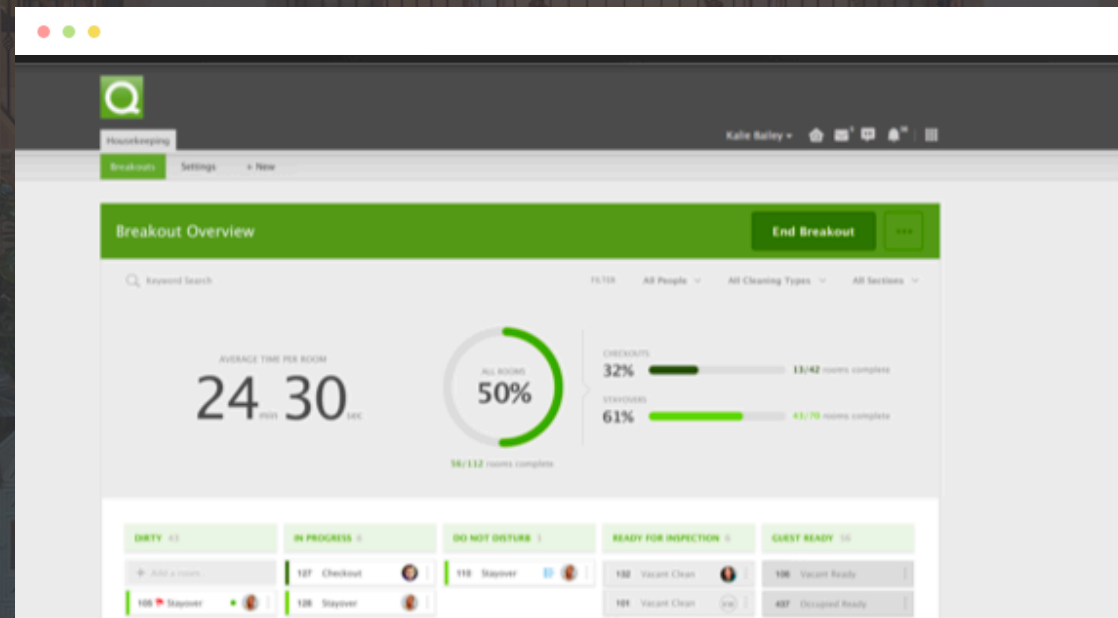


# HOUSEKEEPING MANAGEMENT SOFTWARE BUYER'S GUIDE

2019 Edition

Underwritten, in part by:





Buyers guide created in collaboration with Quore

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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. We have taken all the pieces that make up a day in the life of housekeeping and digitized them. Everything from assignment boards to failed inspection items are now managed on 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 automated 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

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





## VERIFIED USER REVIEWS

[Read 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. Even 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](#)

amadeus



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

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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 constant and 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 technologies

### 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 decisions in areas like staffing and purchasing.

**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**

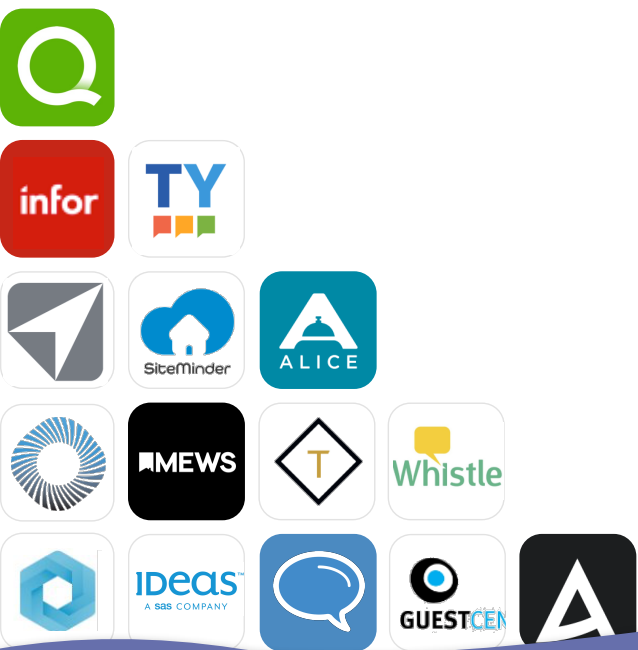
Bridge the gap between departments (maintenance, management, front desk, reservations, etc.) in an easy-to-use manner providing faster solutions to raised issues.

### **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 >](#)

As one of the largest departments in any hotel, housekeeping offers some unique challenges. Currently, there isn't an effective way to manage communication within the day-to-day operation of a hotel.

 **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...



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

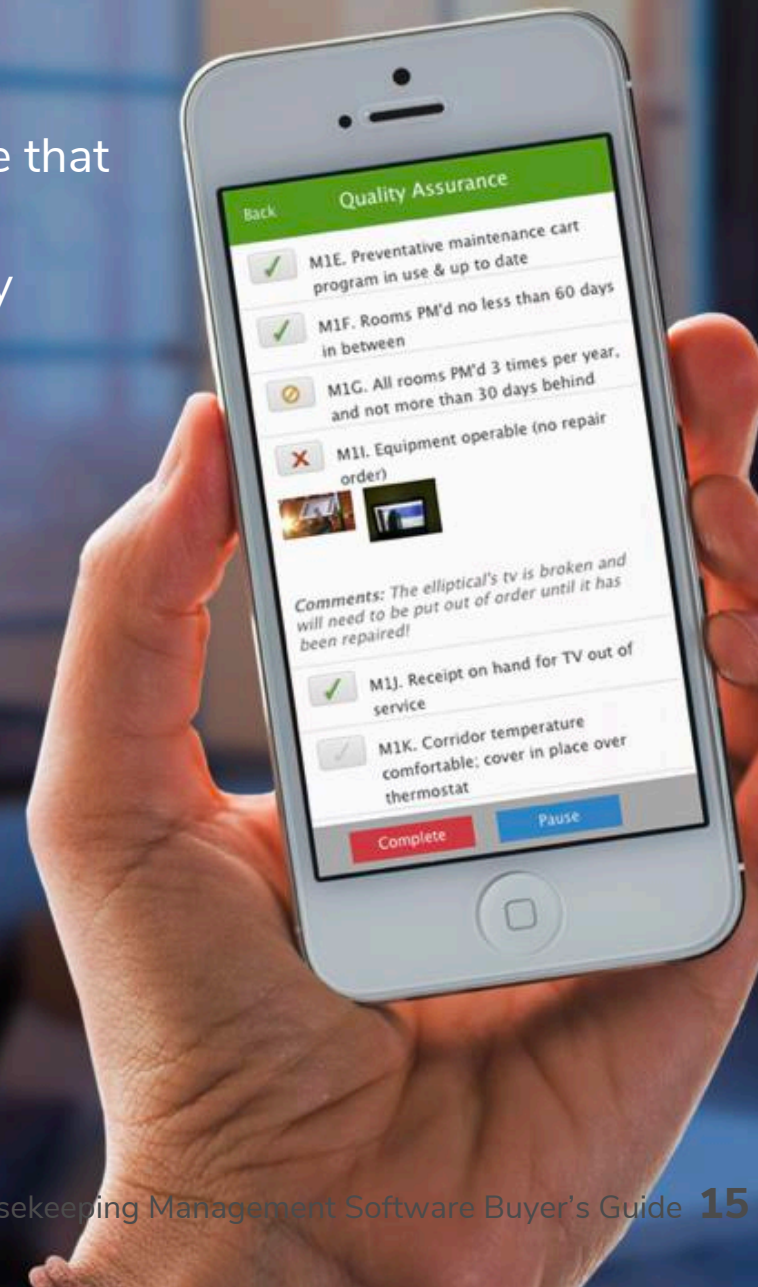


## READY TO CONNECT WITH A TOP RATED PROVIDER?

Learn more about Quore >



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



# STAY CONNECTED

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- **Engineering & work order management software** — Keep track of guests and move them around as needed keeps you on top of your reservations and reduces the likelihood of overbooking.
- **Lost & Found** — Keep track of guests and move them around as needed keeps you on top of your reservations and reduces the likelihood of overbooking.
- **PMS** — Eliminate data entry errors and decrease daily setup times.

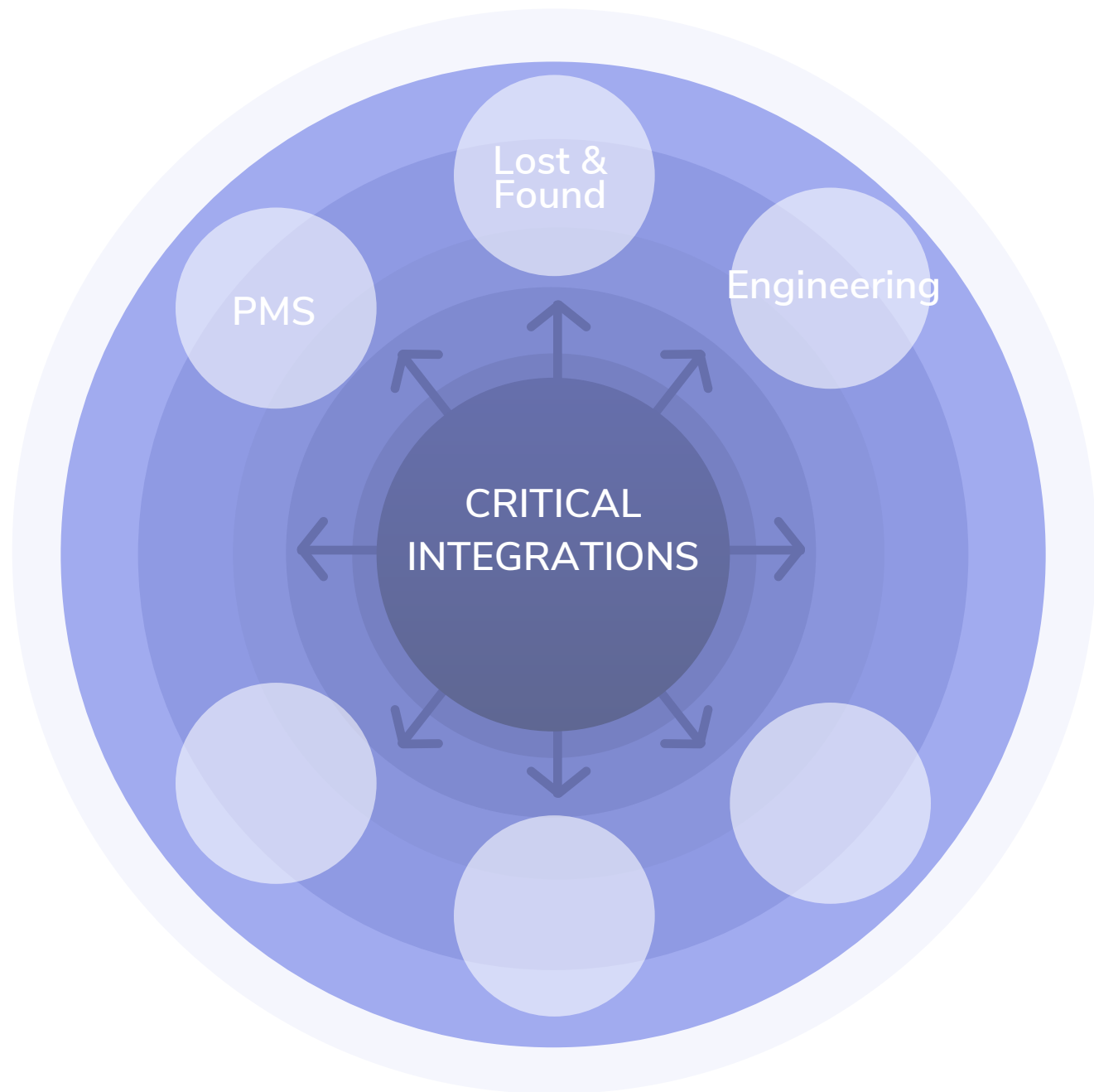
Without the right integrations even the best product can add complexity and cost. Make sure any vendor you consider has the integrations you need to set your team up for success.

[View integrations >](#)



Need an integration built for your hotel?

[Connect with Hapi](#)



# WHAT QUESTIONS SHOULD A SMART BUYER ASK VENDORS





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## 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.

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## 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.

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## 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 its own.

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## 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.

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## 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, causing 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**

Our user-friendly and customizable platform provides a remarkably simple implementation process. Our housekeeping software can be added to our service optimization platform with a single call to our customer support team. 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 our customer support team. Due to its intuitive design, there is no need for extensive staff training. Instead, we provide short, role-specific videos highlighting the user experience.

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# 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

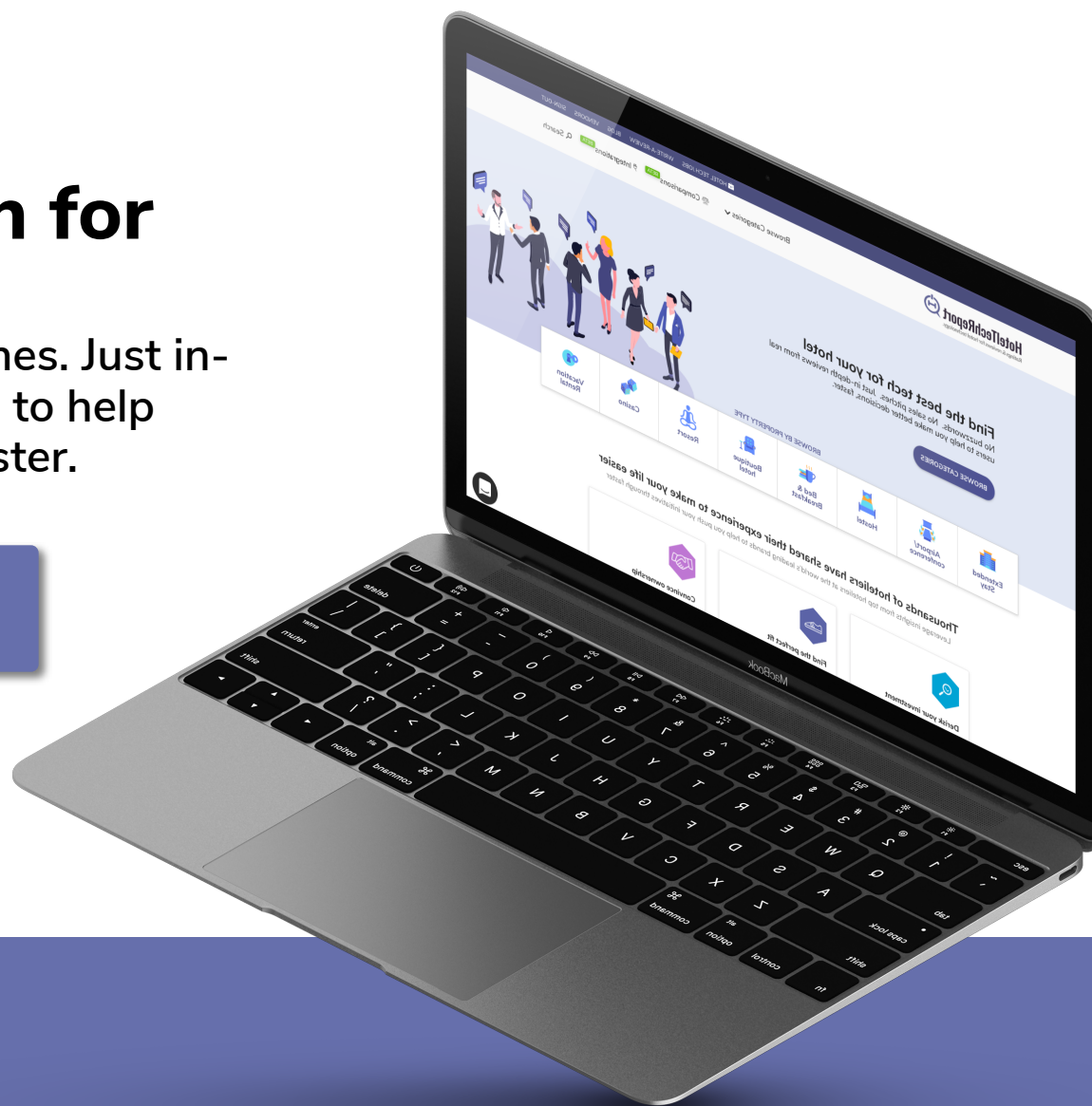
Moving from paper to mobile devices provides a new level of staff oversight. This allows performance trends to be identified more quickly and corrected or celebrated as appropriate.

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](https://www.hoteltechreport.com)



HotelTechReport 

[www.hoteltechreport.com](https://www.hoteltechreport.com)