Role Guide: Hotel Manager

This page is for the person running the hotel housekeeping or technical team.

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1. What this role sees

- All tabs and all rooms and areas; the **Rooms | Areas** switch.
- Extra buttons: **Assign**, **Nudge**, **Assign room owner**, **+ Add task**; extra chips: **Unassigned**, **Overdue**; the **Summary** tab.

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2. Assigning rooms

1. On **Rooms**, tap a room.
2. Tap **Assign room owner** and choose a staff member.
3. The room's cleaning job goes to that person; on their screen the room shows **· assigned to you**.

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Staff

Demo mode: viewing only, changes are not saved.

Urgent: point out of order or failed measurement
1 out of order · 1 dirty · tasks 0/53

Tap a card to open its menu and pick a status: Clean, Dirty or Faulty.

Rooms | Areas

101 Clean	102 Clean	103 Clean
104 Clean	105 Clean	106 Clean
107 Clean	108 Clean	201 Clean
202 Dirty	203 Faulty	204 Faulty
205	206	207

3. Managing requests

1. On **Requests**, tap **Unassigned** and hand out jobs with **Assign**.
2. Use **Nudge** for jobs under **Overdue**.
3. When a job is closed from the panel or the app, or a room service order is delivered, you get **Job completed**; not if you closed it yourself.
4. Reply to a guest request with the speech bubble on the card.
5. For room service orders, follow the **Prepare**, **Ready**, **Deliver** steps on the card.

4. Checkout

1. On Rooms, tap **Checkout** on the room card.
2. Read the confirmation: open requests close, the room becomes dirty, the guest record is not deleted.
3. Confirm; the room joins the cleaning queue.

5. Tasks and end of day

1. Define recurring work such as area rounds and technical checks on **Tasks** with **+ Add task**.
2. If a task is not done within 30 minutes of its time, you get **Task overdue** (the assignee too, if the task is assigned to one person).
3. On **Summary**, see the room state split (Clean, Dirty, Faulty), open and completed jobs and staff performance.

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Staff

Demo mode: viewing only, changes are not saved.

TODAY

0 Open request	**0** Completed
— Avg. resolution	**₺0** Upsell

ROOM STATUS (HOUSEKEEPING)

26 Clean	**1** Dirty	**1** Faulty

STAFF PERFORMANCE · TODAY

No completed tasks today yet.

6. FAQ

A staff member cannot see areas. The areas may have no owner; set owners on the panel's **Operations** screen.

As a manager I can tap Clean, but staff cannot. The Clean lock only applies to staff; once the open job closes the room turns clean by itself.

Do SLA notifications work for the hotel? In-app SLA notifications are for restaurant requests; hotel SLA rules work by SMS from the panel. If your email address is filled in and **Email notifications** is on in the panel's **Staff** screen, hotel SLA delays also reach you by email (Staff).

> **Related pages: Useroam Go → Manager Tools and Tasks**, **Rooms**, **Summary**; **Hotel Solution → Room Board**, **SLA Rules**.

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