

# Will you manage HotSOS? ie: users, issues, locations on property, business rules, devices etc.

Follow the appropriate education path based on the way you, or your teams, engage with managing and creating service orders.



### I manage configuration of HotSOS. I will be a HotSOS Champion

**Guest Relations and Rooms Console** 

**User Management** 

Issues and locations (Room/Eq)

Creating service orders on the desktop

Taking action on service orders (desktop)

**Business Rules** 

Receiving and taking action on service orders

(HotSOS Mobile)

Setup and use of meters (HotSOS Mobile)

Scheduled tasks (HotSOS Mobile)

Creating service orders (HotSOS Mobile)

Schedules and preventative maintenance

**PMS** Rules

HotSOS Personnel and Dashboard (HotSOS Mobile)

Cost Management

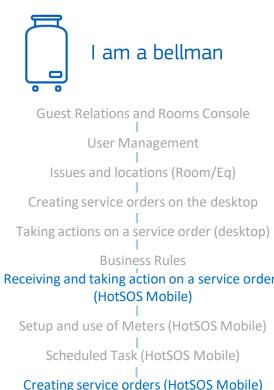


Do you work directly with guests once they have arrived or departed your property? Follow the appropriate education path based on the way you, or your teams, engage with guests.





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### **Guest Relations and Rooms Console**

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Administrator access to mobile

# Business Rules Receiving and taking action on a service orders (HotSOS Mobile) Setup and use of Meters (HotSOS Mobile) Scheduled Task (HotSOS Mobile) Creating service orders (HotSOS Mobile) Schedules and PM PMS Rules PMS Rules HotSOS Personnel and Dashboard (HotSOS Mobile) Cost Management Administrator access to mobile



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# Do you fix maintenance items or perform scheduled tasks? Follow the appropriate education path based on the way you, or your teams, assist guests.



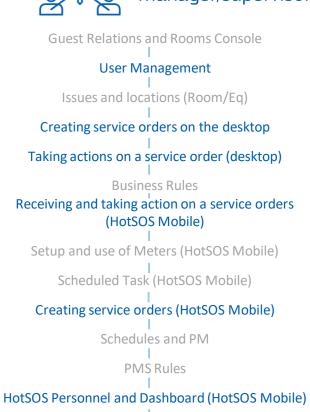


# Do you manage how rooms are cleaned and monitor staff?

Follow the appropriate education path based on the way you, or your teams, assist guests.



## I am a housekeeping manager/supervisor



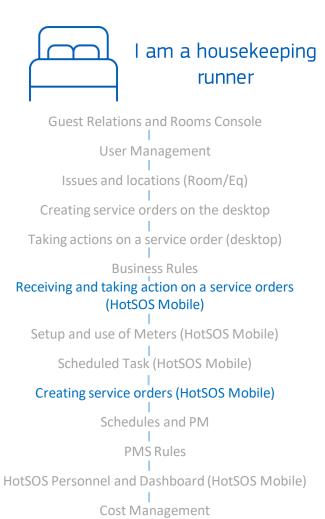
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# I am a housekeeping coordinator **Guest Relations and Rooms Console User Management** Issues and locations (Room/Eq) Creating service orders on the desktop Taking actions on a service order (desktop) **Business Rules** Receiving and taking action on a service orders (HotSOS Mobile) Setup and use of Meters (HotSOS Mobile) Scheduled Task (HotSOS Mobile) Creating service orders (HotSOS Mobile) Schedules and PM PMS Rules HotSOS Personnel and Dashboard (HotSOS Mobile) Cost Management



Do you clean public spaces, linens, or assist housekeepers with the guestrooms? Follow the appropriate education path based on the way you, or your teams, assist guests.



Administrator access to mobile





# I am a public area attendant

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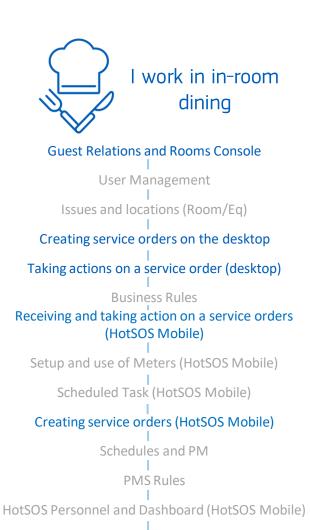
Scheduled Task (HotSOS Mobile)
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Cost Management



### Do you deliver food to guests or pick up tray tables?

Follow the appropriate education path based on the way you, or your teams, assist guests.



Cost Management



# Do you work in the spa, accounting, retail outlets, etc.?

Follow the appropriate education path based on the way you, or your teams, assist guests.



### I work in a retail outlet or another department that will use HotSOS

**Guest Relations and Rooms Console** User Management Issues and locations (Room/Eq)

### Creating service orders on the desktop

Taking actions on a service order (desktop)

**Business Rules** Receiving and taking action on a service orders (HotSOS Mobile) Setup and use of Meters (HotSOS Mobile) Scheduled Task (HotSOS Mobile)

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