Role Guide: Hotel Staff (Housekeeping and Technical)

This page is for hotel housekeeping and technical staff. It covers room cleaning and faults step by step.

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1. What this role sees

- **Requests:** requests for your department (cleaning, faults, extra requests) and requests you opened.
- **Rooms:** room tiles; with areas, a **Rooms | Areas** switch at the top. In areas, only places you are responsible for.
- **Tasks:** tasks given to you or your department.
- **Profile** and **Report Lost Item**.

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2. Cleaning a dirty room (housekeeping)

1. On **Rooms**, tap an orange (Dirty) room.
2. Tap ▶ **Start cleaning**. A cleaning request is opened in your name, the room turns blue and shows **In progress · Your name**.
3. Clean the room.
4. On **Requests**, close that cleaning request with **Close with photo**. The room turns **Clean** by itself. (While a job is open, the Clean button is locked.)

Useroam Bistro

Staff

1 out of order · tasks 2/28

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 In progress	206 Clean	207 Faulty
208 Clean	301 Dirty	302 Faulty

3. A fault job (technical)

1. Take the job: tap **Take** on the fault card on **Requests or**, in the room, tap ▶ **Start job** in the room menu. Both do the same.
2. Go to the room.
3. Fix the fault.
4. Close it with **Close with photo**. The screen shows **Fault closed**.

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4. If you spot a problem in a room

1. Tap the room and choose **Faulty**.
2. Write a short note, add a photo if you like, tap **Report**. A fault request opens.

Marking a room **Dirty** opens no request; the room joins the cleaning queue.

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5. Lost items

1. On **Profile**, tap **Report Lost Item**.
2. Enter the room number and the item, add a photo and save.

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6. FAQ

I cannot mark the room Clean. The room has an open cleaning or fault request. Close it; the room turns clean by itself.

A guest wrote on a request. Tap the speech bubble on the card; your reply goes to the guest.

A room says it is assigned to me. Your manager gave you the room; its cleaning job is yours. The tile shows **· assigned to you**.

I also get notifications by email. If your manager entered your email address in the panel and turned on **Email notifications**, you also get an email when a job is assigned to you and when a task assigned to you is late. To stop them, tell your manager.

I get no notifications. In the store app check **Profile → Notifications**; in the web app, add it to the home screen and allow notifications.

> **Related pages: Useroam Go → Rooms**, **Requests**, **Profile**.

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