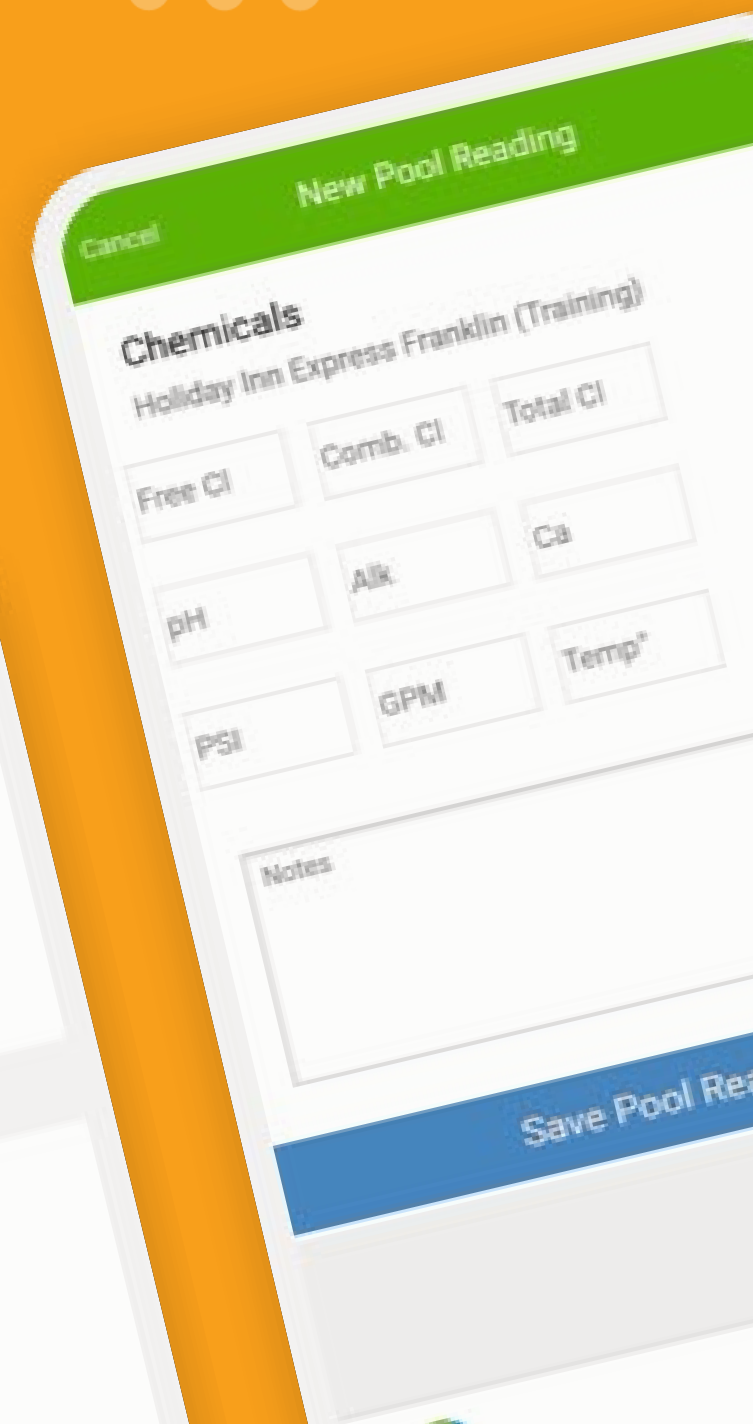
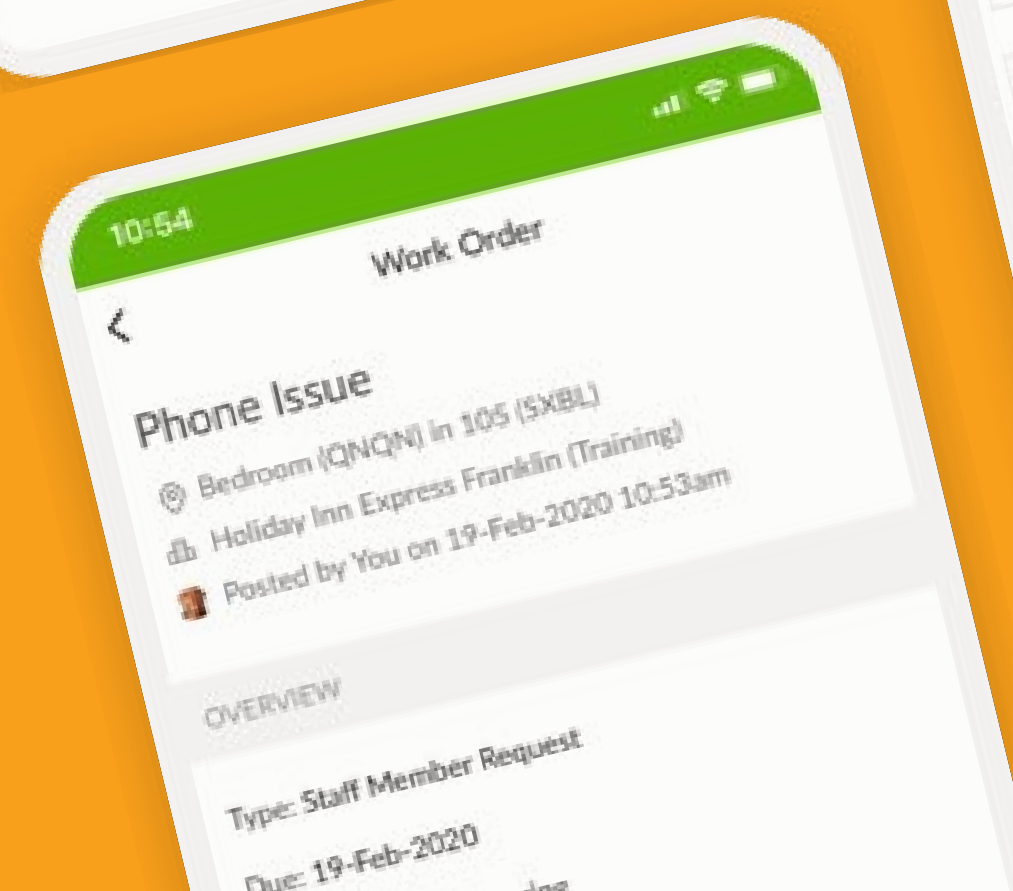
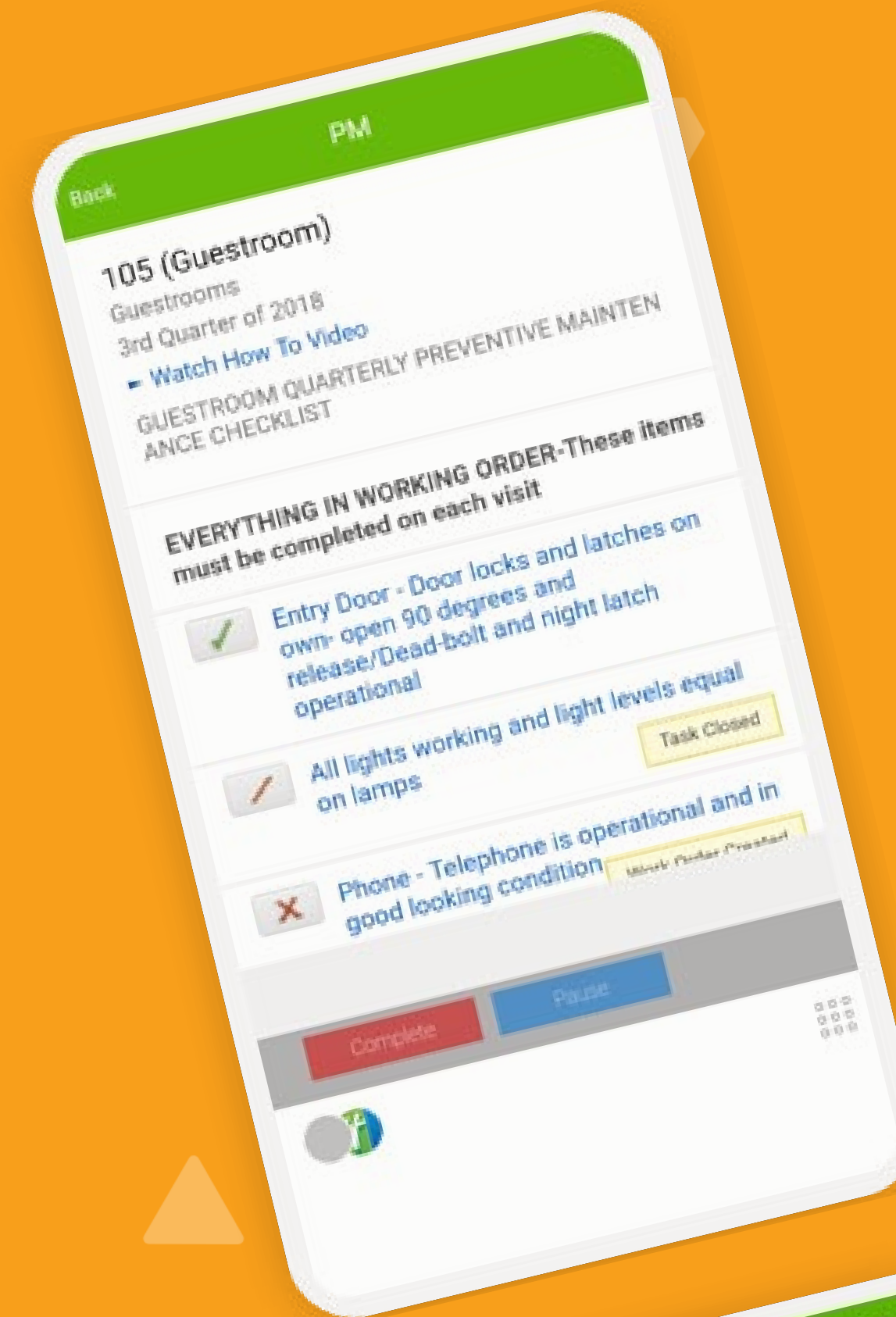




Engineering Guide

Learn how Quore can help your engineering staff.



Agenda

Meet Quore	3
Manage Your Daily Work	6
Perform PMs on Time	11
Track Your Readings	14

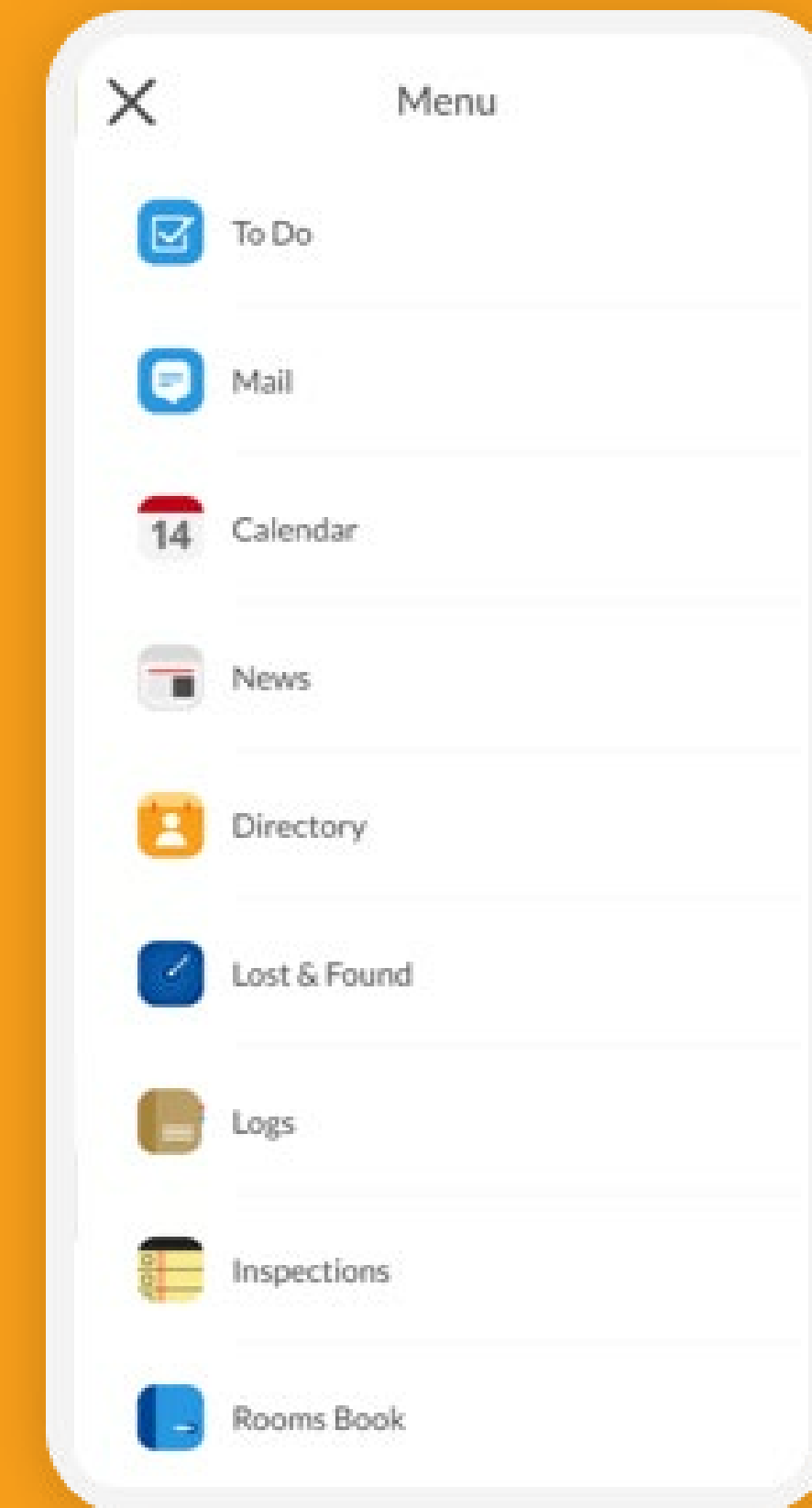


Quore makes me more efficient throughout the day. The customized PMs allow me to make sure I do everything I need and document it at the same time. Quore notifies me when there is a guest need so I can get it done quickly.



Meet Quore

Welcome to Quore! In this section, we explain how to use Quore in your daily routine, and how to navigate through the system.



The Quore Advantage

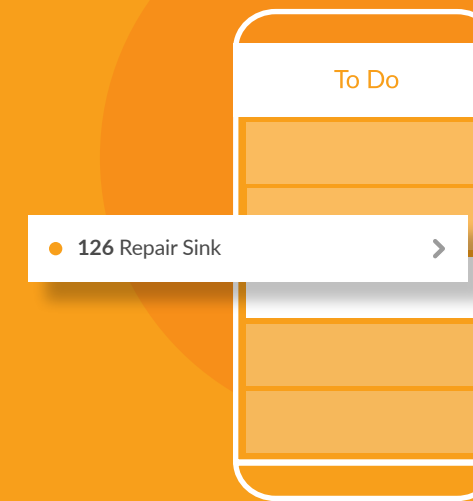
- ✓ Complete Work Orders
- ✓ Record your readings
- ✓ Perform scheduled PMs
- ✓ Track assets

Q PRO TIP

One of the most powerful things about Quore is as you communicate, you document. So when it goes into the system, you don't have to worry about writing anything down later.

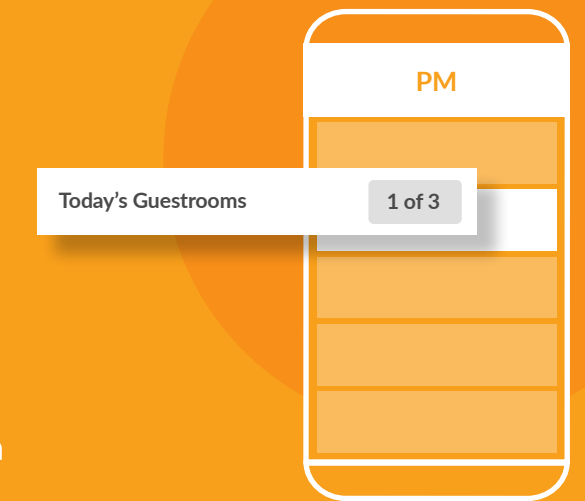
The Quore Engineering Routine

01



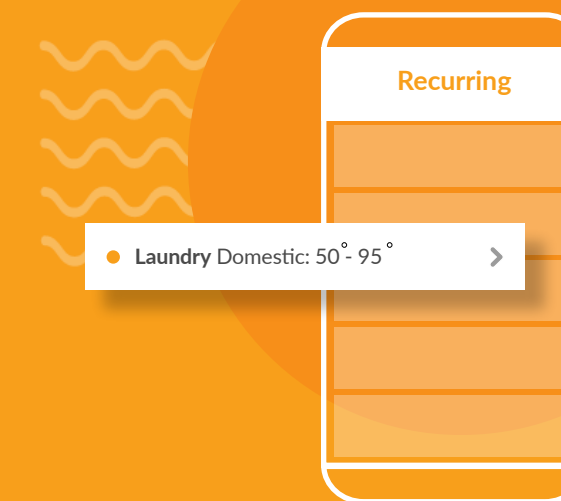
Check your To Do List to make sure nothing needs to be completed.

02



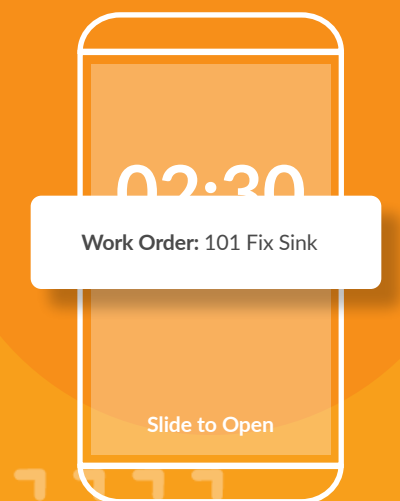
Check your PM List to see the rooms you need to complete today.

03



Use the Recurring app to record your pool, meter, and boiler readings.

04



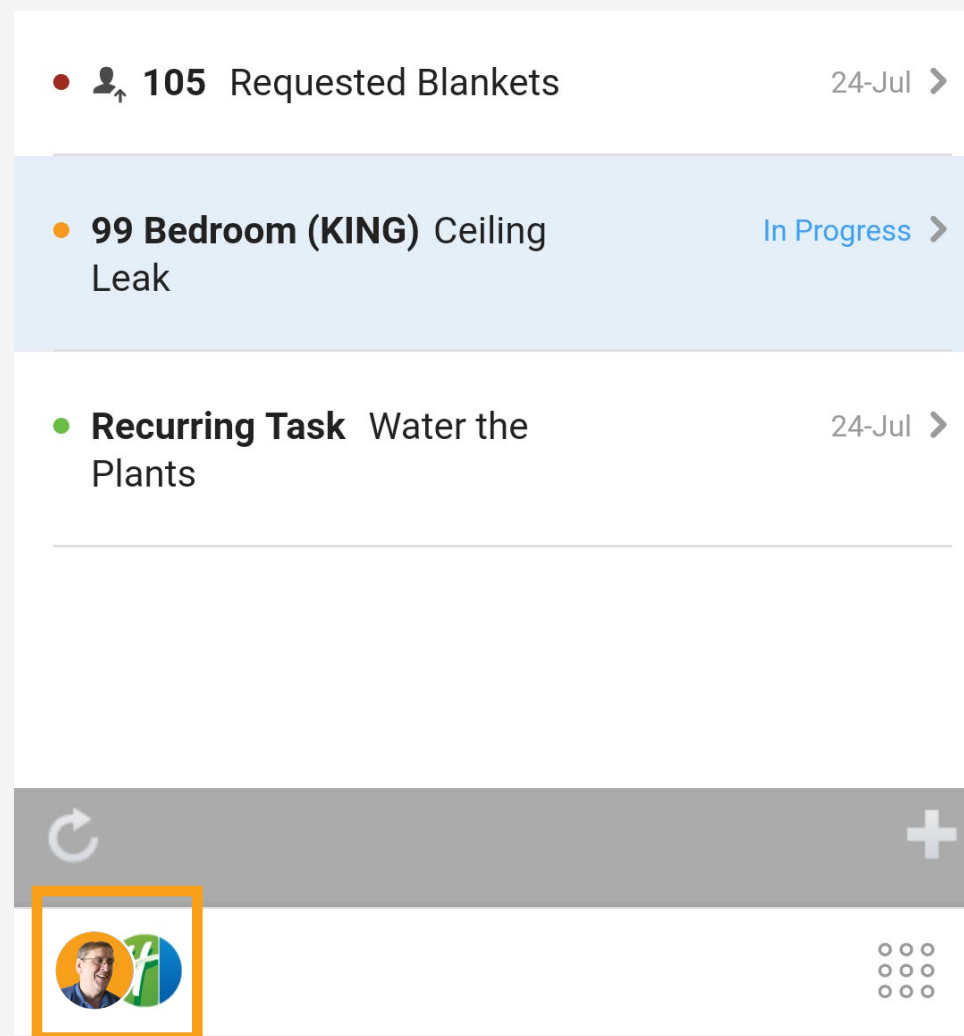
Follow up with any Quore notification that you receive.

Mobile Navigation

The Quore mobile app keeps you aware of hotel happenings in real time. Remember to mark yourself on duty at the start of each shift. This allows you to receive push notifications for items assigned to you.

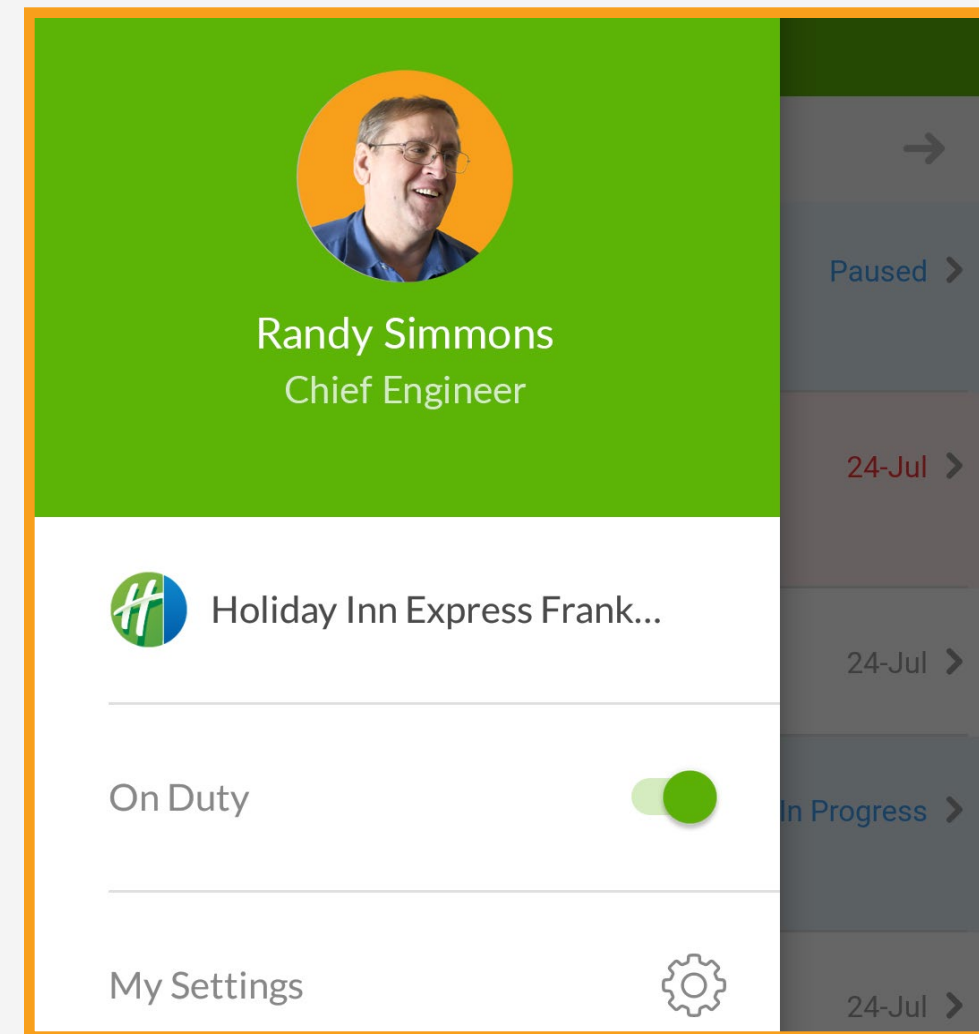
1

When you log in to the Quore mobile app, you will see your To Do List. This will show you all of your open items for the day. Tap the **User Profile**.



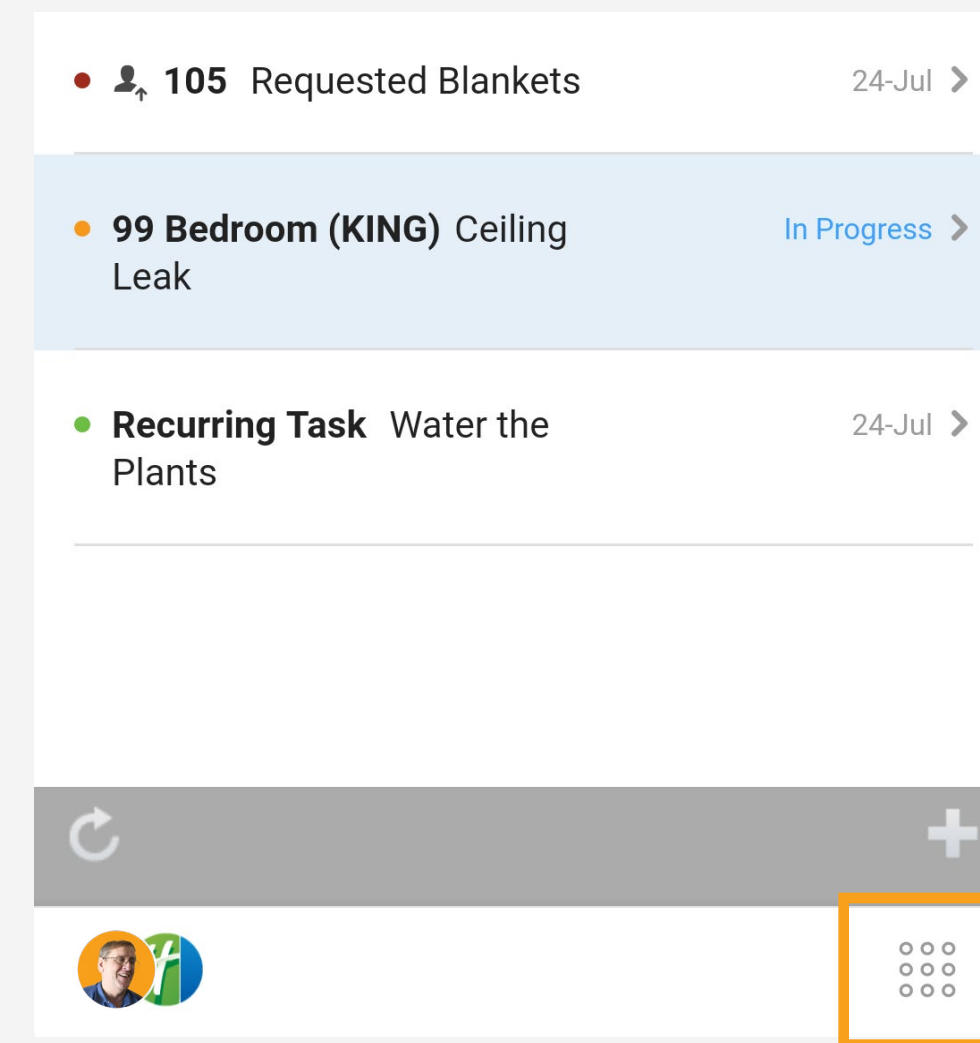
2

This allows you to change your property (if applicable), change your on duty status, go to settings, get support, or log out. Tap on the gray area to return to the previous screen.



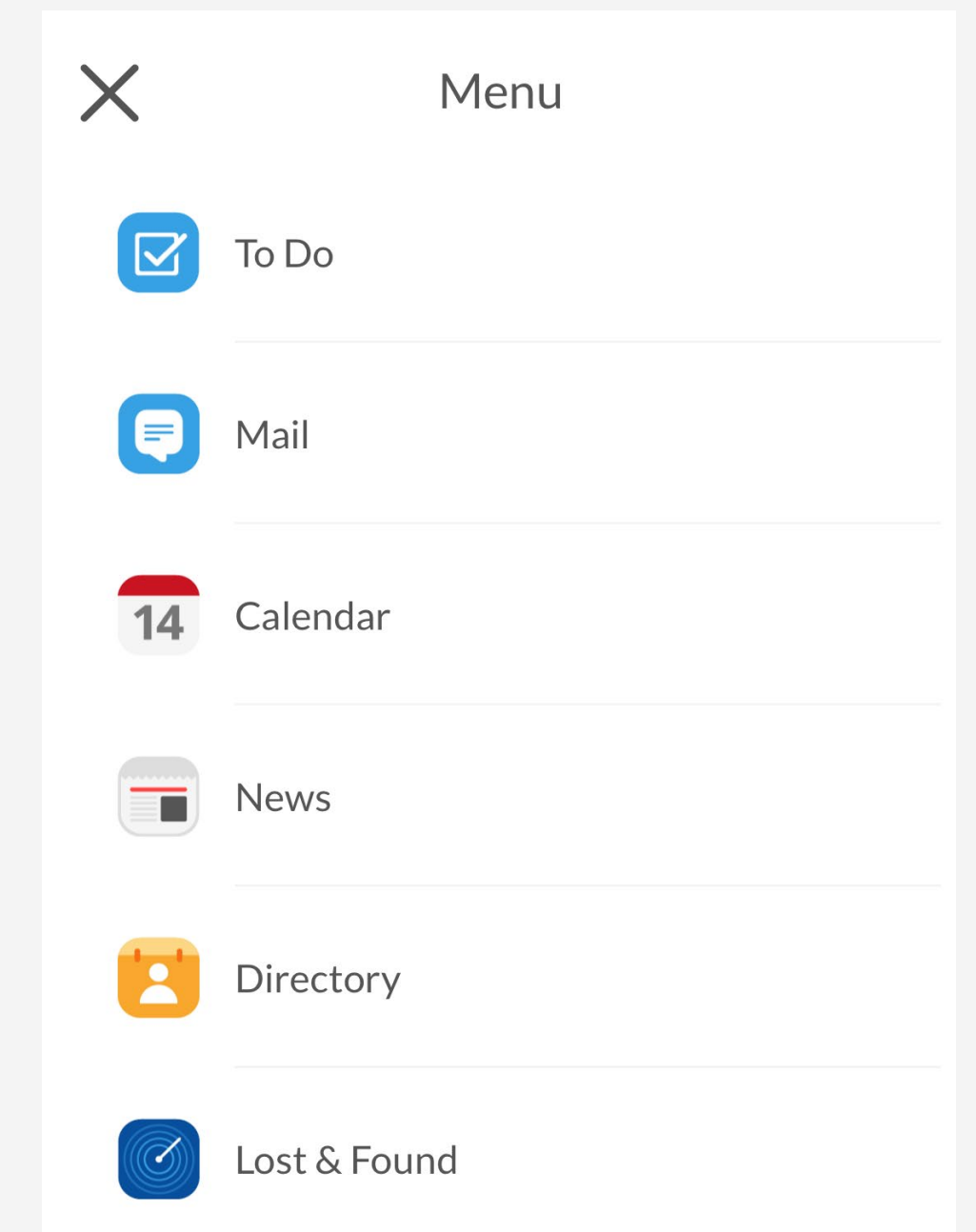
3

To navigate away from the To Do List, tap the **App Switcher**.



4

Select another app.





TO DO APP

Manage Your Daily Work

As a member of the engineering team, we recommend checking your To Do List at the start of each shift. This allows you to see anything assigned to you, your department, or anyone. Use the To Do app to handle Work Orders and Requests.



Understanding the To Do List

The To Do List includes Requests, Work Orders, Complaints, Tasks, PMs, and several other items assigned to the engineering department.

The screenshot shows a mobile application interface for a 'To Do' list. At the top is a green header with a filter icon and the text 'To Do'. Below the header is a date separator 'TODAY, JUL 26' with a right-pointing arrow. The list contains several items, each with a colored dot indicating its type: a yellow dot for '107 Bathroom Ceiling Light Bulb' (Work Order), a red dot for '111 Tim Jones was upset about Noise Complaint' (Complaint), a yellow dot for '99 Bedroom (KING) Ceiling Leak' (Work Order), a green dot for 'In 107: All lights working and light levels equal on lamps' (Task), a yellow dot for '105 Bedroom (QNQN) Failed PM Guestrooms Phone Issue' (Work Order), and a yellow dot for '110 Bathroom Shower/Tub Leak' (Work Order). Each item has a status indicator ('In Progress' in blue or a date '24-Jul' in red) and a right-pointing arrow. A legend on the left side of the screenshot defines the dot colors: purple for Request, red for Complaint, yellow for Work Order, and green for Task. Callouts on the right side explain that a right arrow means 'View next day To Do List', blue text means 'item is in progress', and red text means 'item is past due'. At the bottom of the list is a grey bar with a refresh icon and a plus sign, and a footer with a user profile picture and a grid icon.

Filter by type.

The dots represent the type of to do item.

- Request
- Complaint
- Work Order
- Task

View next day To Do List.

Blue means an item is in progress.

The date represents the due date. Red means an item is past due.

PRO TIP

Readings appear on the To Do List by default. Update what reading reminders appear by going to the Recurring app on the desktop. Learn more at learn.quore.com/readings/settings.

Understanding the Work Order Form

Fill in these fields to create a Work Order. Some fields default to certain options to help save time, but every field can be changed.

PRO TIP

Keep in mind that checking Guest Requested will trigger escalation push notification alerts to department heads within 30 minutes and to management after 45 minutes if the Work Order is not addressed.

The screenshot shows a mobile application form titled "New Work Order". The form is divided into several sections: LOCATION, WHAT, DETAILS, DUE DATE, ASSIGN TO, and ADD PHOTOS. Callouts with orange circles point to specific fields and explain their function:

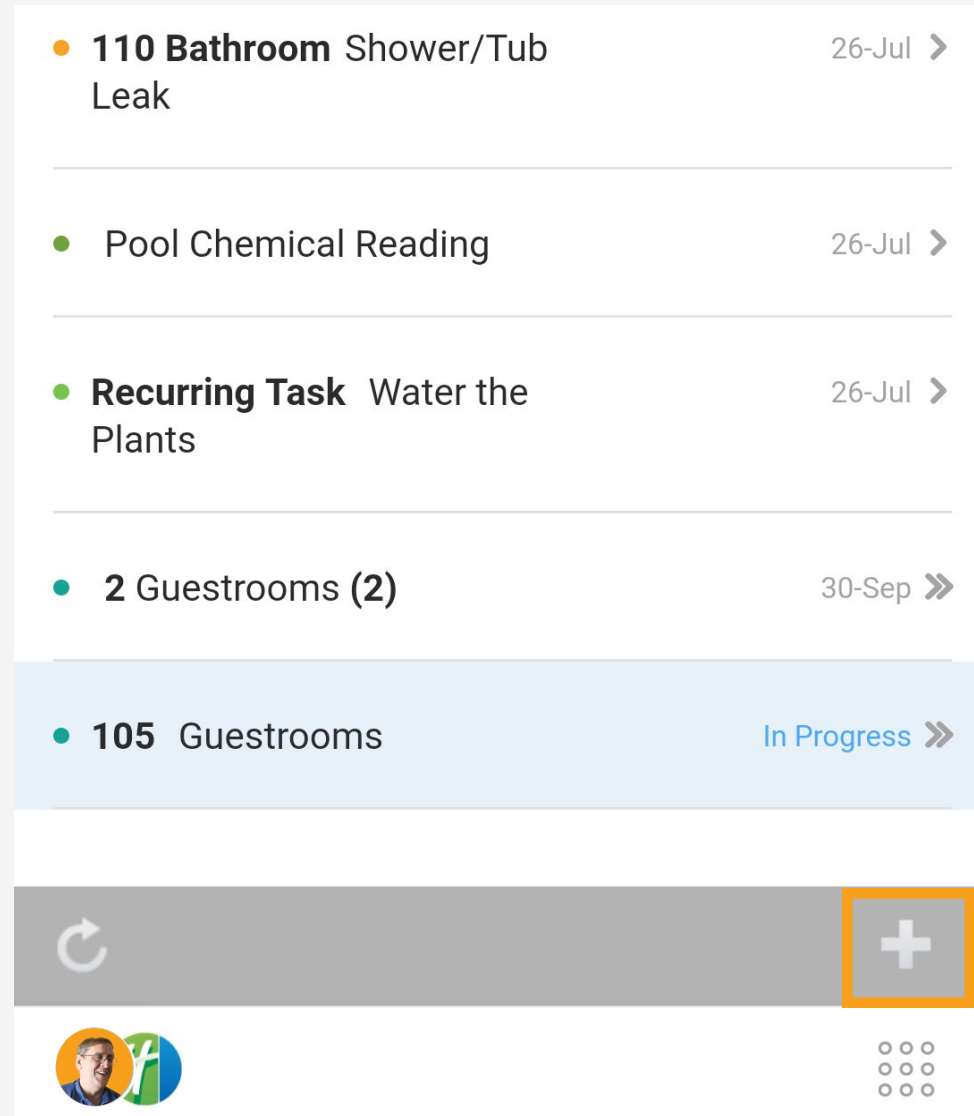
- LOCATION:** "Type to select area..." - Select a location. A location must be selected to activate the form.
- WHAT:** "Type to select item..." - Select an item.
- Issue:** A dropdown menu currently showing "Issue" - Select an issue.
- DETAILS:** "Guest Requested" with an unchecked checkbox - Tap the checkbox if the Work Order is guest initiated.
- Additional notes...** - Add any relevant notes.
- DUE DATE:** "Jul 18, 2018" - A date field.
- ASSIGN TO:** "Department" (dropdown) and "Engineering" (dropdown) - Select who will get the request.
- ADD PHOTOS:** A camera icon in a dashed box - Optional: Tap the camera icon if you want to take a picture.
- Post:** A green button at the bottom - Tap Post to add Work Order to the To Do List.

Creating a Work Order

Use Work Orders to let people know what is broken. Follow these steps to create a Work Order.

1

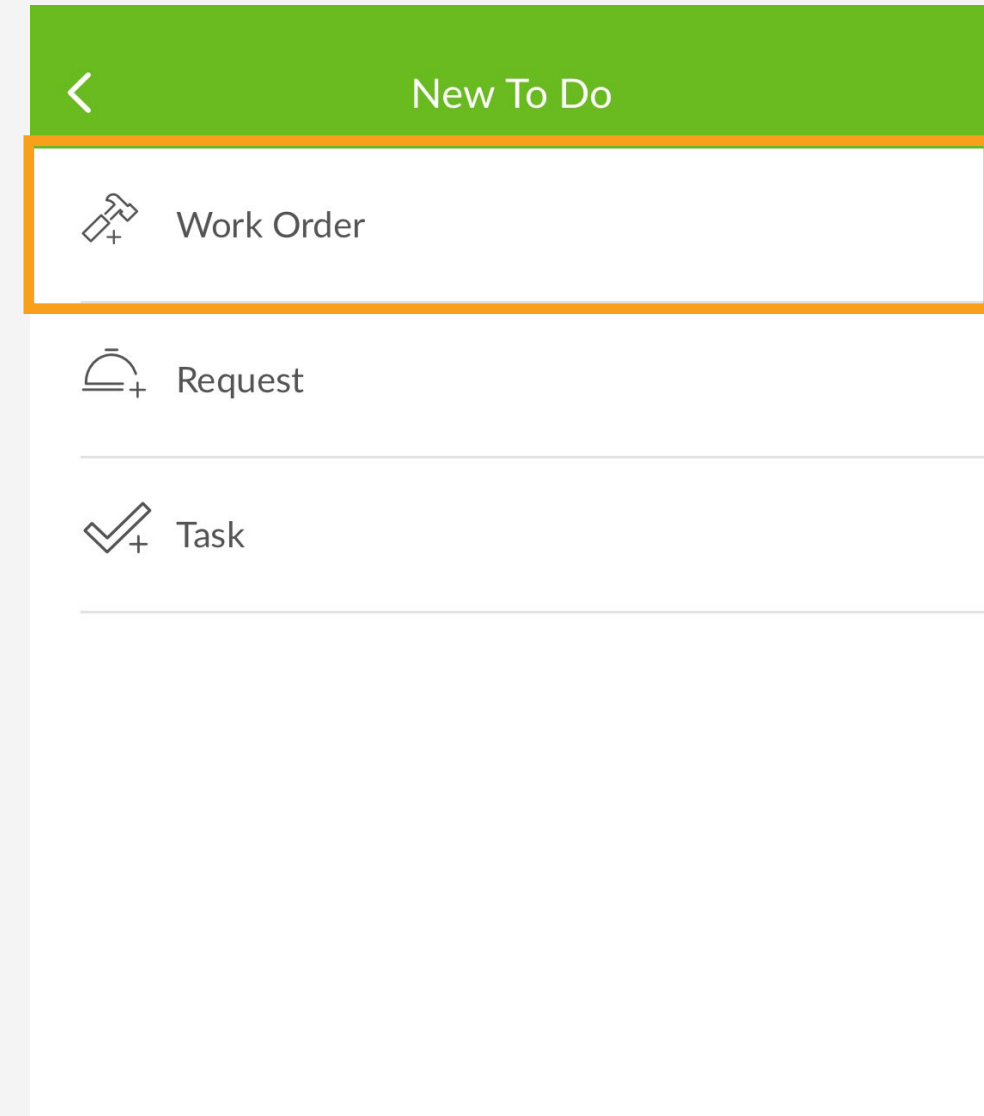
From the mobile To Do app, tap the + icon in the bottom right corner of your screen.



- 110 Bathroom Shower/Tub Leak 26-Jul >
- Pool Chemical Reading 26-Jul >
- Recurring Task Water the Plants 26-Jul >
- 2 Guestrooms (2) 30-Sep >>
- 105 Guestrooms In Progress >>

2

Tap **Work Order**.

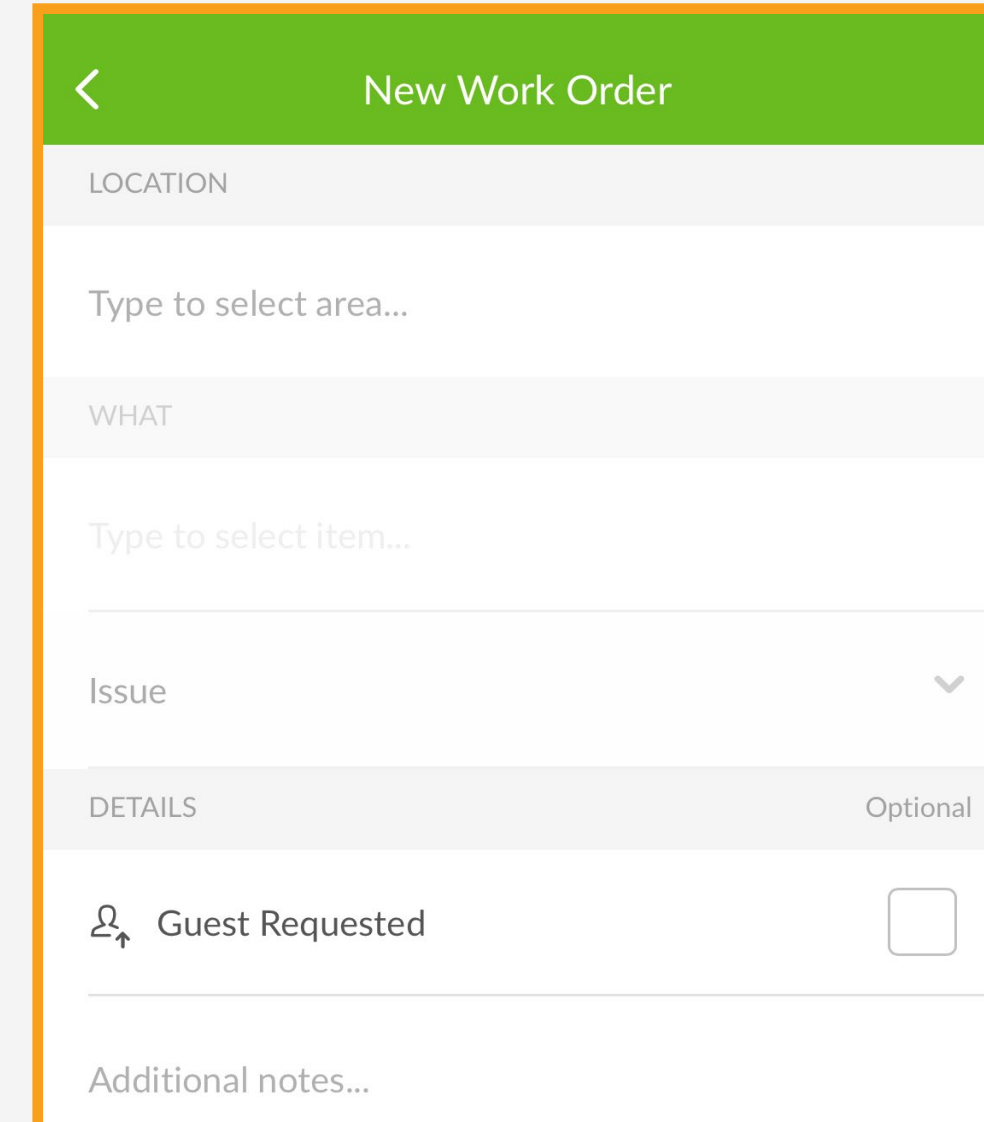


New To Do

- Work Order
- Request
- Task

3

Fill out the Work Order form.



New Work Order

LOCATION

Type to select area...

WHAT

Type to select item...

Issue

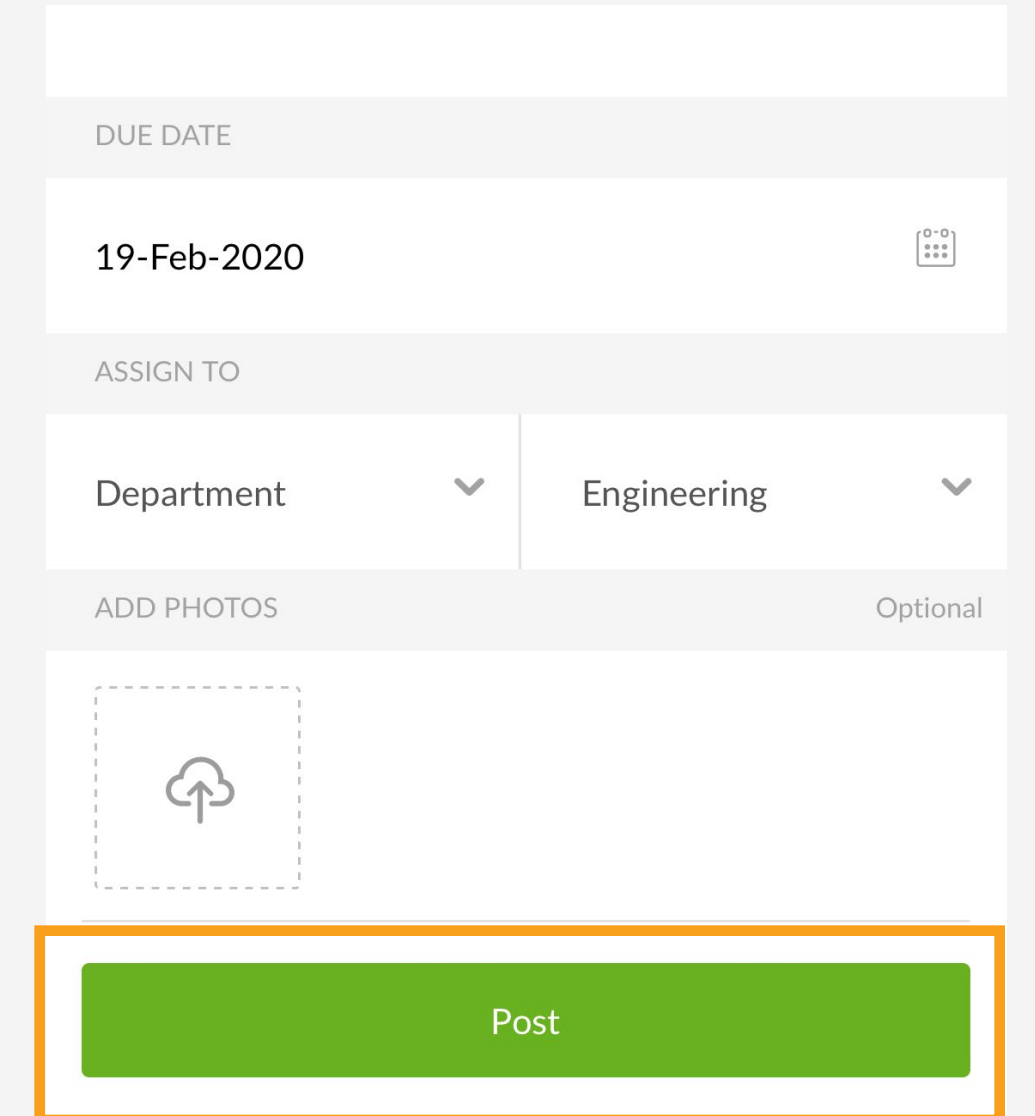
DETAILS Optional

Guest Requested

Additional notes...

4

Tap **Post**.



DUE DATE

19-Feb-2020

ASSIGN TO

Department Engineering

ADD PHOTOS Optional

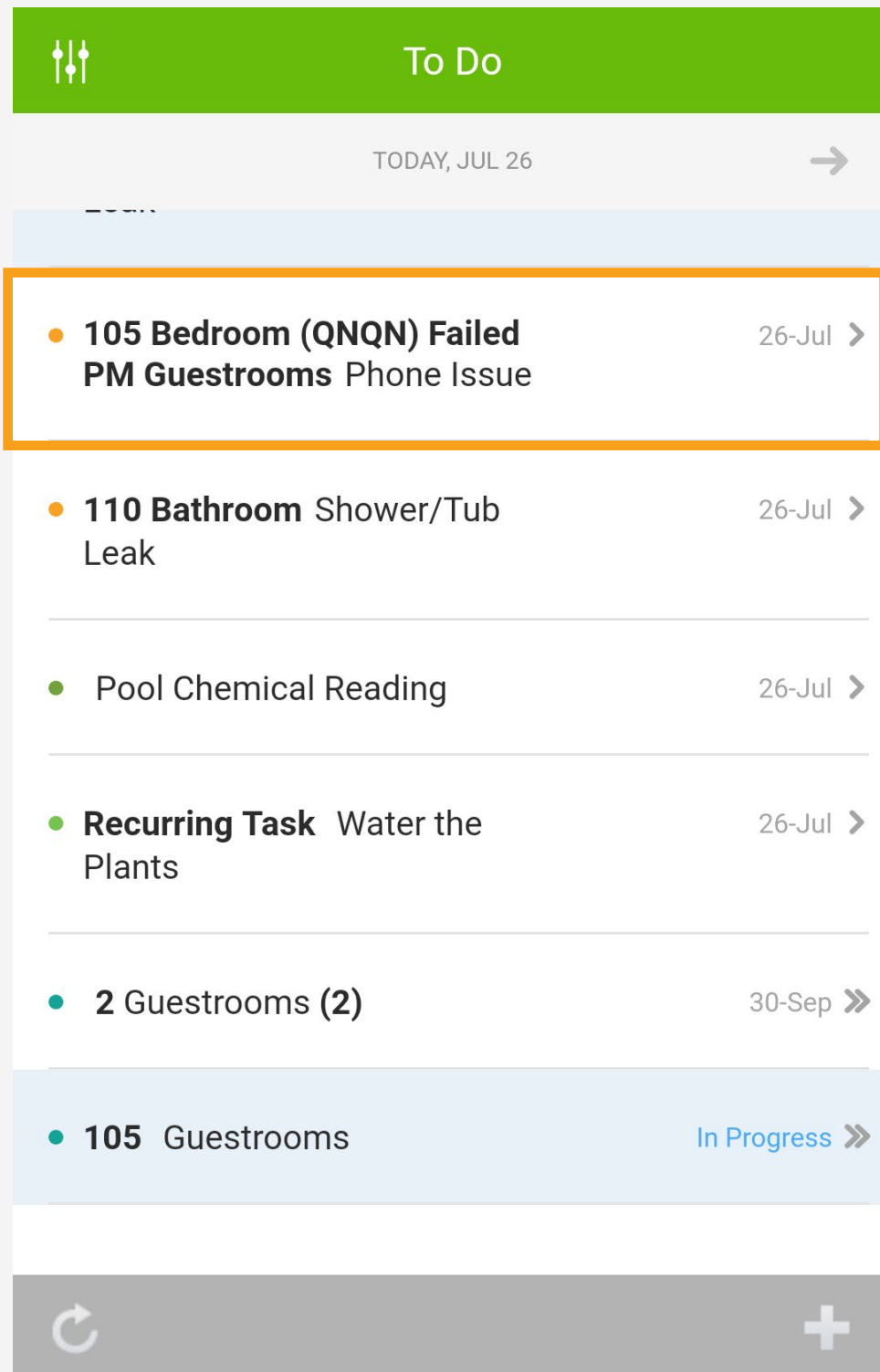
Post

Completing a Work Order

Open the To Do app to view any open Work Orders, Requests, or Tasks.

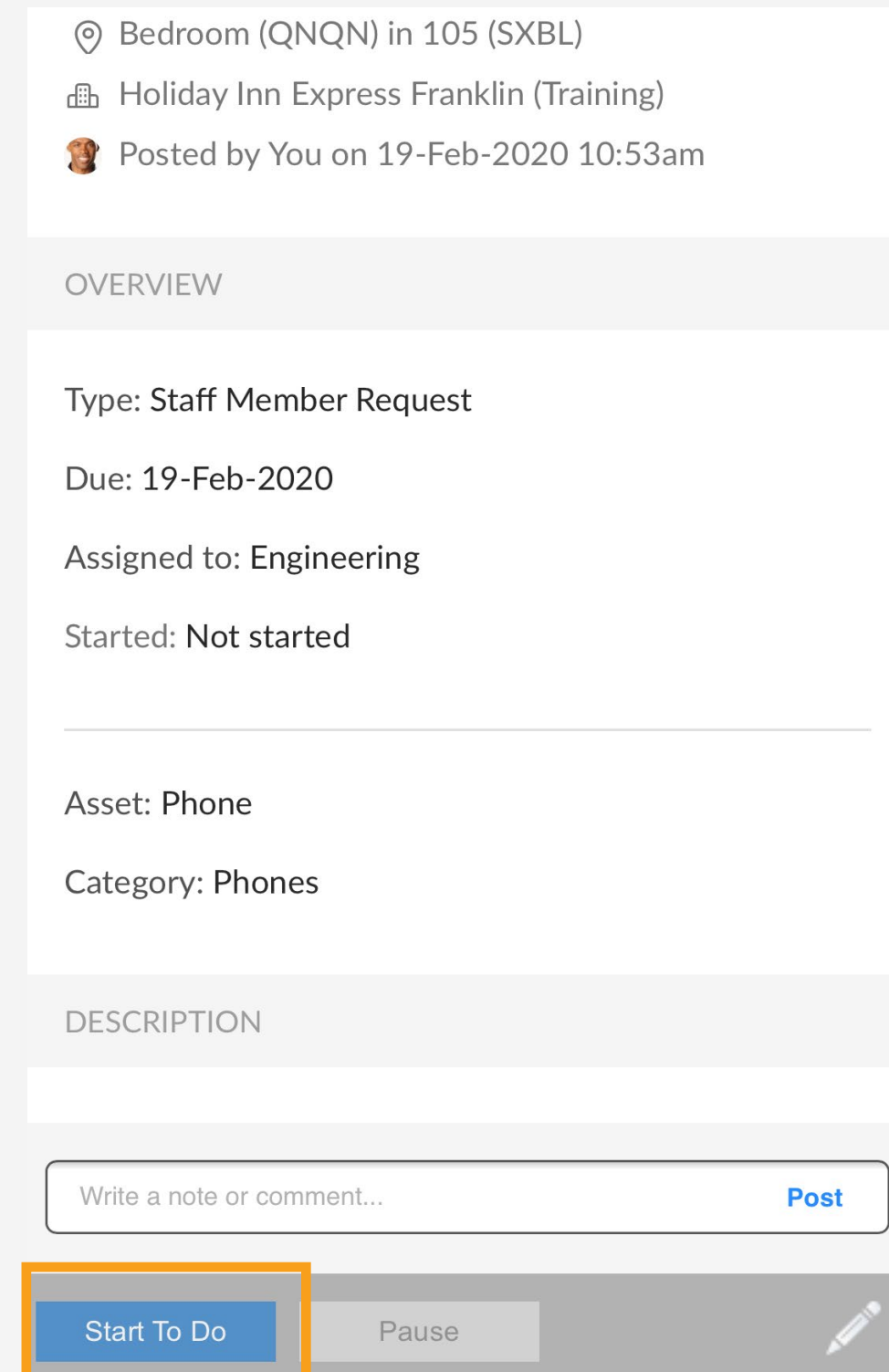
1

Click on the appropriate Work Order.



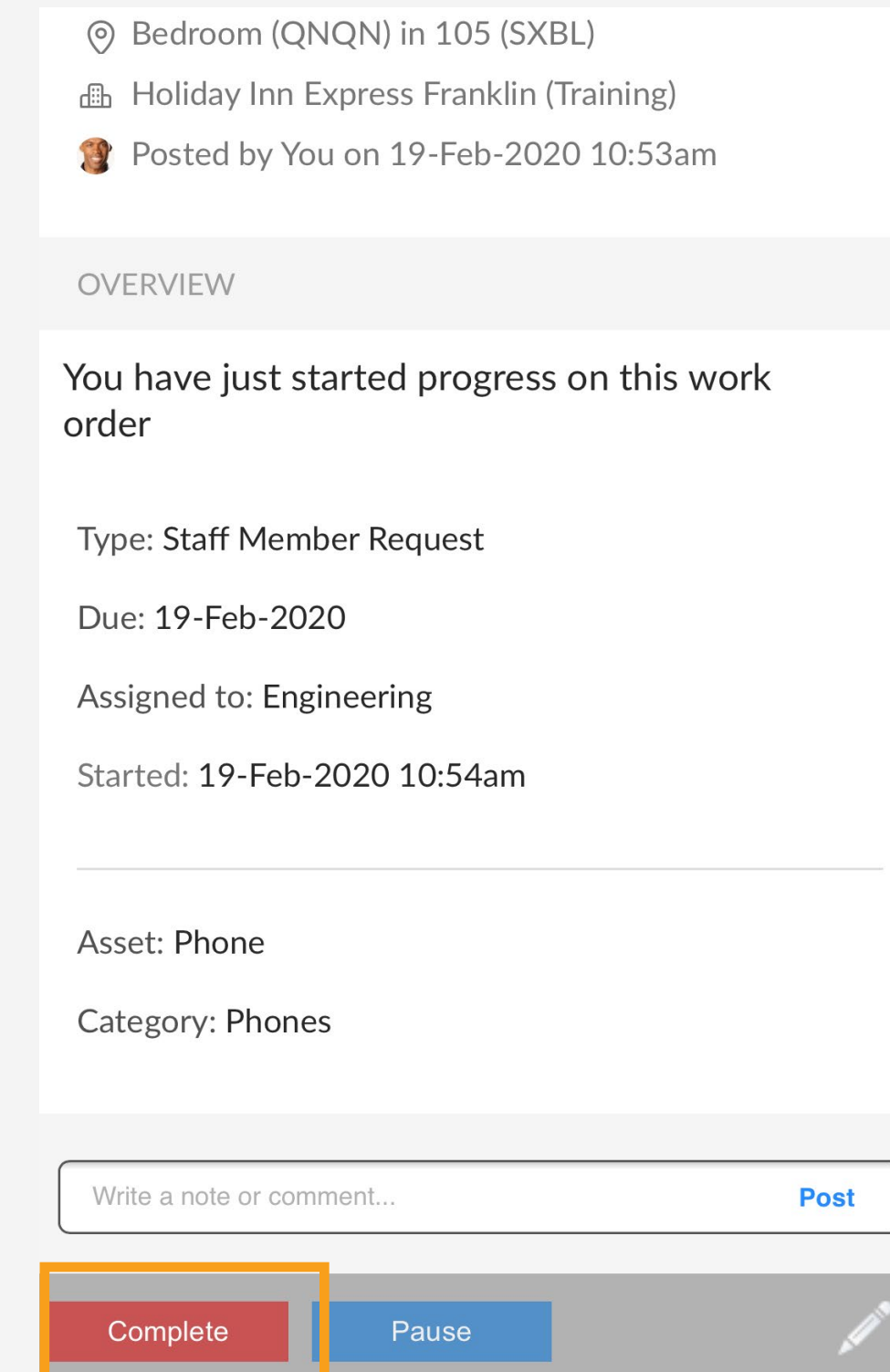
2

Click **Start To Do** to begin working.



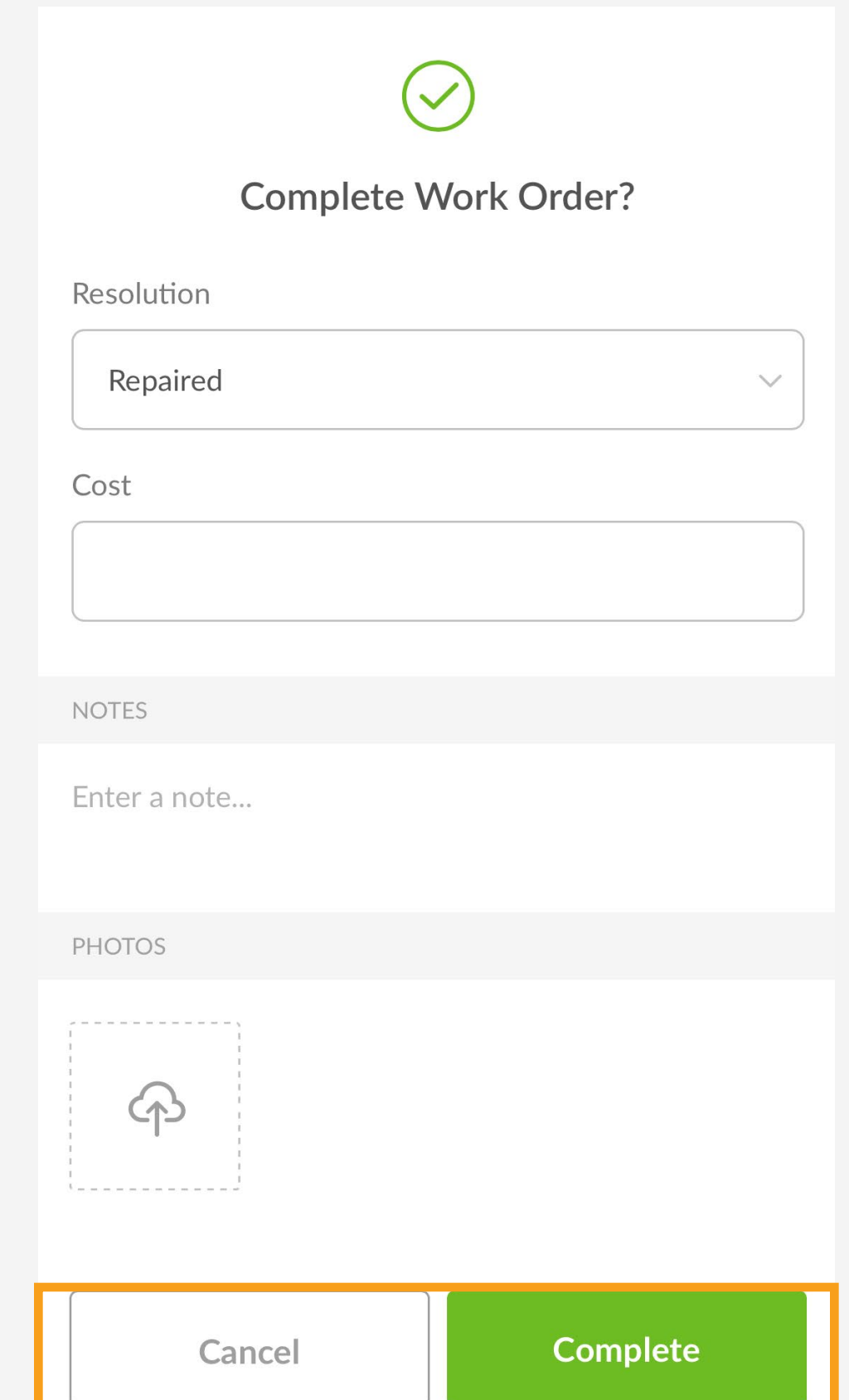
3

Click **Complete**.



4

Fill out the appropriate fields and click **Complete** to close the Work Order.

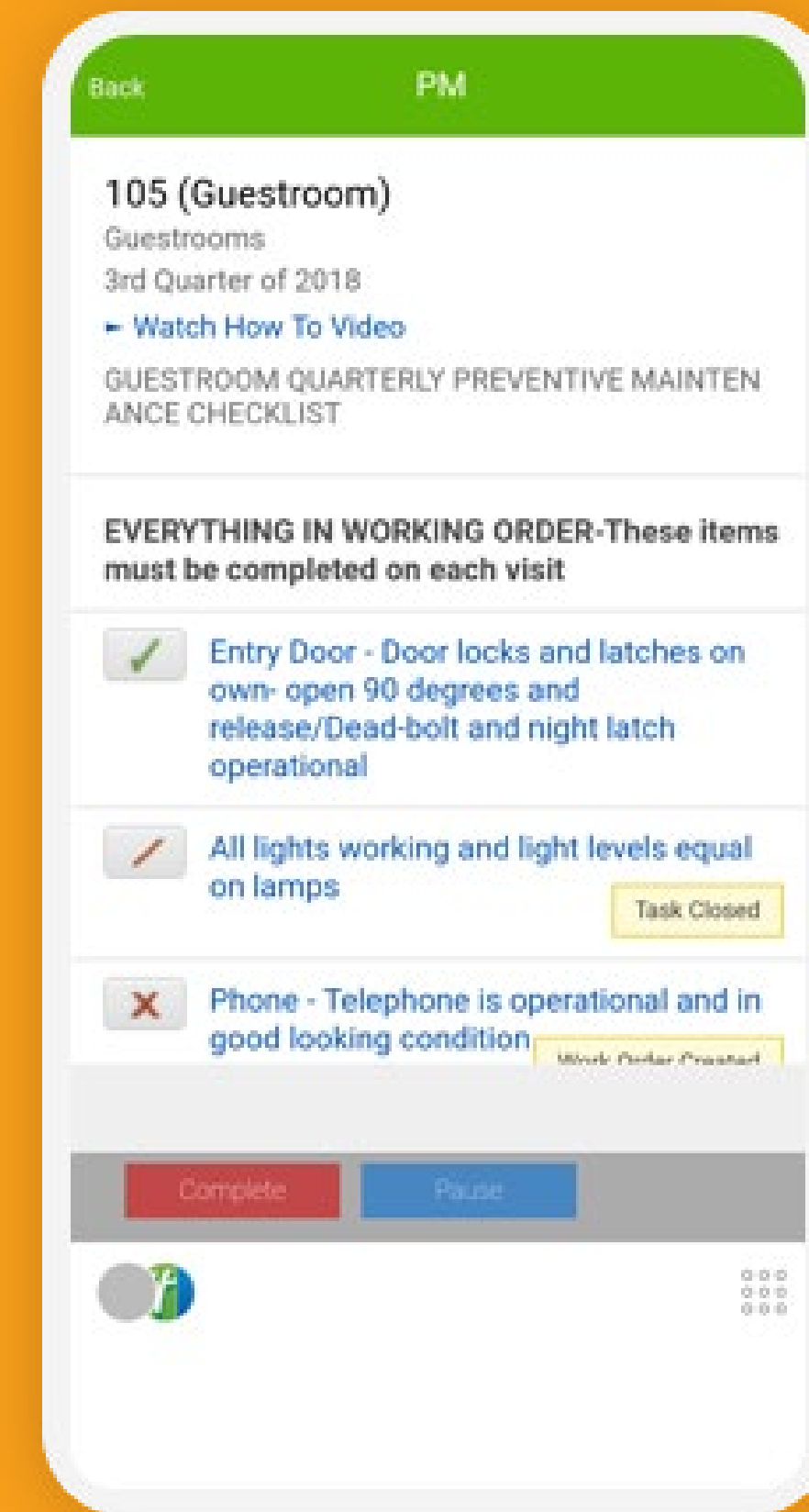




PM APP

Perform PMs On Time

Quore will automatically set up a schedule to be sure your PMs are completed on time. The engineering team can view each others work when necessary.



Understanding the PM List

The PM lists allow you to quickly go through the necessary steps. When an item fails, Quore takes care of creating the Work Order.

The screenshot shows a mobile application interface for a Preventive Maintenance (PM) list. The header is green with 'Back' and 'PM' buttons. The main content area is white and contains the following information:

- 105 (Guestroom)**
Guestrooms
3rd Quarter of 2018
[▶ Watch How To Video](#)
GUESTROOM QUARTERLY PREVENTIVE MAINTENANCE CHECKLIST
- EVERYTHING IN WORKING ORDER-These items must be completed on each visit**
- Entry Door - Door locks and latches on own- open 90 degrees and release/Dead-bolt and night latch operational (checked)
- All lights working and light levels equal on lamps (checked)
- Phone - Telephone is operational and in good looking condition (checked) Work Order Closed
- TV - TV/Remote are operational, all channels labeled correctly (failed) Work Order Created

Annotations on the left side of the screenshot explain the actions:

- Tap once to pass. (points to the first checked item)
- Tap twice to mark repairs complete. (points to the second checked item)
- Tap three times to fail item. (points to the failed item)
- Tap Complete to close PM. (points to the 'Complete' button at the bottom)

An annotation on the right side of the screenshot explains the result of failing an item: **Work Order is created and added to the To Do List.** (points to the 'Work Order Created' label)

PRO TIP

Marking an item as "repairs complete" will automatically complete the Task or Work Order associated with that line item.

Completing a PM

Open the PMs app to view the rooms and areas scheduled for a PM.

1

Select the PM to complete.

2

Tap the PM to complete.

3

Click **Start** and complete the PM steps.

4

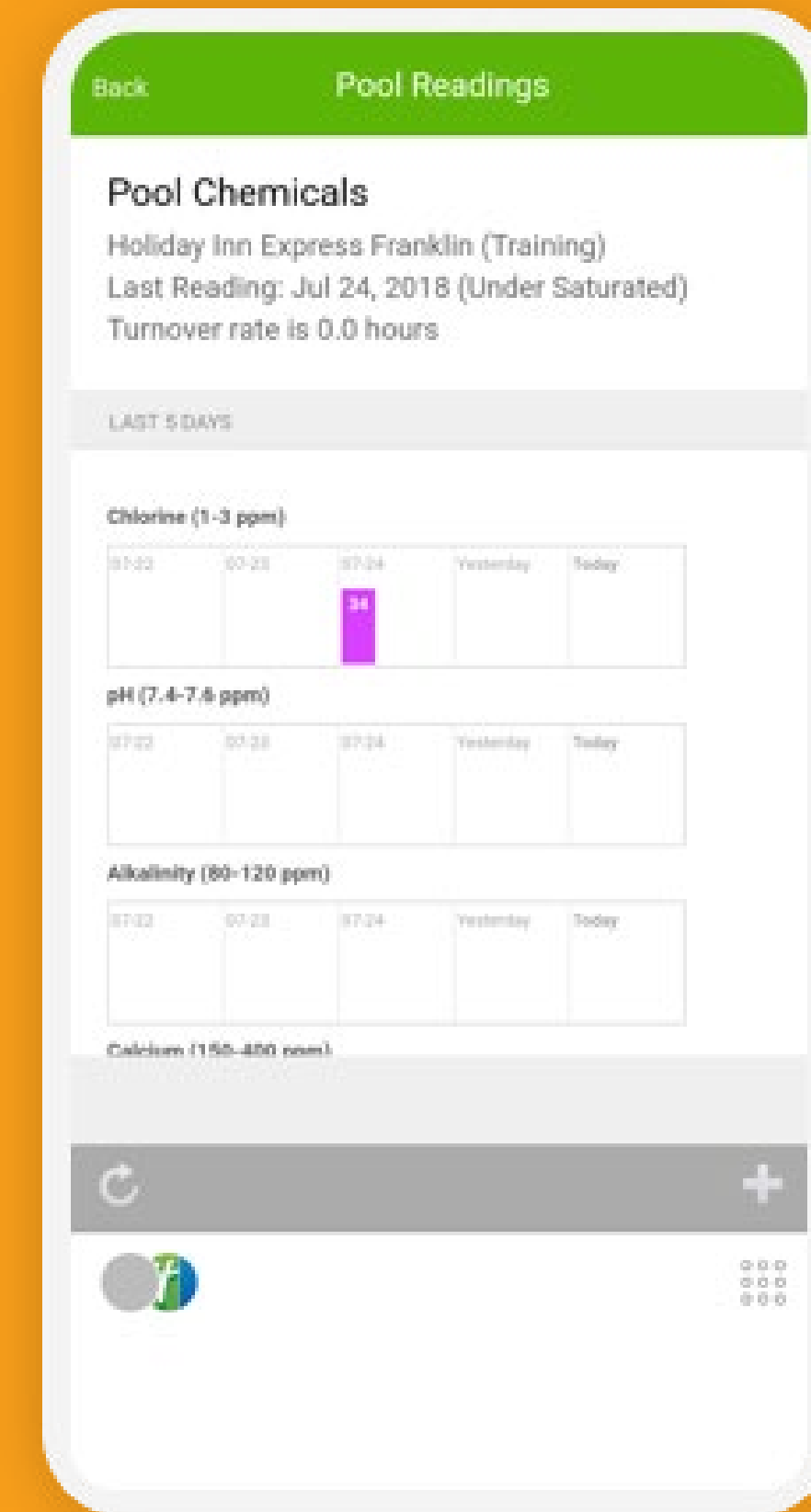
Tap **Complete**.



RECURRING APP

Track Your Readings

Quore has templates so you can quickly record important information about your pools, boilers, and meters. The data is saved in one place so the entire engineering team has access to it.



Understanding Pool Readings

In order to help save you time, Quore will automatically track whether your pool is balanced and the turnover rate as you enter it.

pH, alkalinity (or TA - Total Alkalinity), and calcium (or water hardness) are the three most important tests to keeping your water balanced. *Be sure to fill in all three.*

This will save the reading. You have up to 48 hours to edit readings. This can be done from the desktop Readings app.

Free Chlorine is what you usually test on your pool water. **Combined** is what has been used up by the sanitation process of the water. **Total** is a sum of the both. *Make sure at minimum that free chlorine is entered.*

PSI refers to the reading from the pressure gauge of your pool filter, and **GPM** (Gallons Per Minute) is the rate at which the pool pump circulates water.

Enter any notes or trend changes here. These will display in the records of the Readings app located on the desktop.

PRO TIP

Always enter your last Calcium reading as a placeholder if you don't take that reading each day. If you leave it blank, then your pool may show as unbalanced.

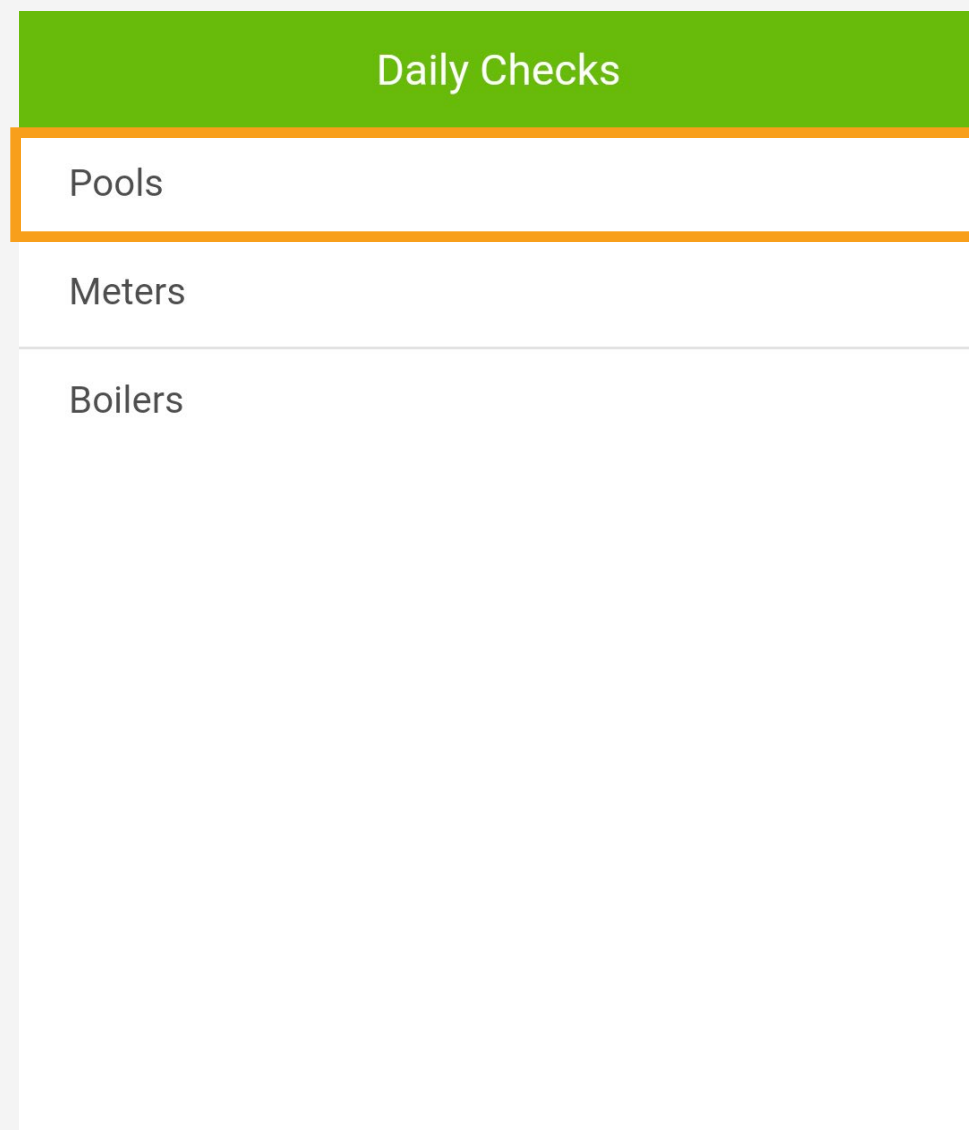


Adding a Reading

Open the Readings app to begin entering your readings. Here is an example of a pool reading. For more on meter and boiler readings, please visit learn.quore.com/readings.

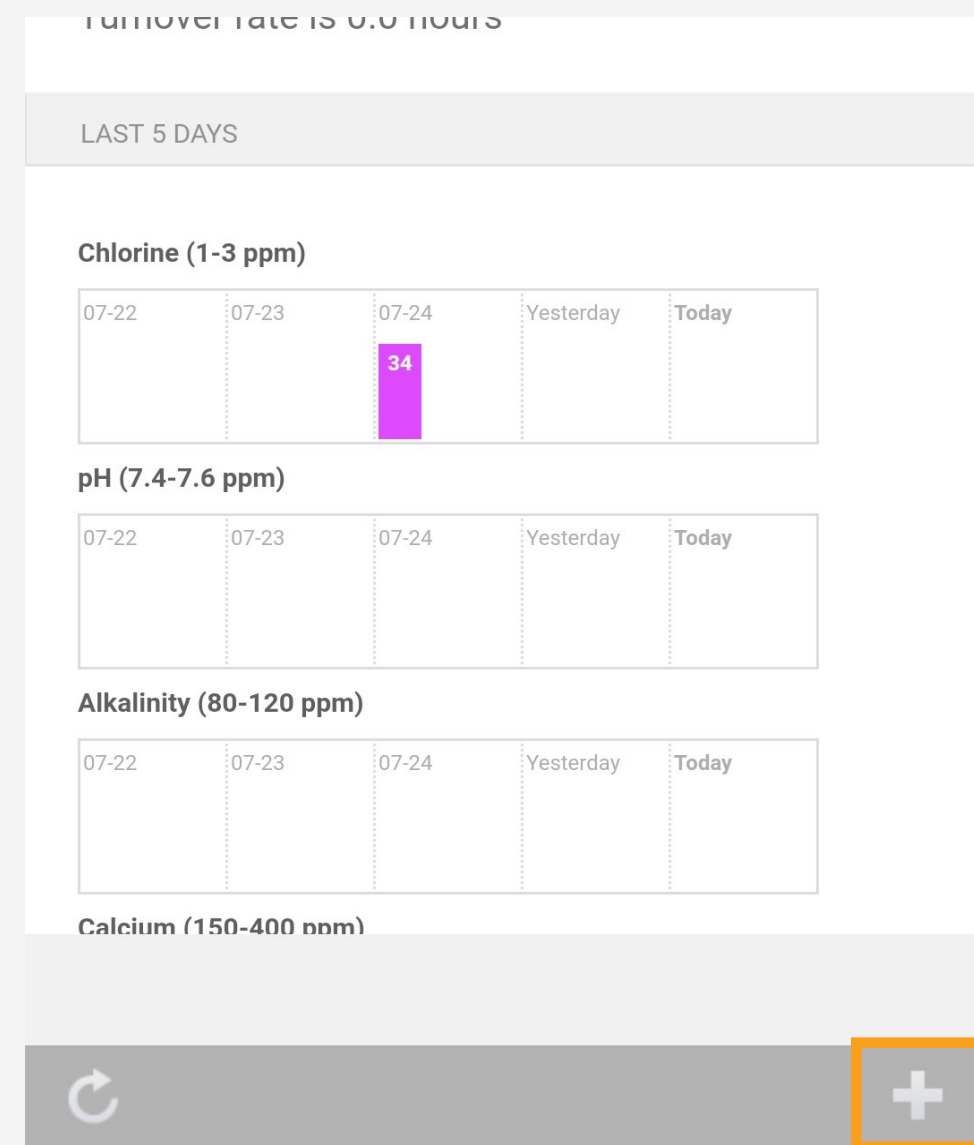
1

From the **Readings** app, select the reading you are going to enter.



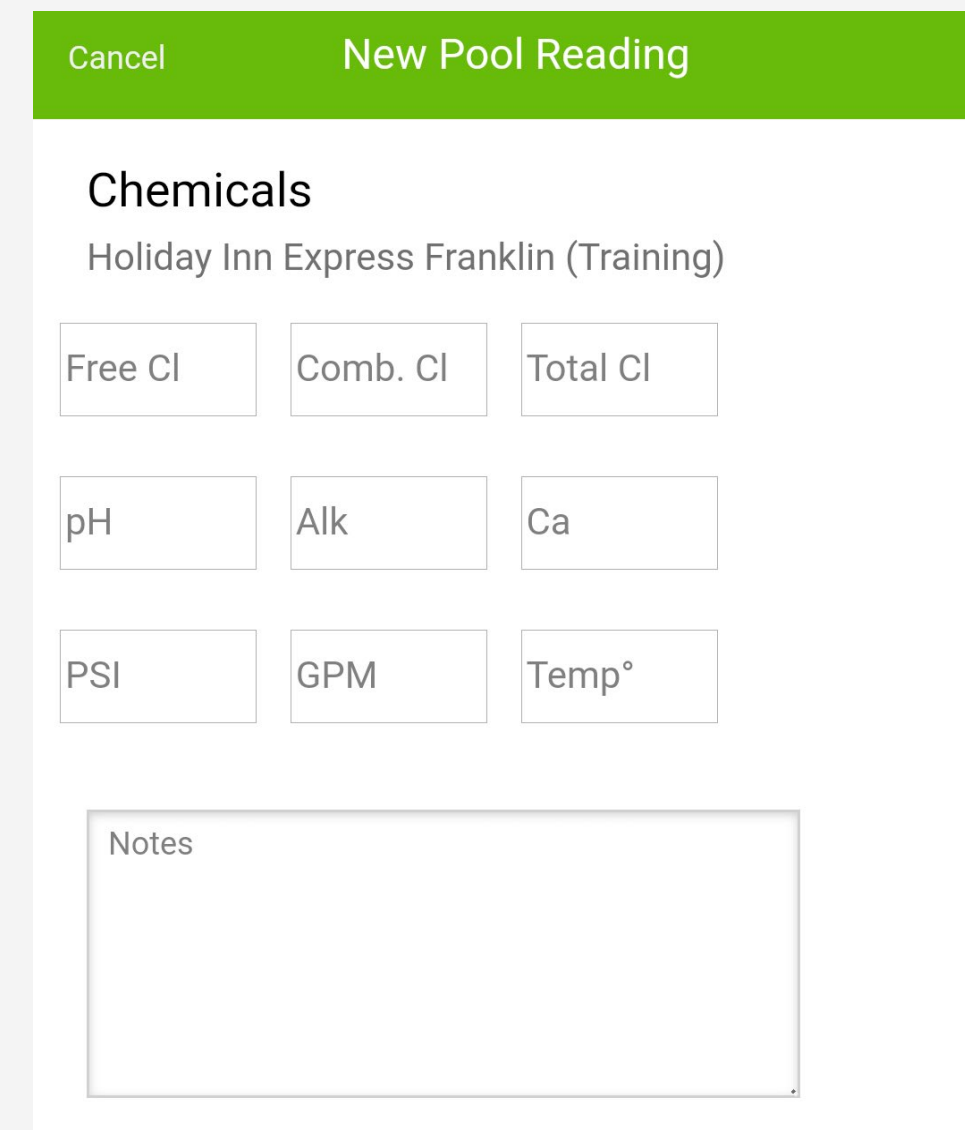
2

Click the **+** icon to add a new reading.



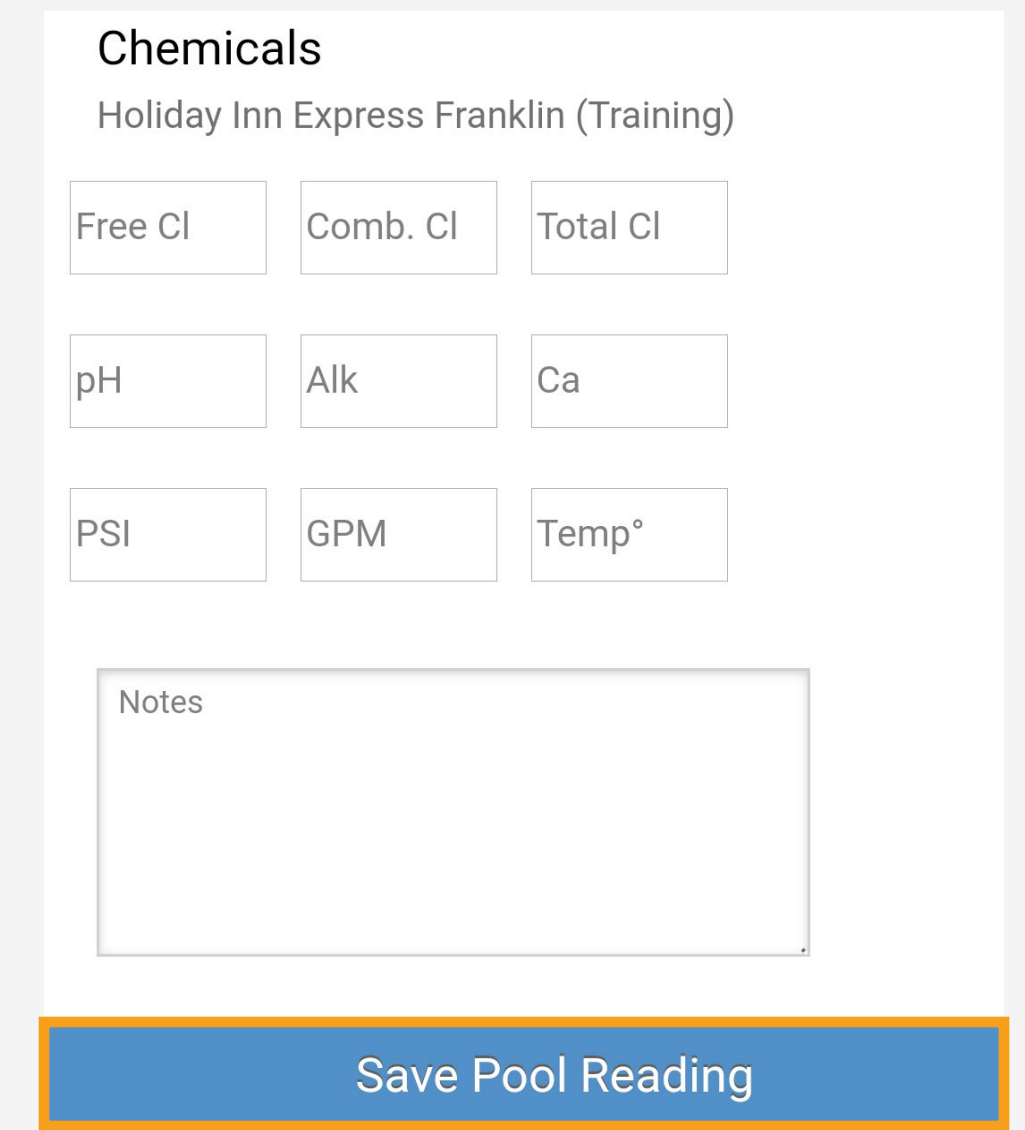
3

Tap each box to enter the reading.



4

Click **Save Pool Reading**.



You're Trained!

Now that you have completed the engineering training, log on the desktop and go to the My Account section to update any important information including time zone, preferred language or your password. Get ready to experience the Quore difference!

About Quore

Quore is a service optimization platform that helps hotels use to run their day-to-day operations more efficiently. Our product improves communications between guests and staff by streamlining housekeeping, guest relations, engineering and every other aspect of running a hotel.

Questions?

Visit Quore Learn at learn.quore.com to search by keyword. Contact our support team 24-7 at +1 (877) 974-9774 or support@quore.com.

