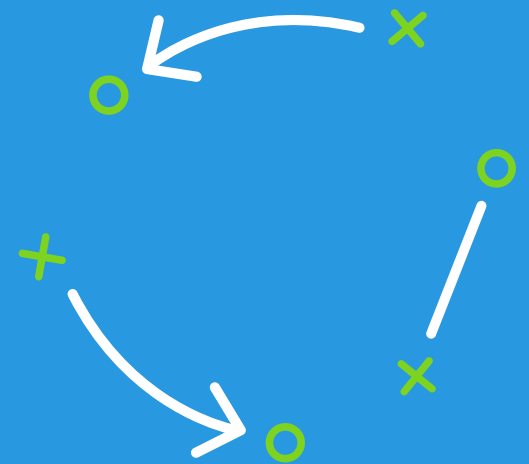


Rollout Playbook

Your guide to a successful Quore launch



Introduction

Congratulations on setting up your hotel! This playbook is designed to help you roll out Quore to your hotel. Follow these four steps to ensure your hotel is successful with Quore.

Q Onboarding Checklist

- Hotel Setup
- Find Your Champion
- Configure Your Hotel Devices
- Train Your Staff
- Explore Quore!

Find Your Champion




Identify your Quore Champion, the go-to individual for understanding the system and training your staff. If you're a larger property, you may want to designate multiple Champions to handle these responsibilities.







➤ We recommend your Champion(s) have General Manager (GM), Assistant GM (AGM) or Operations Manager privileges in Quore to add employees across departments.

What Makes a Quore Champion?

Champion Duties

-  Be the Quore subject matter expert
-  Assist with Quore rollout
-  Coach team members on Quore
-  Serve as primary contact for Quore Support

Champion Qualities

-  **Team Focused:**
This person can motivate and is excited about teaching others
-  **Cross Trained:**
They are familiar with operations in more than one department
-  **Guest Is Best:**
They are always focused on improving the guest experience
-  **I'll Be There:**
They are present at the hotel at least 20 hours a week to assist the team



Configure Your Hotel Devices

To get the most reliable internet connection using Quore's mobile apps over your property's Wi-Fi network, set up your smartphones or tablets as managed devices with your internet service provider.

- Be sure to set up your devices before rolling out or training your staff. **Downloading the Making Devices Managed PDF** will give you all the instructions needed to get your devices ready.

Managed Device Steps

For details visit go.quore.com/managed

1

Find Your Wi-Fi MAC Addresses:

Every mobile or tablet device has a Wi-Fi MAC Address located in the settings of the device.

2

Contact Your Internet Service Provider:

Provide all Wi-Fi MAC Addresses to your internet service provider.

3

Don't Forget to Ask:

The Managed Devices PDF has topics you will want to discuss with your internet service provider.

4

Download the Quore App:

Go to the App or Google Play store and search "Quore Mobile App."

Train Your Staff

Your team can train at any pace with our handy Department Guides, available for download or online at learn.quore.com. Be sure to schedule dedicated time for each department to effectively learn Quore.

Use the guides on the right to train your staff. Prior to training be sure to:

1. Have all devices ready
2. Schedule your staff training
3. Download the PDF guides

Department Training Guides



Management

Use Quore to stay organized and hold your team accountable.

🕒 60 minute session

👤 General Manager, Assistant General Manager, and Operations Manager

> go.quore.com/management



Front Desk

Use Quore to strengthen communication across departments.

🕒 30 minute session

👤 All front desk and guest service staff

> go.quore.com/frontdesk



Housekeeping

Quickly take care of all housekeeping needs.

🕒 30 Minute session

👤 All housekeeping staff

> go.quore.com/housekeeping



Engineering

Use Quore for all maintenance needs.

🕒 45 minute session

👤 All engineering staff

> go.quore.com/engineering

Explore Quore!

Make work at your hotel more organized and less stressful by setting up these four Quore apps.

Apps that Require Setup



Inventory

Keep track of all hotel assets in one place.

To learn more visit learn.quore.com/inventory



Inspections

Have all your inspection lists available for easy access.

To learn more visit learn.quore.com/inspections



PMs

Manage all your preventative maintenance in one location.

To learn more visit learn.quore.com/pms



Cleanings

Help your housekeeping team run efficiently.

To learn more visit learn.quore.com/cleanings

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.

➤ 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.

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Resource Summary

Department Guides

Engineering Department Guide
go.quore.com/engineering

Front Desk Department Guide
go.quore.com/frontdesk

Housekeeping Department Guide
go.quore.com/housekeeping

Management Department Guide
go.quore.com/management

General Guides

Making Managed Device Guide
go.quore.com/managed

Rollout Playbook
go.quore.com/playbook