelId": "{{HotelId}}}", MakeUpRoom Service Status "roomList": [will be set simultaneously. "104" To remove the current], Housekeeping Service Status, "status": "DoNotDisturb" the partner sends the setGuestHousekeepingServic **eRequest** operation with the Service Status "NoStatusSelected." Set Make Up Room No matter which status was MUR - Make Up Room ON previously set, OPERA Cloud sets the Service Status to { "NoStatusSelected." "criteria": { "hotelId": "{{HotelId}}}", "roomList": ["104" "status": "MakeUpRoom" **Remove the Guest Service Status** Remove DND or MUR

Workflow: Updating Guest Service Status in OPERA Cloud PMS

This functionality is available when the Function **Guest Service Status** is enabled in **OPERA Cloud / Administration / Enterprise / OPERA Controls**.

"criteria": {

"hotelId": "{{HotelId}}",

"status": "NoStatusSelected"

To receive changes in OPERA Cloud Guest Housekeeping Service Status, the partner system can retrieve the Business Event **GUEST SERVICE STATUS REQUEST** sent by OPERA Cloud.

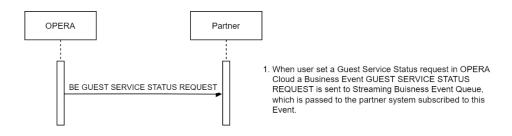


Use Streaming Business Event **GUEST SERVICE STATUS REQUEST** to retrieve updated Guest Service Status Requests set in OPERA UI or set by other systems connected to OPERA Cloud.

With this option, OPERA Cloud generates a Business Event when the Guest Service Status changes for a room and immediately sends it to the partner system subscribed to the Streaming Business Event.

This option requires subscription to Business Events in the application settings in the OHIP developer portal. For more information, refer to the OHIP User Guide documentation for Streaming API.

Sequence Diagram



Description of Steps

Description of Steps API Operation	Description of Steps	API Operation
------------------------------------	----------------------	---------------



The OPERA Cloud user sets a Guest Housekeeping Status, such as "Do Not Disturb" or "Make Up Room," for a specific Room that is occupied (a reservation is checked in to this room).

OPERA Cloud generates a Business Event and sends it to the Business Event Oueue.

Once partners connect to the defined Websocket, they retrieve the streaming Business Events.

The Business Event contains the room number ("elementName": ROOM) and the related "element Name": "GUEST SERVICE REQUEST" with the detail ("oldValue" and "newValue":) supporting the following values:

"No Status Selected",

"Do Not Disturb",

"Make Up Room"

Additional data the partner can use to maintain the Guest Service Status is also supported.

"elementName": "UPDATE DATE" "elementName": "UPDATE TIME"



There is ONE **Business** Event for each Room. There will be no **Business** Event with Status changes for multiple Rooms.

```
Streaming BE GUEST SERVICE STATUS REQUEST DO NOT
DISTURB
```

```
"id": "43656865784565746897896967856",
    "type": "next",
    "payload": {
        "data": {
            "newEvent": {
                 "metadata": {
                     "offset": "16576"
                 "moduleName": "HOUSEKEEPING",
                 "eventName": "GUEST SERVICE
STATUS REQUEST",
                 "detail": [
                         "oldValue": "No
Status Selected",
                         "newValue": "Do Not
Disturb",
                         "elementName":
"GUEST SERVICE REQUEST"
                         "oldValue": "102",
                         "newValue": "102",
                         "elementName": "ROOM"
                         "oldValue":
"2024-10-17",
                         "newValue":
"2024-10-17",
                         "elementName":
"UPDATE DATE"
                         "oldValue":
"07:43:54",
                         "newValue":
"07:44:07",
                         "elementName":
"UPDATE TIME"
                 ]
            }
    }
```



```
Streaming BE GUEST SERVICE STATUS MAKE UP ROOM
    "id": "43656865784565746897896967856",
    "type": "next",
    "payload": {
        "data": {
            "newEvent": {
                "metadata": {
                     "offset": "16577"
                "moduleName": "HOUSEKEEPING",
                 "eventName": "GUEST SERVICE
STATUS REQUEST",
                 "detail": [
                         "oldValue": "Do Not
Disturb",
                         "newValue": "Make Up
Room",
                         "elementName":
"GUEST SERVICE REQUEST"
                         "oldValue": "102",
                         "newValue": "102",
                         "elementName": "ROOM"
                     },
                         "oldValue":
"2024-10-17",
                         "newValue":
"2024-10-17",
                         "elementName":
"UPDATE DATE"
                         "oldValue":
"07:44:07",
                         "newValue":
"07:55:08",
                         "elementName":
"UPDATE TIME"
                ]
```

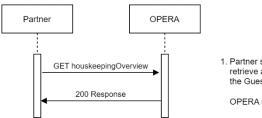


Workflow: Retrieving Rooms with Active Guest Service Status

A partner who wants to periodically retrieve the housekeeping status of the rooms can use the GET **housekeepingOverview** API operation.

This operation also shows the rooms with Housekeeping Service Status "DoNotDisturb" and "MakeUpRoom."

Sequence Diagram



 Partner sends GET housekeepingOverview operation to retrieve a list of Rooms with its housekeeping status, inclusive the GuestServiceStatus when set.

OPERA responds with the requested list of rooms

Description of Steps

Description of Steps	API Operation
----------------------	---------------

Get Housekeeping Overview MUR



Using the getHousekeepingOverviewoper ation allows the partner to retrieve the current Housekeeping status of the rooms, including the active Guest Service Status "Do Not Disturb" or "Make Up Room."
With the related query parameter "serviceRequestStatus," the operation only lists all rooms with an active Guest Service Status "Do Not Disturb" or "Make Up Room."

GET {{HostName}}/hsk/v1/hotels/{{HotelId}}/ housekeepingOverview? serviceRequestStatus=MakeUpRoom&limit=20 200 Response: "housekeepingRoomInfo": { "housekeepingRooms": { "room": ["roomType": { "pseudoRoom": false, "roomClass": "ALL", "houseKeeping": false, "roomType": "CLASSIC" "roomId": "101", "housekeeping": { "housekeepingRoomStatus": { "reservationStatusList": ["Arrived"], "housekeepingRoomStatus": "Inspected", "frontOfficeStatus": "Occupied", "housekeepingStatus": "Occupied" "roomPersons": { "frontOfficePersons": 1, "houseKeepingPersons": 1 "guestServiceRequest": "MakeUpRoom" "roomType": { "pseudoRoom": false, "roomClass": "ALL", "houseKeeping": false, "roomType": "CLASSIC" }, "roomId": "102", "housekeeping": { "housekeepingRoomStatus": {



```
"reservationStatusList": [
                                 "Arrived"
                             ],
"housekeepingRoomStatus": "Inspected",
                             "frontOfficeStatus":
"Occupied",
"housekeepingStatus": "Occupied"
                         },
                         "roomPersons": {
"frontOfficePersons": 1,
"houseKeepingPersons": 1
                         "questServiceRequest":
"MakeUpRoom"
            ],
            "hotelId": "{{HotelId}}}"
        },
        "totalPages": 1,
        "offset": 20,
        "limit": 20,
        "hasMore": false,
        "totalResults": 2
    "links": []
Get Housekeeping Overview DND & MUR
GET {{HostName}}/hsk/v1/hotels/{{HotelId}}/
housekeepingOverview?
serviceRequestStatus=DoNotDisturb&serviceRequestStatu
s=MakeUpRoom
200 Response:
    "housekeepingRoomInfo": {
        "housekeepingRooms": {
            "room": [
                     "roomType": {
                         "pseudoRoom": false,
                         "roomClass": "STD",
                         "roomType": "ECO"
                     "roomFeatures": [
                             "code": "QBED"
                         },
```



```
"code": "NEAR"
                             "code": "PET"
                    ],
                    "roomId": "101",
                    "housekeeping": {
"housekeepingRoomStatus": {
"reservationStatusList": [
                                 "Arrived",
                                 "DayUse",
                                 "DueOut"
                             ],
"housekeepingRoomStatus": "Inspected",
                            "frontOfficeStatus":
"Occupied",
"housekeepingStatus": "Occupied"
                        },
                        "roomPersons": {
"frontOfficePersons": 1,
"houseKeepingPersons": 1
                        "guestServiceRequest":
"MakeUpRoom"
                    "roomType": {
                        "pseudoRoom": false,
                        "roomClass": "STD",
                        "roomType": "SGL"
                    "roomId": "110",
                    "housekeeping": {
"housekeepingRoomStatus": {
"reservationStatusList": [
                                 "StayOver"
                             ],
"housekeepingRoomStatus": "Dirty",
                            "frontOfficeStatus":
"Occupied",
```



4

Anti-patterns

Review the <u>Best Practices</u> chapter in the OHIP user guide to learn more about functional and technical anti-patterns.

References

To learn more about Housekeeping Guest Service, see <u>OPERA Cloud Housekeeping Updating</u> <u>Guest Service Status</u> in the OPERA Cloud User Guide.

Key Terminology

It is recommended that you understand the available Guest Service Status options.

Option	Description
MUR - Make Up Room	The request set by a guest for Housekeeping staff to clean the room.
DND - Do Not Disturb	The request for hotel staff to NOT disturb the guest.
NSS - No Status selected	The status in OPERA Cloud that a no Guest Service status of Do Not Disturb or Make Up Room is set.

Disclaimer

(i) Note

The API usage and capabilities are subject to change. You can find more information about API versioning in the <u>Versioning</u> chapter of the OHIP User Guide. For the most comprehensive and up-to-date information, including additional query parameters and detailed descriptions, always refer to the latest API specifications in <u>GitHub</u>. This ensures you are accessing the most current and complete set of available features.

Appendix

GuestService function is off

400 Bad Request Response upon put serviceRequest

```
{
    "type": "Bad Request",
    "title": "Guest Service Status functionality is currently not available
for this Property",
    "detail": "Guest Service Status functionality is currently not available
for this Property",
    "o:errorCode": "FOF00247",
    "instance": "ABCDE",
    "language": "en"
}
```

Room is vacant

400 Bad Request response

```
{
  "type": "Bad Request",
  "title": "Room is not occupied",
  "detail": "Room is not occupied",
  "o:errorCode": "FOF00241",
  "instance": "ABCDE",
  "language": "en"
}
```