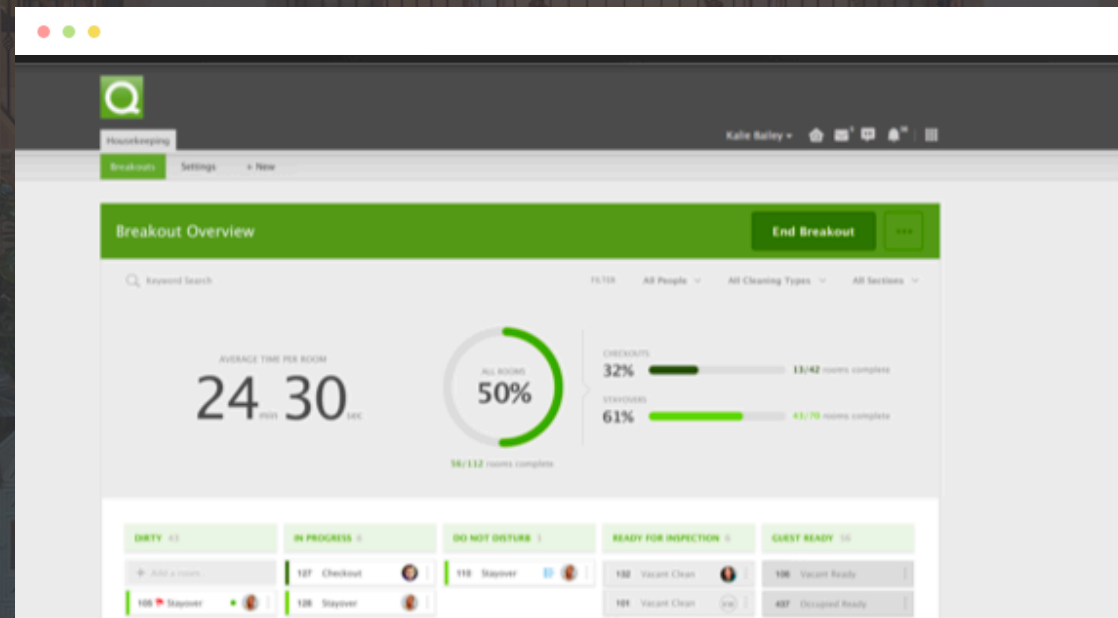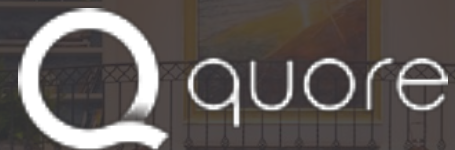# HOUSEKEEPING MANAGEMENT
SOFTWARE BUYER'S GUIDE

2019 Edition

Underwritten, in part by:

Q quore

Buyers guide created in collaboration with Quore

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Hotel Tech Report

CONTENT & RESEARCH

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WHAT IS
HOUSEKEEPING
MANAGEMENT
SOFTWARE?

A hotel's ability to turn over rooms directly impacts profit, and housekeeping software is dramatically speeding up that process, leading to lower costs and higher revenues. Great housekeeping software takes the pieces that make up a day in the life of housekeeping and digitizes them. Everything from assignment boards to failed inspection items are managed via a cloud-based platform, providing users from line-level associates to corporate executives the ability to effortlessly review daily progress as it happens.

WHAT ARE THE KEY BENEFITS OF HOUSEKEEPING MANAGEMENT SOFTWARE?

1

IMPROVE STAFF COMMUNICATION

Providing instantaneous notifications to staff members via mobile devices eliminates paper and radios, while keeping the entire team on the same page as they work throughout the day.

2

INCREASE TEAM ACCOUNTABILITY

By digitizing what had been a completely paper process, the entire staff is aware of what's expected of them and progress across the team can be monitored remotely.

3

CAPTURE PERFORMANCE DATA IN REAL TIME

Until the advent of Housekeeping Management Software, it was nearly impossible to gather reliable data to measure performance. Through the introduction of mobile devices, all key events are time-stamped in real time, allowing for the accurate collection of data. This new data can be used to make more informed staffing and business decisions.

THE INSIDE SCOOP

Cut through the noise and find out what real hoteliers are saying by reading in-depth reviews.

VERIFIED USER REVIEWS

★★★★☆

General Manager from **Nashville**

"My favorite feature of Quore Cleanings Plus is the productivity tracker that's built in. The Lost and Found feature also enhanced the way we communicate with our guests and it doesn't all fall in the department heads lap. Event the night auditor can communicate effectively and enter notes for the department head."

Read the full review on HotelTechReport

★★★★☆

Front Office Supervisor from **Vicksburg**

"This software is easy to use and gets almost instant response from my main team. When I put requests in hotsos within a a few minutes i get a response, which cuts down on guest wait time."

Read the full review on HotelTechReport

★★★★★

Vice President from **Garden City**

"Our employees have embraced the product faster that I could have imagined. Key to our success is a willing partner who truly listens to our feedback and works with us to make the solution as useful as it can possibly be."

Read the full review on HotelTechReport

★★★★★

General Manager from **Nashville**

"I LOVE the new Cleaning Plus App with QUORE. I am thrilled that I was able to Beta test this for them and have already had it approved to move all 6 of my hotels to using this add on as soon as it becomes available. I love that I know where any housekeeper is at any given moment as well as am able to quickly tell if someone..."

Read the full review on HotelTechReport

TREND WATCH

Read predictions from domain experts and learn about the state of the category.

WHAT'S NEW AND INTERESTING IN THE SPACE?

MOBILE DEVICES

Migrating from paper and radios to mobile devices is an accelerating trend. Hotels now realize the many benefits this shift provides in the areas of communications, efficiency, and accountability—all of which result in saving money.
Quore Prediction: As cloud-based hospitality solutions continue to evolve, the use of mobile devices by hotel staff will become the rule, rather than the exception.

CROSS-DEPARTMENT COLLABORATION

Technology is making it easier to maintain and manage communication between departments. The front desk now has consistent contact with the housekeeping and engineering departments, ensuring the entire team is working together to provide a level of service that guests expect.
Quore Prediction: The expectations of tech-savvy guests will continue to drive the need for hotels to keep pace with new technology as a delivery mechanism for exceeding guest expectations and delivering results.

INTERCONNECTIVITY & INTEGRATIONS

With more and more software solutions able to communicate with each other, hotels have access to data they haven't had before. This new information allows them to make more informed staffing and purchasing decisions.
Quore Prediction: Integration between vendors will accelerate as means to provide additional value to their common customers.

BUYING ADVICE AND RECOMMENDATIONS

Critical
Features

Top rated providers
& comparisons

Key
integrations

Questions to
ask vendors

WHAT ARE THE MOST IMPORTANT FEATURES TO CONSIDER?

Customization

Built-in ability for hotel managers to edit, change, and set preferences that best suit their property on any given day in a user-friendly, flexible manner.

Reporting & Analytics

Gather and deliver data on employees' performance using an extensive variety of metrics to gain the most insight into productivity.

Interdepartmental Communication

Bridge the gap between departments (maintenance, management, front desk, reservations, etc.) in an easy-to-use manner providing faster solutions to raised issues.

Integrations

Avoid duplicate data entry, save time, and ensure accuracy by integrating directly with other systems at each property.

Mobile Alerts & Messaging

Deliver real-time information among staff or between staff and guests to increase efficiency and deliver faster results.
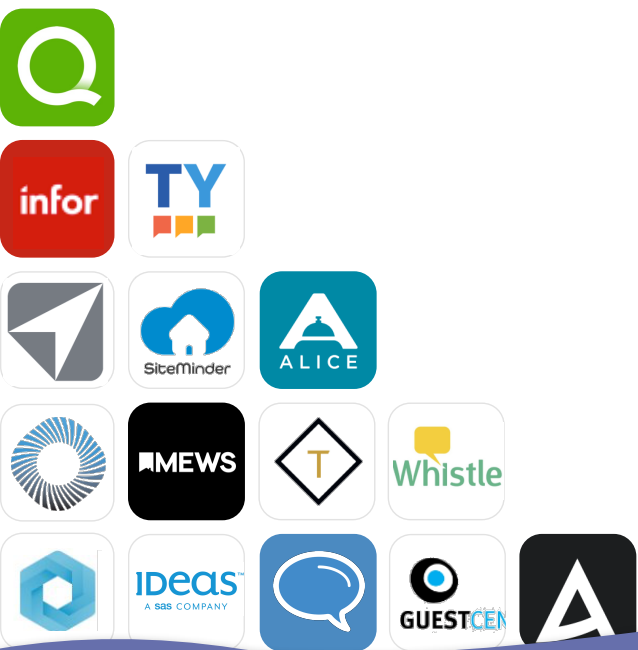
WHO'S WHO...

See which players are trending in the market and launch
Hotel Tech Report compare to compare them side-by-side.

⭐ Most recommended by hoteliers

Quore
View profile >

Quore is a cloud-based software that has been created specifically for the hospitality industry to streamline communication and workflows by bringing essential hotel tasks into a single solution.

HotSOS
View profile >

Using HotSOS Housekeeping you can virtually manage room prioritization and enable reporting of guestroom deficiencies and guest requests on the go.

RoomChecking
View profile >

RoomChecking is a hotel technology company that provides a better housekeeping and maintenance system connecting up a hotel's operations staff to improve communications and efficiency across teams.

Flexkeeping
View profile >

Flexkeeping was built as a solution for a long list of operational challenges that housekeeping departments commonly face.

FCS Housekeeping
View profile >

FCS mobile applications are available on staff mobile devices, providing enhanced efficiency with the ability to assign, view and update tasks on the go.

Abitari
View profile >

Focused on the digitization of the hotel housekeeping, Abitari improves communication between front desk, inspectors and room attendants thanks to its app. Its system allows to save more than 125 hours per month in housekeeping tasks and provides…

— 2018 TOP RATED —
Housekeeping Management Software

Q quore

Want to compare products side-by-side with screenshots, reviews, features and more?

Launch comparison tool

"

★★★★★

Quore review verified by Hotel Tech Report

"I LOVE the new Cleaning Plus App with QUORE. I am thrilled that I was able to Beta test this for them and have already had it approved to move all 6 of my hotels to using this add on as soon as it becomes available."

General Manager

Nashville
Hotel portfolio

READY TO CONNECT WITH A TOP RATED PROVIDER?

Learn more about Quore ❯

quore

Quore is a cloud-based software that has been created to streamline workflow and communication by bringing essential.

TOP RATED

HOUSEKEEPING MANAGEMENT

HotelTechAwards

SOFTWARE

2018

STAY CONNECTED

- **Engineering & work order management software** — Increase the number of work orders completed and your guests' satisfaction through faster response times, and effectively manage your property's Preventative Maintenance program to avoid unnecessary CapEx purchases.

- **Lost & Found:** Guest Satisfaction depends on returning lost items to their owners quickly and accurately. Quickly post a found item during a room cleaning or inspection without interrupting your workflow.

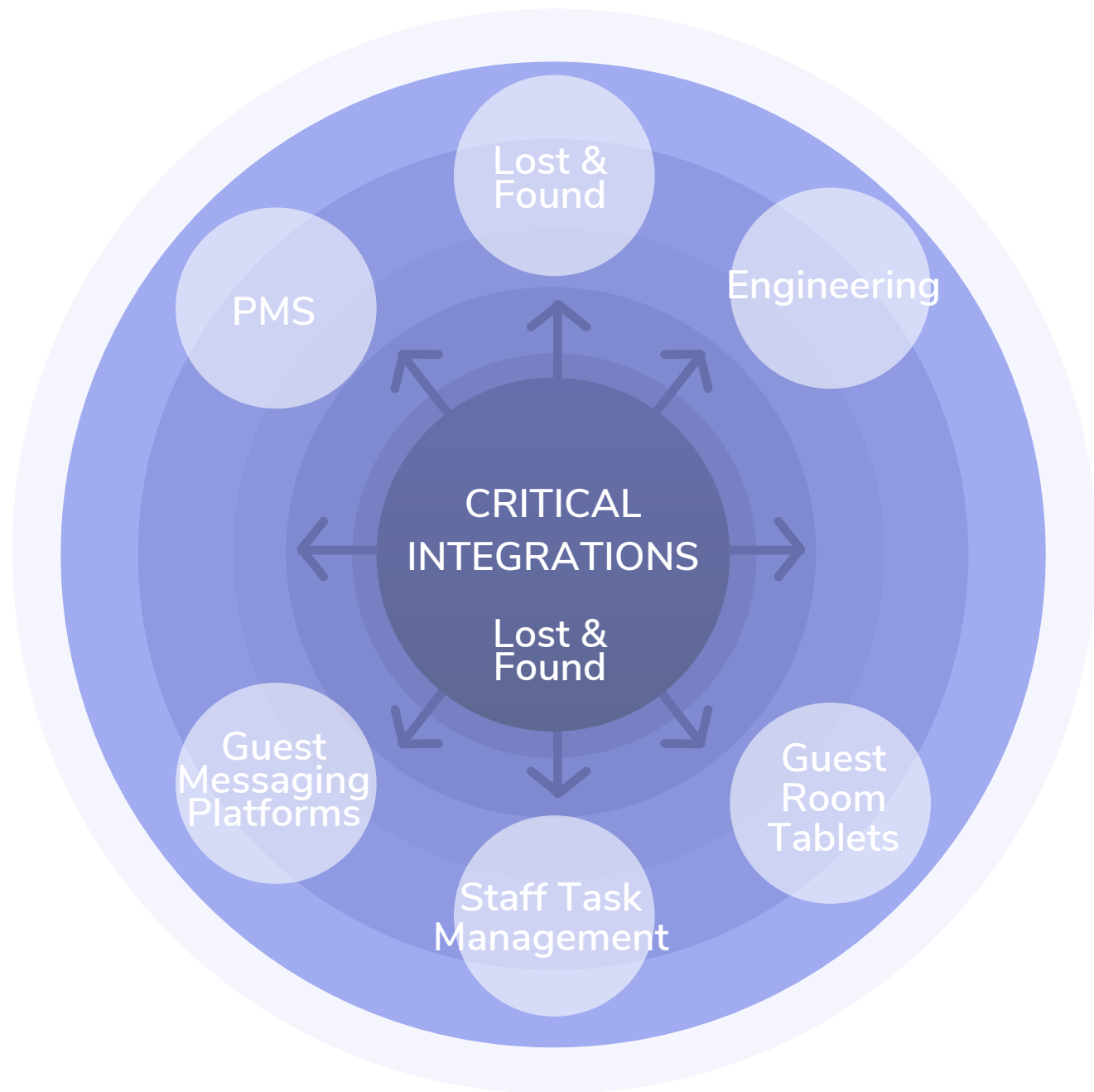- **PMS** — Eliminate data entry errors and decrease daily setup times.

Without the right integrations even the best product can add complexity and cost. Make sure any vendor you consider has the integrations you need to set your team up for success.

View integrations ›

Need an integration built for your hotel?

Connect with Hapi

Lost & Found

Engineering

PMS

CRITICAL INTEGRATIONS

Lost & Found

Guest Messaging Platforms

Guest Room Tablets

Staff Task Management

WHAT QUESTIONS SHOULD A SMART BUYER ASK VENDORS

DOES IT SUPPORT MULTIPLE LANGUAGES?

Hospitality is a diverse industry, and in order to be effective multilingual support is a necessity. A good answer should acknowledge the diversity of the user base and demonstrate the flexibility of the system. A bad answer would be one that demonstrates a single language software solution.

WHAT TYPE OF REPORTING CAPABILITIES DOES IT OFFER?

Reports provide structure to the data gathered by the system and can facilitate smarter business decisions. A good question will emphasize the variety of reports available while a bad answer will reflect lack of or very limited insight into the hotel's performance.

DOES IT INTEGRATE WITH A SERVICE OPTIMIZATION SOLUTION?

Leveraging software across multiple departments within your hotel's operation will improve efficiency and performance more holistically than if a housekeeping-specific solution is implemented on it's own.

CAN IT INCORPORATE SPECIAL PROJECTS?

Special projects capture the unique nature of housekeeping departments. A good answer here will demonstrate that each company or property can make the software work for them. A bad answer would lead the buyer to believe that a hotel would need to change their policies to fit into the system.

DOES IT NEED TO INTEGRATE WITH MY PMS?

Integration eliminates duplicate data entry and supports data integrity. A good answer will demonstrate understanding of how hospitality software fits in with other systems at your property. A bad answer suggests one system can run the entire hotel.

WHAT TO EXPECT

Pricing & budgeting

Implementation timeline

Success metrics

Success stories and additional resources

PRICING GUIDANCE

What are the typical pricing models and ranges that I should budget for?

IMPLEMENTATION EXPENSE
Some cloud-based solutions can be configured remotely, while others require on-site installation, creating a wide range in installation costs.

Price range
$0-$4,000
/property

MONTHLY SAAS FEE
Monthly fees may be a flat-rate or can range based on the size of the hotel. Ongoing support is included as part of the SaaS agreement, so there should be no additional fees for customer support and software upgrades.

Price range
$50-$1,000
/month

IMPLEMENTATION GUIDANCE

What does the typical implementation timeline and process look like to go live?   Approximate implementation timeline: **2-4 weeks**

User-friendly and customizable platforms provide simple implementation processes and this is made even simpler if the hotel is already using a staff task management platform that the housekeeping module can integrate with in which case little more than a call to an account rep or customer support is needed to go live. For new customers, the onboarding process is typically completed within a week. The size of the hotel–how many guest rooms, meeting rooms, common areas, etc. and the level of detail included on our customizable inspections directly impacts the time required to implement this software. The process is easy to follow and is backed-up by customer support. Best in class platforms provide intuitive design limiting the need for extensive staff training.

SUCCESS METRICS

HOW DO I MEASURE SUCCESS?

1

LOWER PAYROLL EXPENSE

By accumulating and analyzing historical housekeeping performance data, management can make more effective staffing decisions.

Better data collection leads

2

INCREASED GUEST SATISFACTION

With the ability to easily and consistently score the performance of individual housekeepers and supervisors, rooms will be cleaned and inspected according to desired standards. The result is fewer mistakes and more efficient guestroom turnover.

Track improvement in guest satisfaction metrics.

3

IMPROVED STAFF PERFORMANCE

Moving from paper to mobile devices provides a new level of staff oversight. This allows performance trends to be identified more quickly and corrected or celebrated as appropriate.

Instant communication eliminates confusion.

Find the best tech for your hotel

No buzzwords. No sales pitches. Just in-depth reviews from real users to help you make better decisions, faster.

Go to HotelTechReport.com
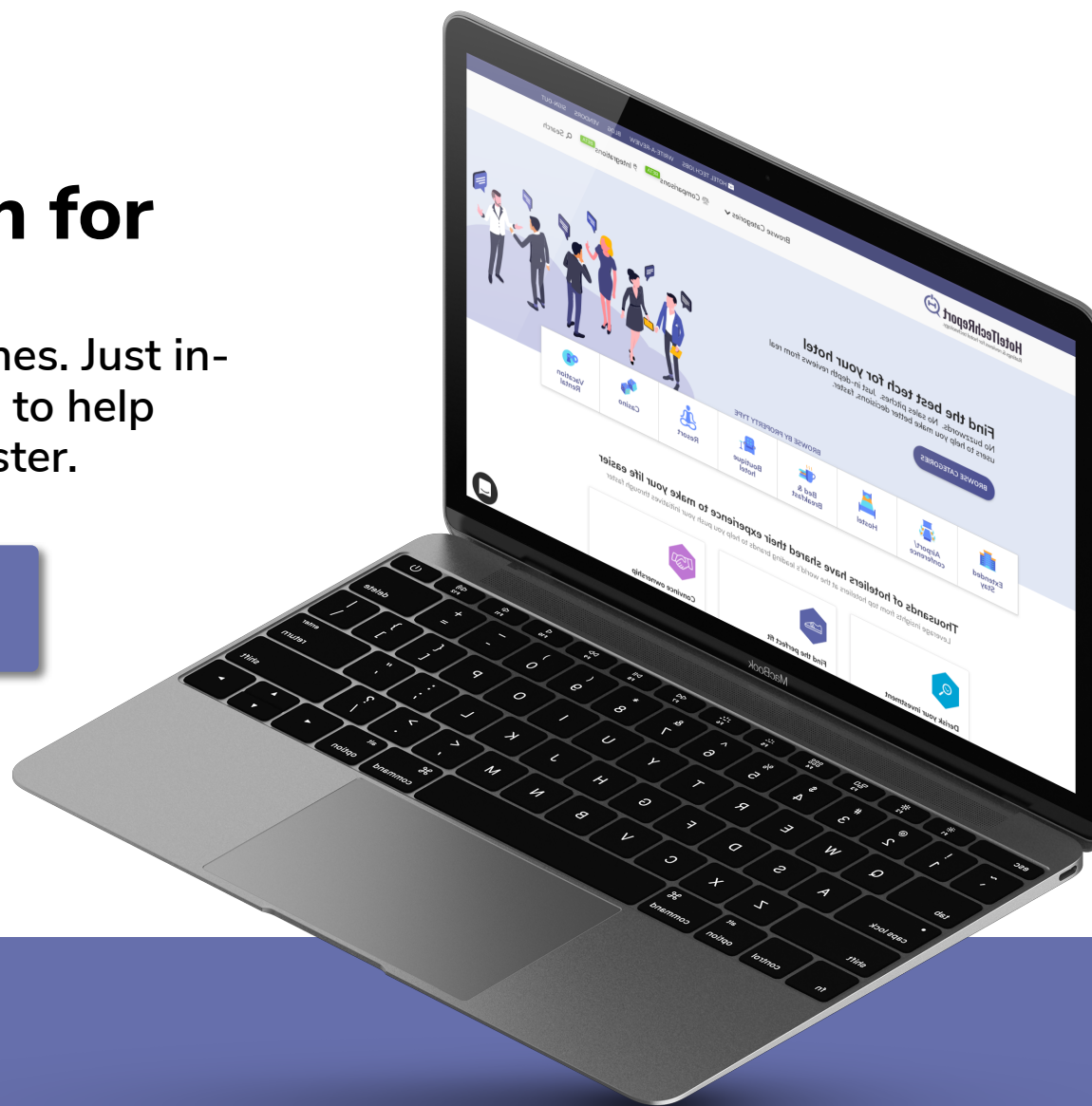
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