





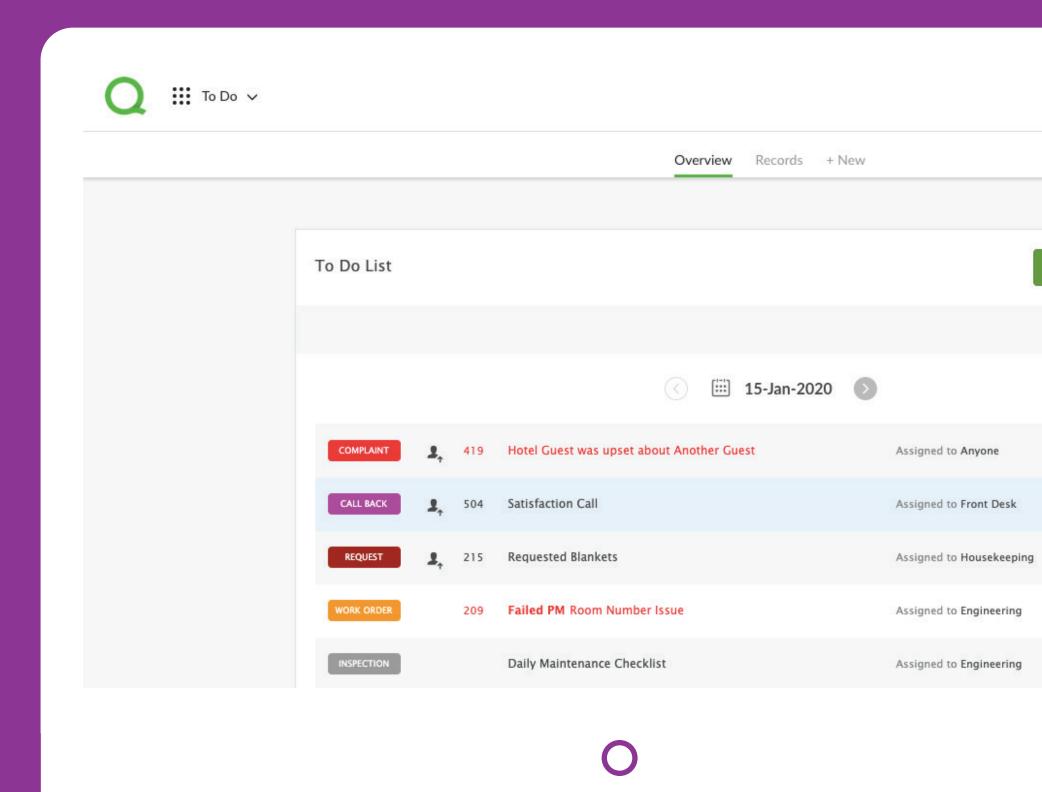


Management Guide

Learn how Quore can help you manage your staff.









Agenda

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For me, Quore is a one-stop shop for all the goings on in my hotel. I can see in real time how we are doing on the day's work. Most importantly, I know everyone in the hotel is aware of any guest needs or issues.









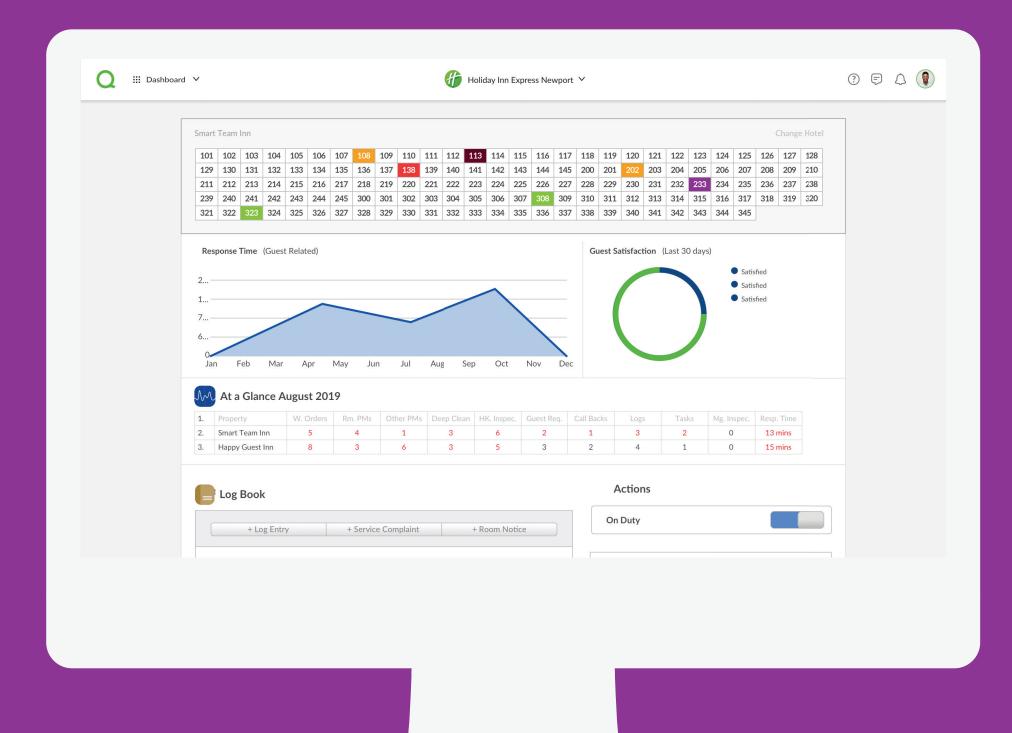
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Meet Quore

Welcome to Quore! In this section, we explain how to use Quore in your daily routine, how to find your way around, and briefly introduce you to all of the system's features in the Know Your Apps section.









Quore

The Quore Advantage

- Ocument guest complaints
- Track hotel operations
- Perform inspections
- **Download** reports

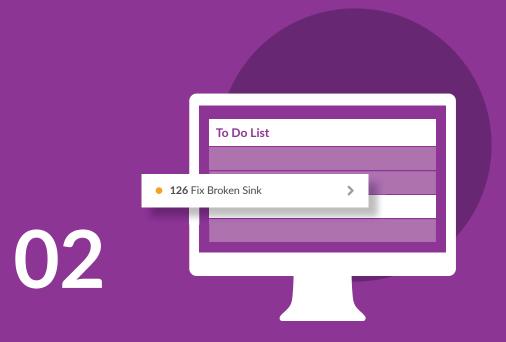
Q PRO TIP

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

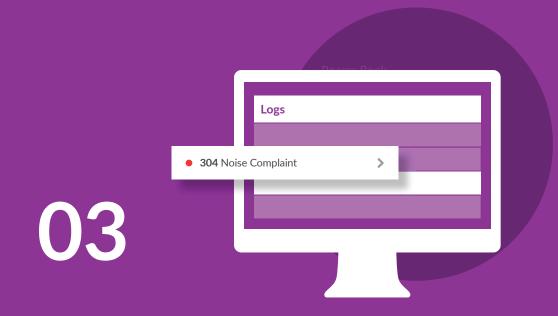
The Quore Management Routine



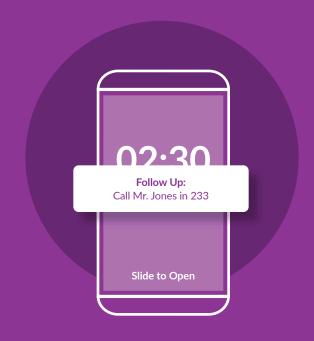
Check Daily Manager email to see yesterday's activity.



Check To Do List to make sure that nothing needs follow up.



Check Logs to find out the latest happenings at the hotel.



Follow up with any Quore notifications that you receive.



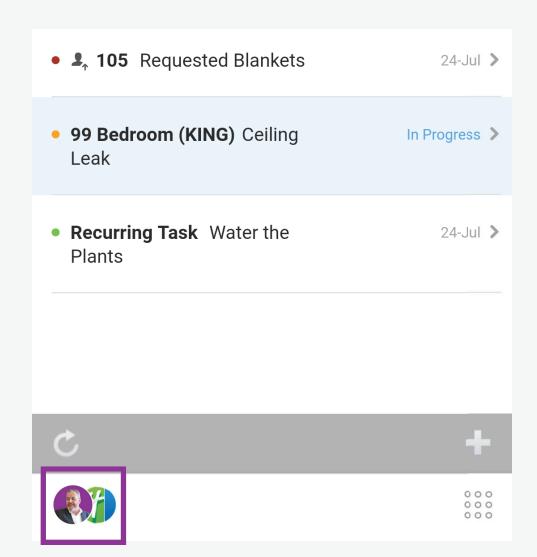


Mobile Navigation

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

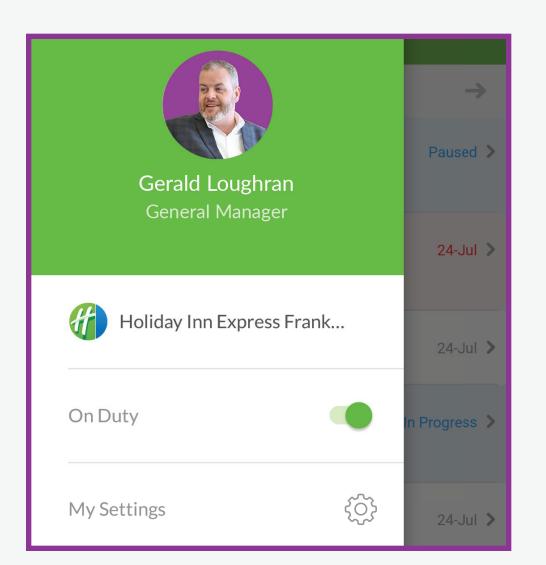
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When you log in to the Quore mobile app, you will see your To Do List. This will show you all of your open items for the day. Tap the **User Profile**.



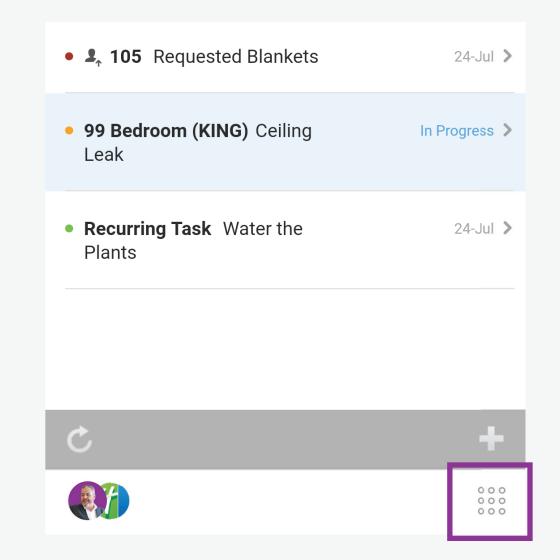
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This allows you to change your property (if applicable), change your on duty status, go to settings, get support, or log out. Tap on the gray area to return to the previous screen.



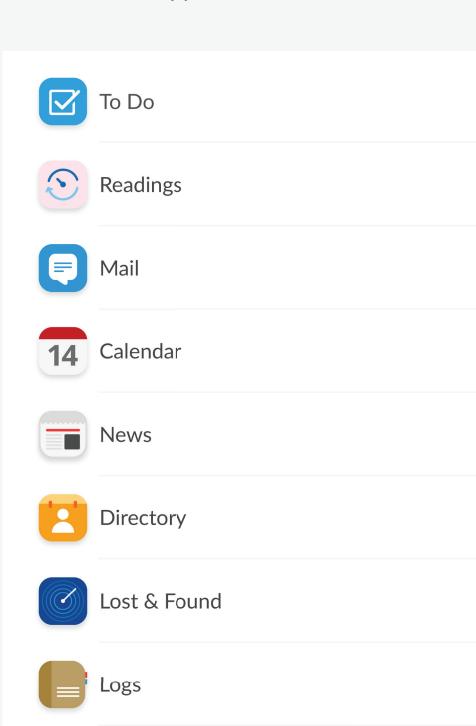


To navigate away from the To Do List, tap the **App Switcher**.





Select another app.



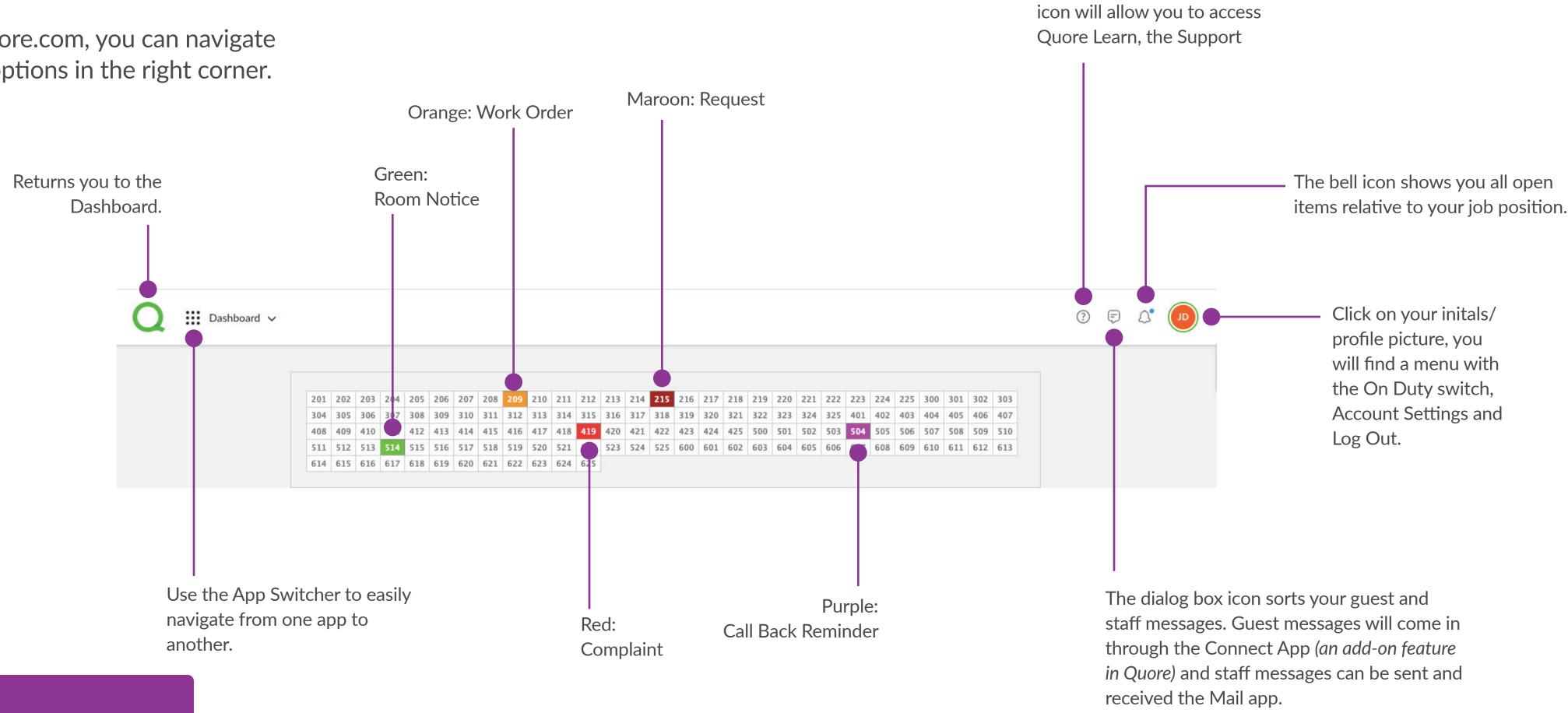




Clicking the question mark

Desktop Navigation

After logging in at app.quore.com, you can navigate the system by using the options in the right corner. Here are some details.



Q PRO TIP

Clicking on each color, will expand with more details about the item.



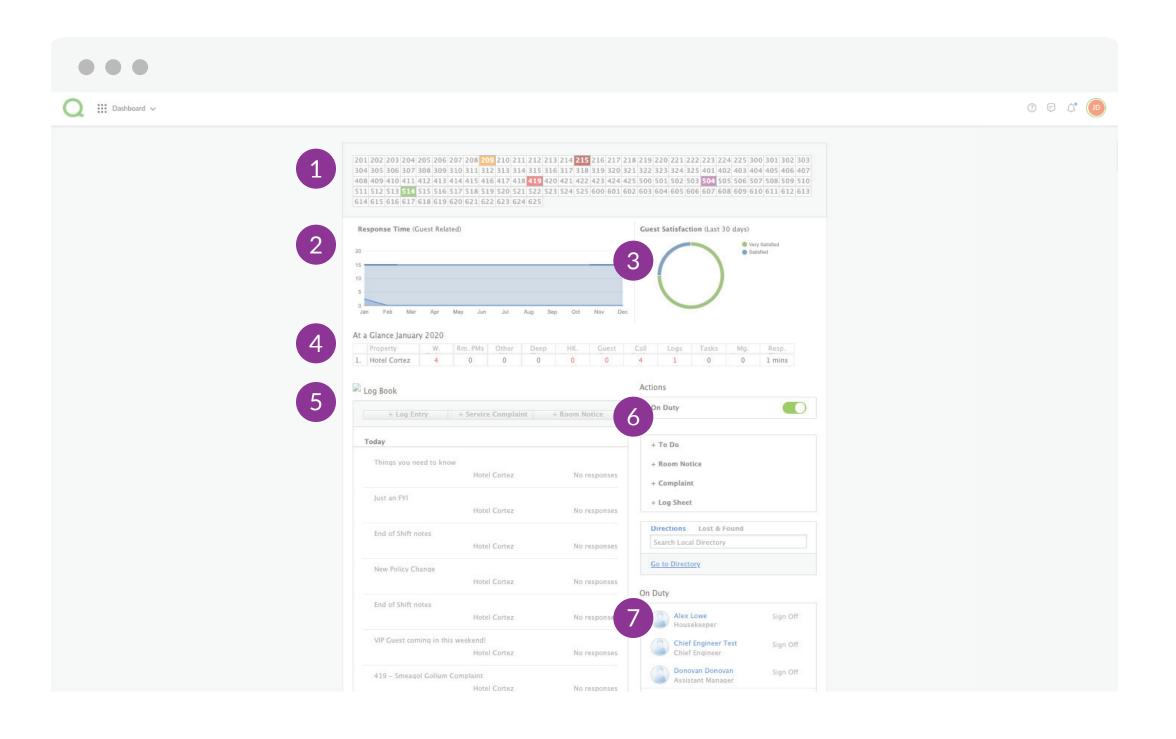


Understanding the Desktop Dashboard

As a manager, the Dashboard gives you quick look of what is currently open in guestrooms and what has been completed for the month.

- Rooms Grid: See what is currently open in guestrooms. Clicking on a guestroom will allow you to schedule a callback reminder.
- Response Time: The time it takes from when a guest related Request or Work Order is posted to when it is started for the current year.
- Guest Satisfaction: Guest Satisfaction levels from follow-up callbacks for the last 30 days.
- At a Glance: A monthly look at how many items your team is putting into Quore. Red means your team is behind a set threshold. For more on setting monthly thresholds reach out to our support team.
- Log Book: Use this to communicate information to the entire staff.

 Read posts appear in gray and unread in blue with a green dot. Clicking on an entry will display who has read it.
- Actions: Mark yourself on duty, create a To Do, Room Notice, Complaint, Sales Lead, or a Log Sheet here. You can also search for directions or a lost & found item.
- On Duty: See who is on duty. You can mark others off duty if they forget to sign off before they leave.







Understanding the Daily Manager Report

Each day you will receive a Daily Manager Report in your email. This report shows a snapshot of work completed the day before in Quore.

Q PRO TIP

Be sure your email address is correct in the **My Account** section.

Daily Manager F	Report	Tuesday, July	24, 2018
Good Morning Ashley Hamp Here is yesterday's Daily Mar Inn Express Franklin (Train	nager Report for the Holiday	Budget \$	12,000
Engineering		Complaints	4
Guest Workorders 7	Response Time: 10 min	Room Notices	3
Other Workorders 16	Response Time: 15 min	Lost & Found	0
106 Bathroom (SR): Toilets Clo 207 Bedroom (QNQN): TVs Is Guest Laundry Room: Guest Preventive Maintenance	SUE PAST DUE		lanced lanced
Guestroom PMs completed year Life Safety PMs completed year Building PMs completed years Mechanical PMs completed years	sterday.		
Housekeeping Requests 1	Response Time: 2 min		
110: requested Towels PAST DUE			
Front Desk			
Follow Tasks 0	Response Time: N/A		
This property does not have any	open tasks.		
Log Book			
There were no log entries poste	d yesterday.		





Know Your Apps

To learn what each app can do for your hotel, use the links to go to Quore Learn. Or for a brief description of all apps go to learn.quore.com/glossary/app.



Premium apps



Budget learn.quore.com/budget



Connect learn.quore.com/connect



News learn.quore.com/news



Calendar learn.quore.com/calendar



Directory learn.quore.com/directory



PMs learn.quore.com/pms



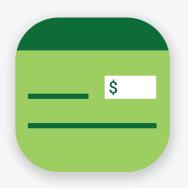
CapEx learn.quore.com/capex



Inspections learn.quore.com/inspections



Readings learn.quore.com/recurring



Checkbook learn.quore.com/checkbook



Inventory learn.quore.com/inventory



Reports learn.quore.com/reports



Cleanings learn.quore.com/cleanings



Logs learn.quore.com/logs



Rooms Book learn.quore.com/rooms-book



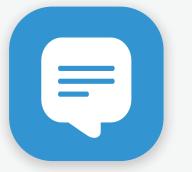
Cleanings Plus learn.quore.com/cleanings-plus



Complaints learn.quore.com/complaints



Lost & Found learn.quore.com/lost-found



Mail learn.quore.com/mail



Sales learn.quore.com/sales



To Do learn.quore.com/to-do

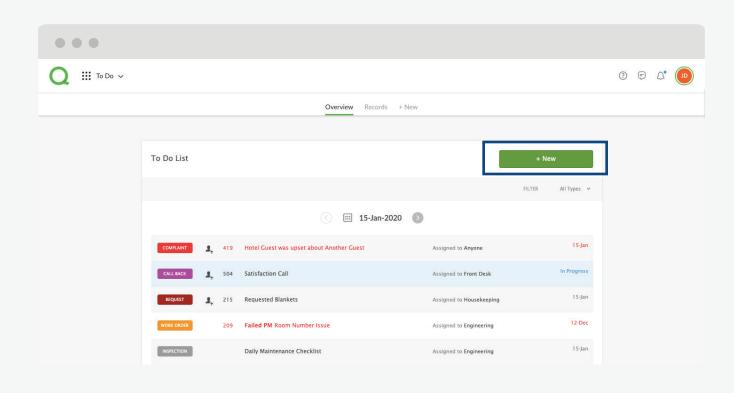


Viewing Records

Most apps have records available in them. Use the App Switcher then click Records to find what you need. Here, we will use the To Do app as an example.

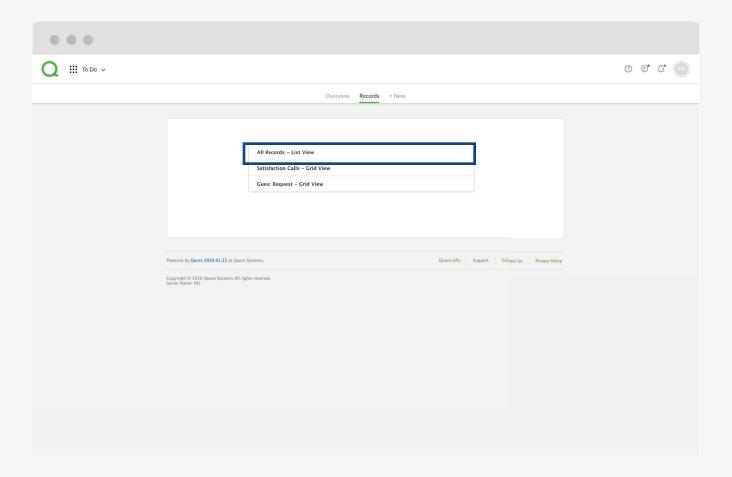
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Open the **To Do app** from the App Switcher. Click the **+ New** page button.



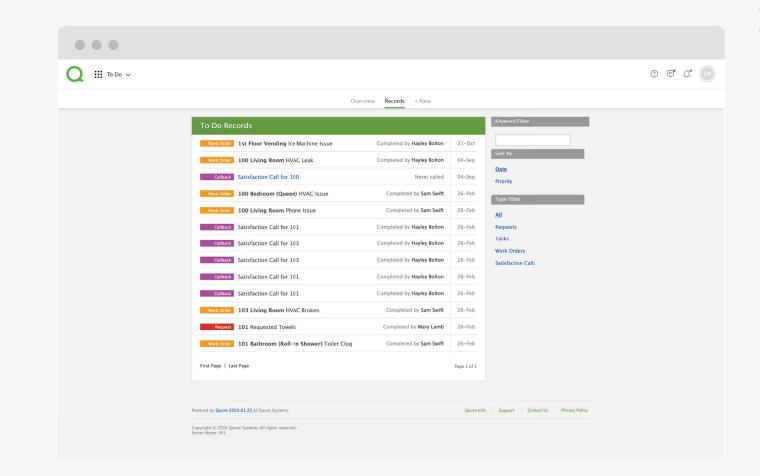


Click **All Records – List View** to see completed Work Orders, Requests, Tasks, and Satisfaction Calls.





This list can be sorted by priority, date or type.



Q PRO TIP

Looking for records for Complaints, PMs, or Lost & Found or anything else? Go to the respective apps to see completed work for those items.

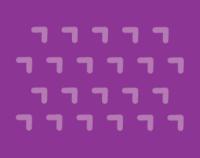




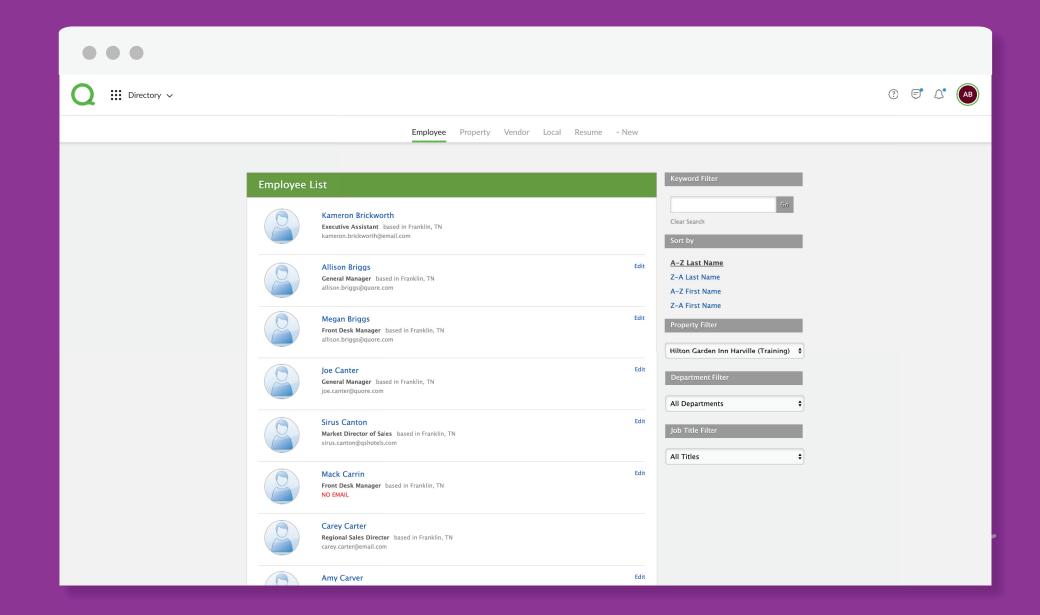
DIRECTORY APP

Manage Your Employees

The Employee Directory is where you will see all of your staff with Quore logins listed. If you notice any staff missing be sure to add them in.







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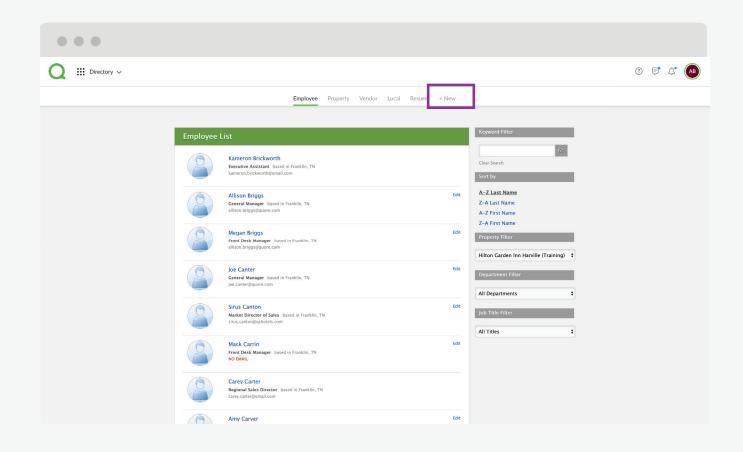


Adding a New Employee

After employees are added you can click on their name to view their profile. Here you can view work records, track attendance, and add comments on the employee.

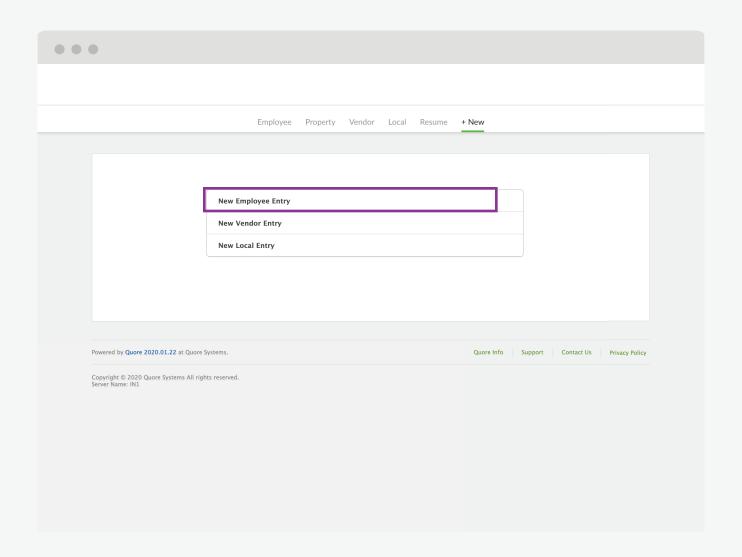
1

Open the **Directory app** from the App Switcher then click the **+ New** page button.





Click New Employee Entry.





Fill out the form and click **Create User** when finished. Be sure to record the usernames and passwords so you can distribute them.

• • •		
☐ III Directory ∨		? F A AB
	Employee Property Vendor Local Resume + New	
_		
С	reate User	
Fir	rst Name:	
La	st Name:	
Su	iffix:	
Hi	re Date:	
Til	tle: Assistant Manager \$	
Pri	Hilton Garden Inn Harville (Training) ‡	
	neckbook: No † Grant this user access to the Checkbook	
En	nail:	
Me	obile: United States (+1) (201) 555-0123	
SN	AS Alerts: Standard text messaging rates apply.	
	ffice Ext:	
La	nguage: English (English)	
Us	sername: hayley.bolton@quore.com	
Pa	assword:	
Co	onfirm:	
Bac	Create User	



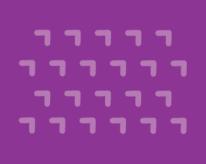


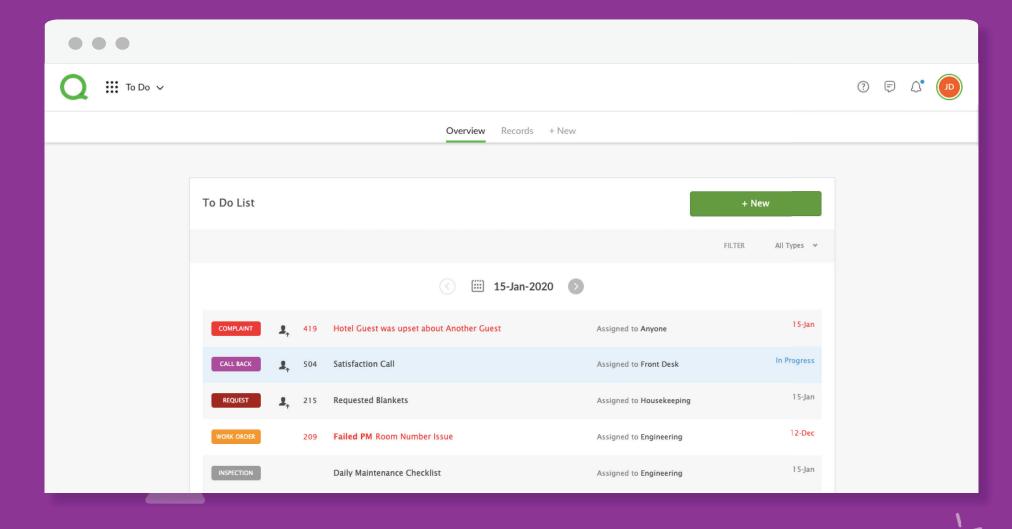


TO DO APP

Manage Your Daily Work

As a manager, check the To Do List to see what is happening at the hotel and what needs followed up. This section walks through how to use the To Do List, Work Orders, and Requests.











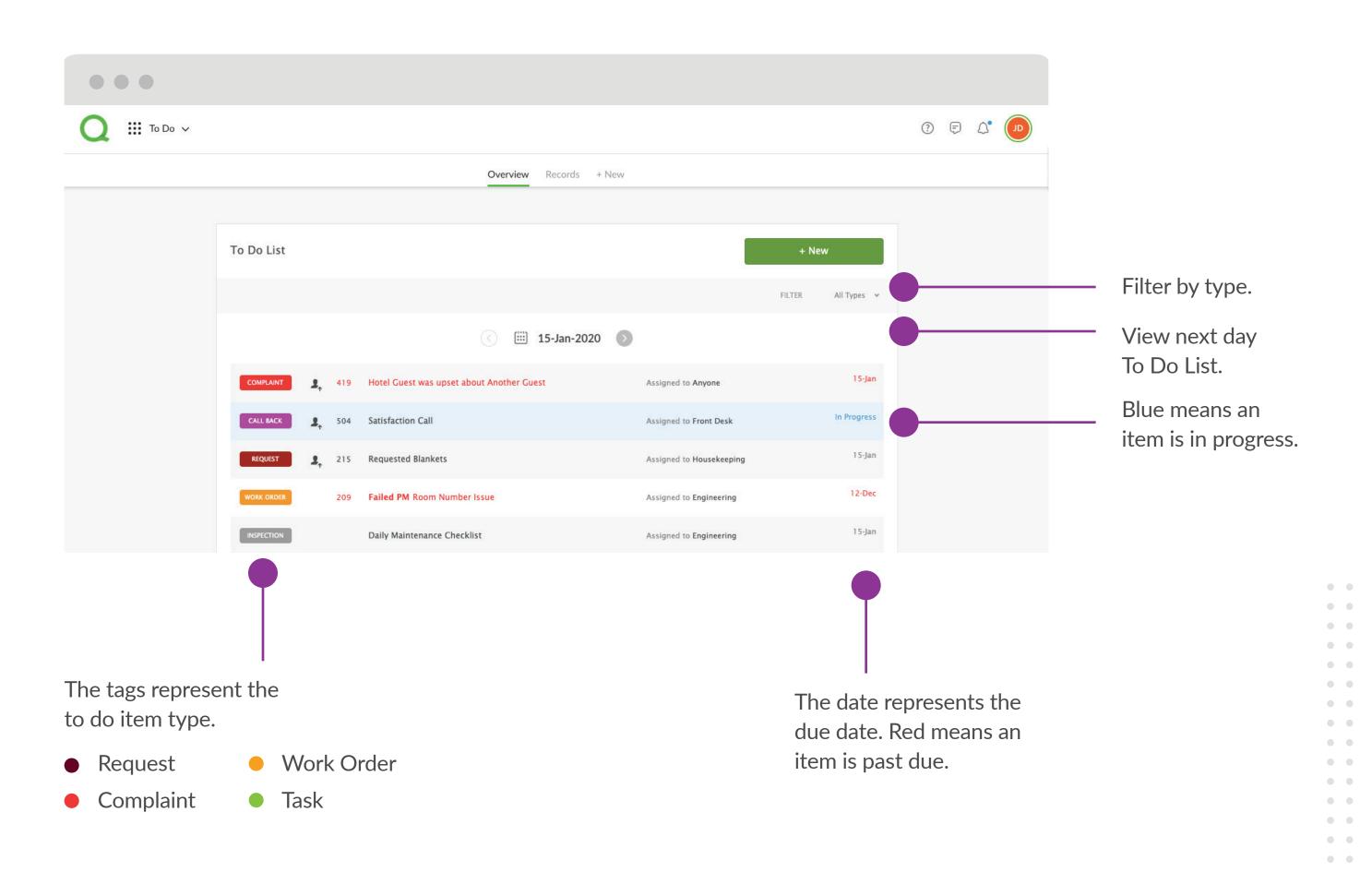






Understanding the To Do List

It all starts with the To Do List. Here is a desktop view helping you understand the page.

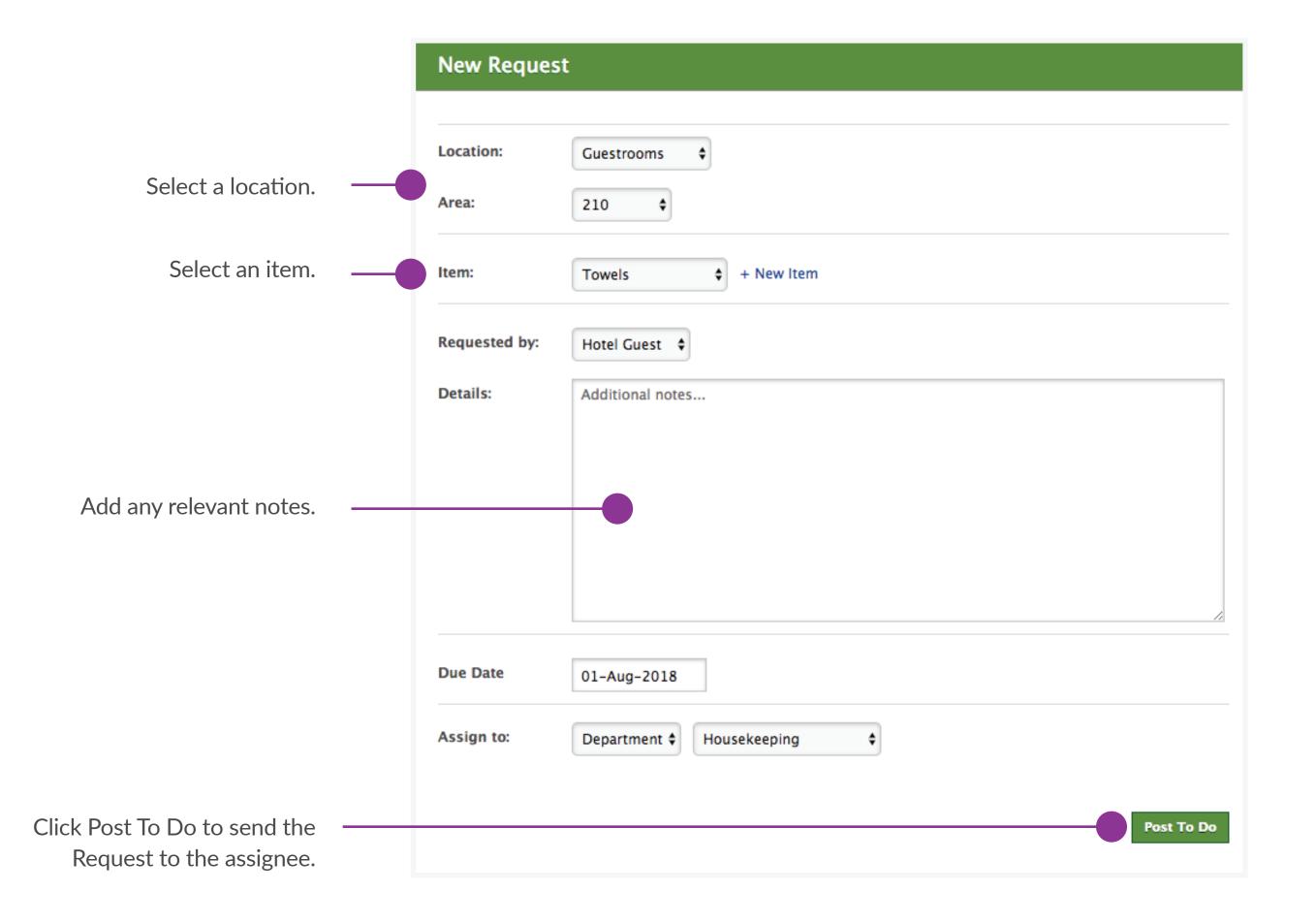






Understanding the Request Form

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



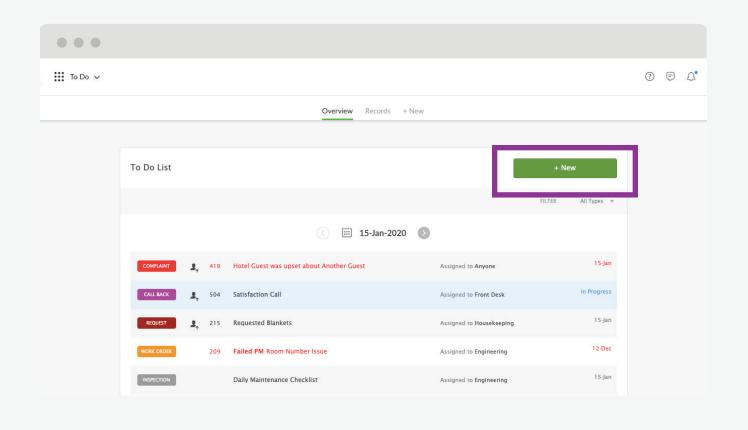




Creating a Request

The Request To Do type will be selected when a guest needs towels, pillows or any other items commonly requested. Follow these steps to create a Request.

From the To Do app, select the + New page button.

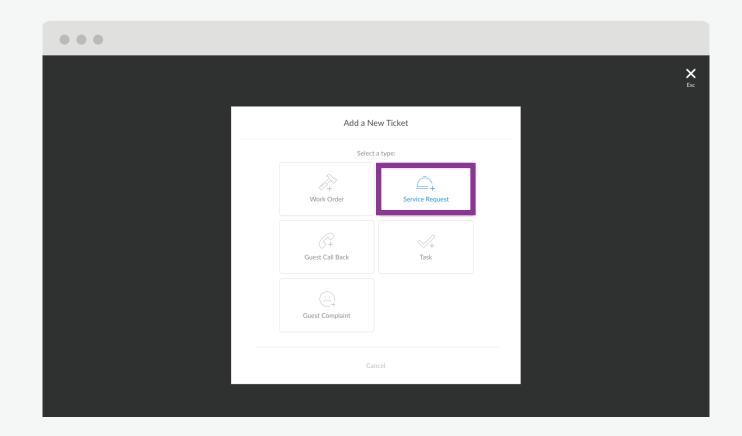




Click the **Request** icon.

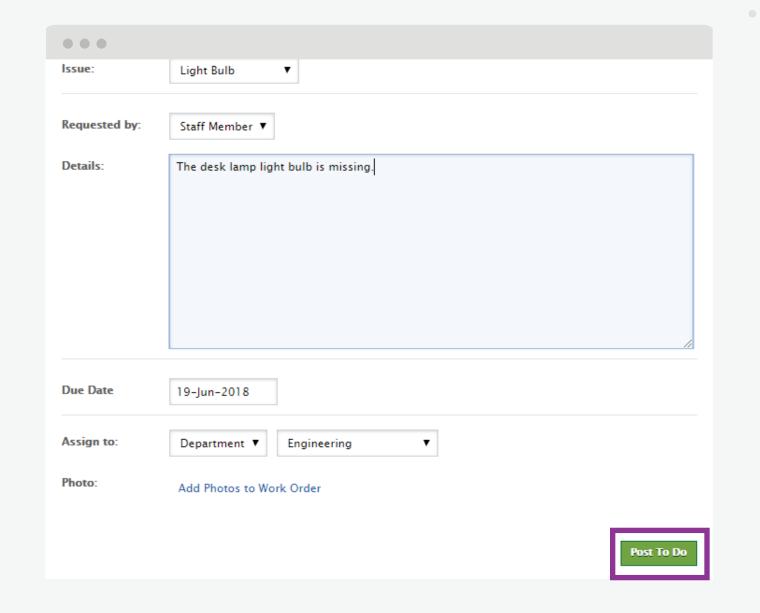
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Fill out necessary information. Click Post To Do.





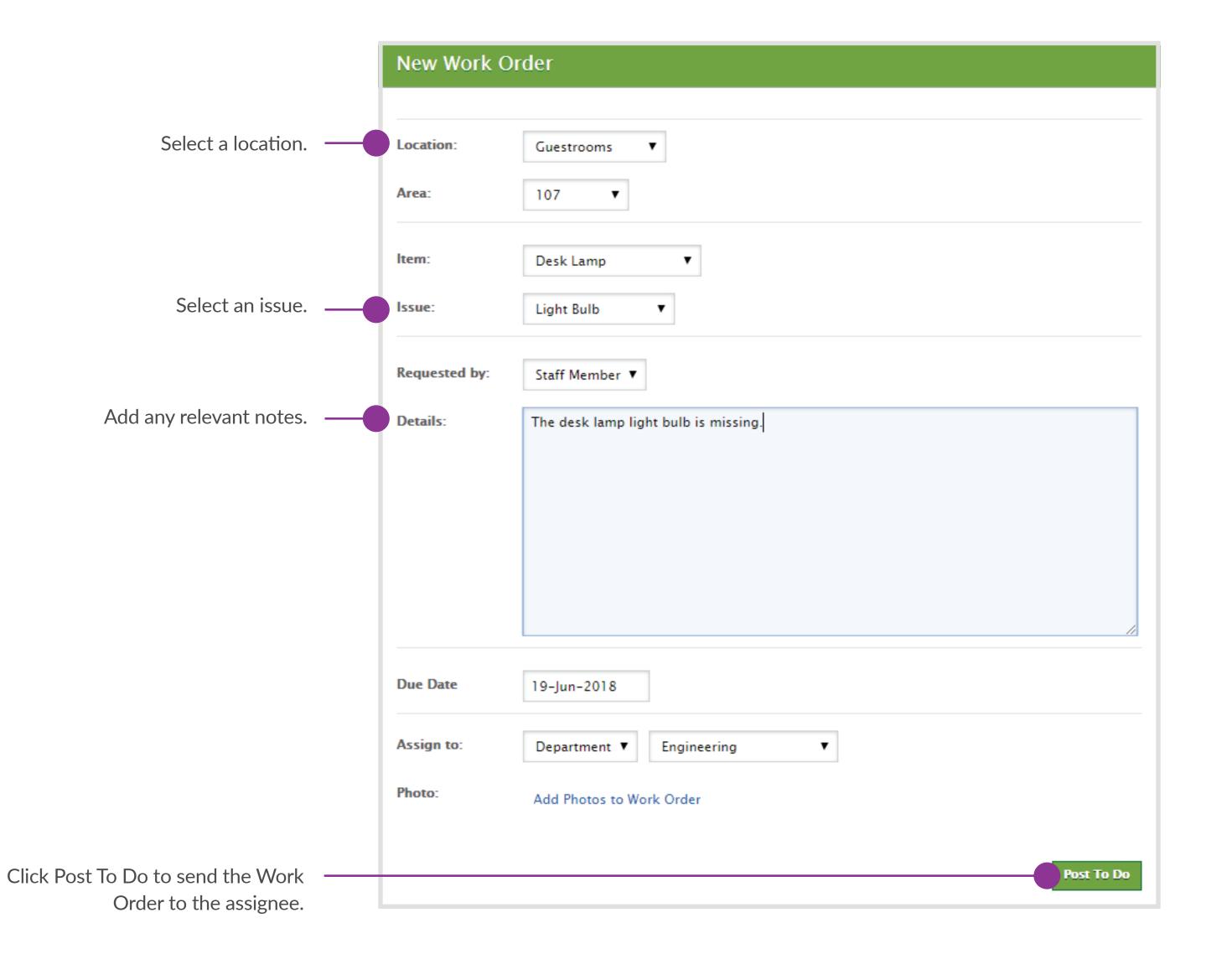


Understanding the Work Order Form

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.

Q PRO TIP

Changing the Requested By dropdown from Staff Member to Hotel Guest 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.



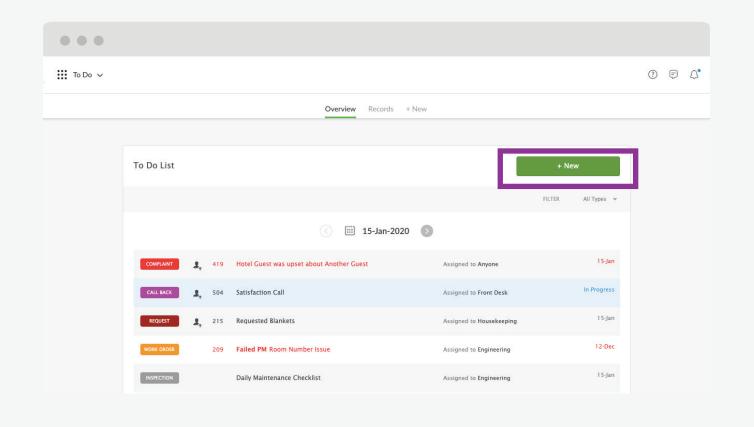


Creating a Work Order

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



From the To Do app, select the + New page button.

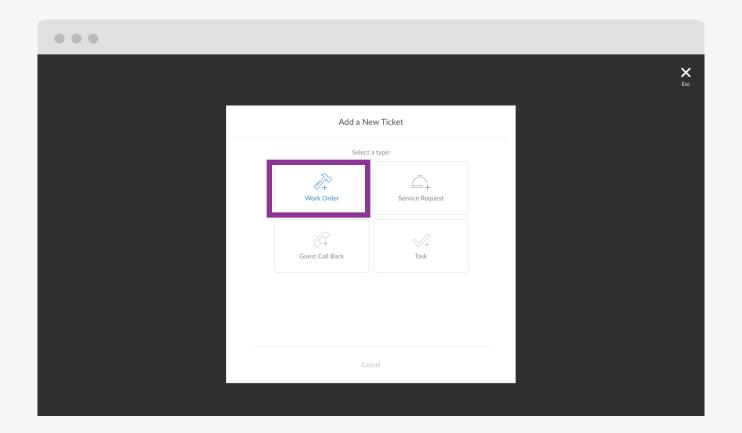




Click the Work Order icon.

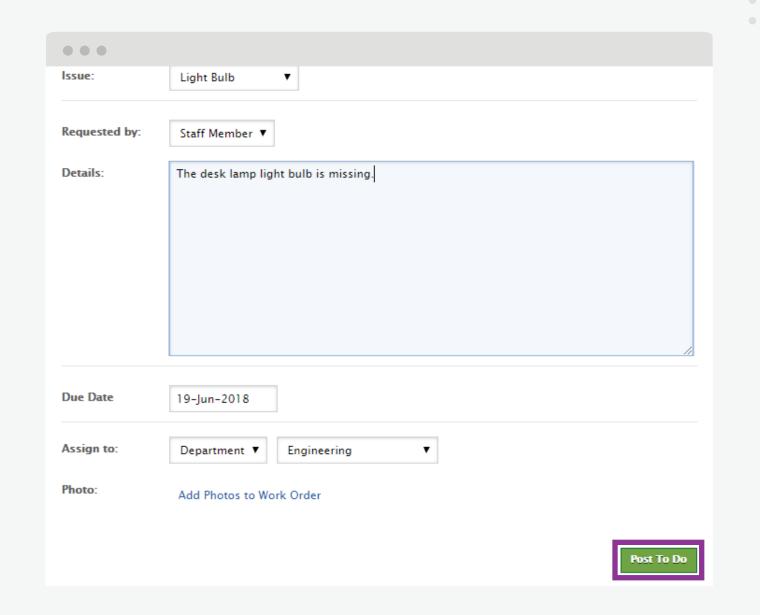
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Fill out the Work Order form. Click **Post To Do** when complete.







COMPLAINTS APP

Track Guest Complaints

From the time a Complaint is reported to the follow up, Quore has you covered. When Complaints are posted, Quore will make everyone aware.



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View Complaint

Ethan Ripley
Hilton Garden Inn Harville (Training)

Guest Room: Not in House
Guest Name: Ethan Ripley

Problem: Extremely Upset about Building
Posted: You on 17-Dec-2019 5:55pm
Details:
Assigned to: Nobody

Comments

Write a note or comment...

Last Update: You on 17-Dec-2019 5:55pm
Back to Complaints

Powered by Quore 2020.01.22 at Quore Systems

Copyright © 2020 Quore Systems All rights reserved Server Name: IN1

Open Records + New

Quore Info Support Contact Us Privacy Policy





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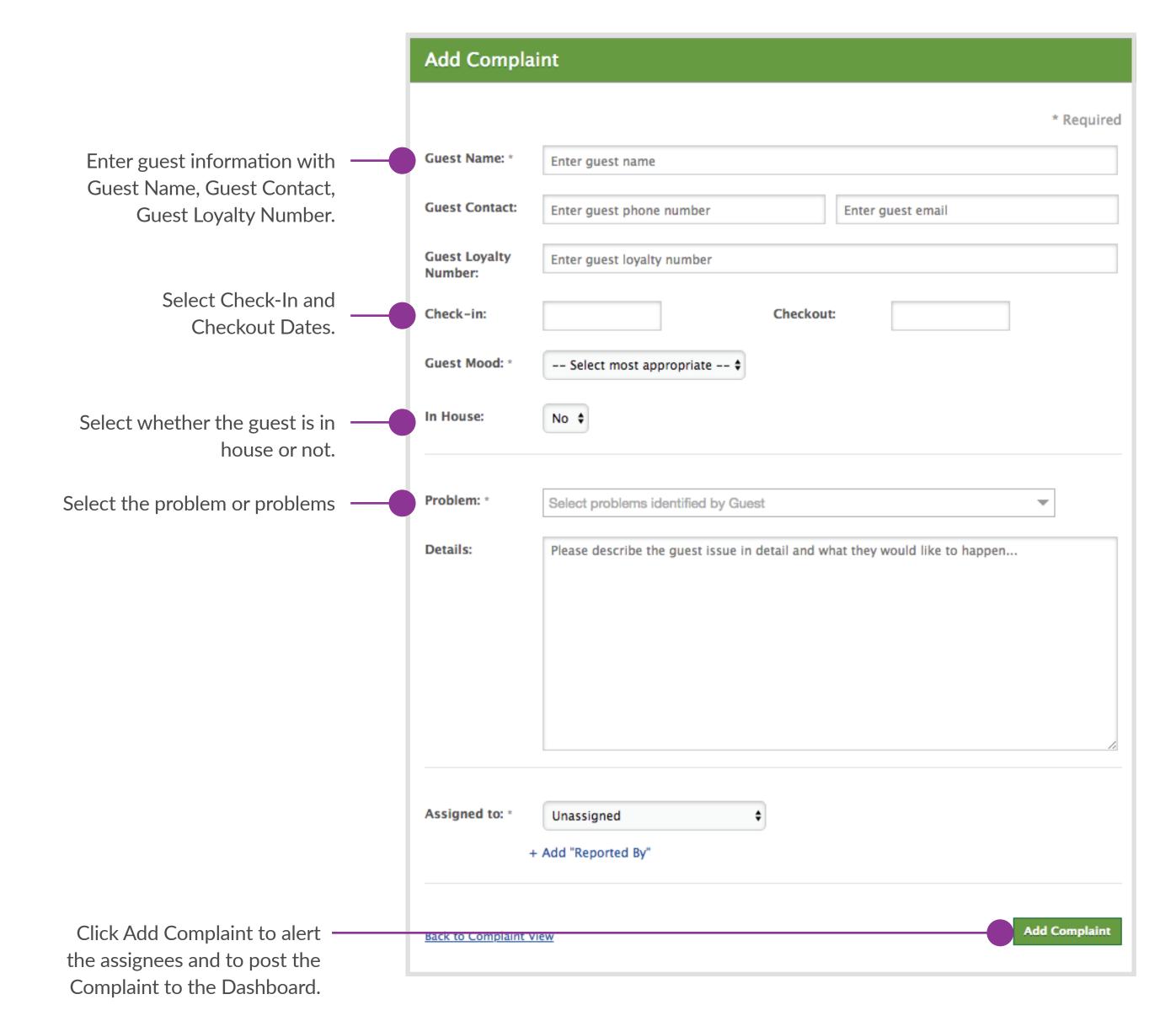


## Understanding the Complaints Form

Fill in these fields to create a Complaint. Here is an overview of the Complaint form.

#### Q PRO TIP

Leaving the complaint unassigned will still alert general managers, assistant general managers, operations managers, and front desk managers. Additionally, if you assign the complaint to a user outside of those roles, that person will also receive the notification.

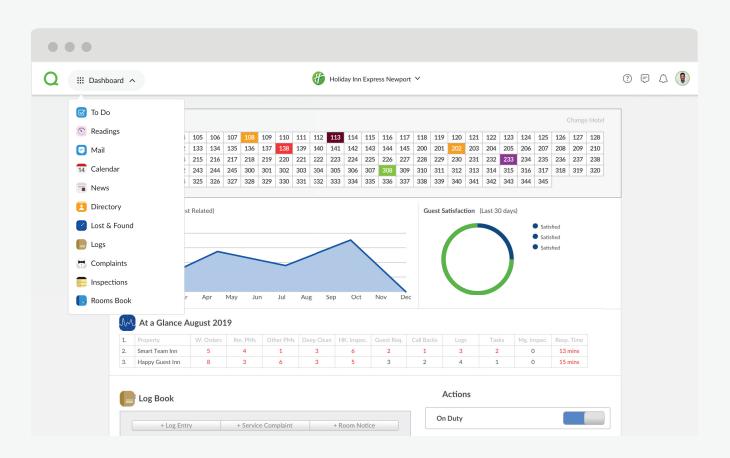




### Creating a Complaint

Complaints can be created from the Dashboard or on the mobile, but here we will walk you through how to create one through the Complaints app.

Open the **Complaints app**.

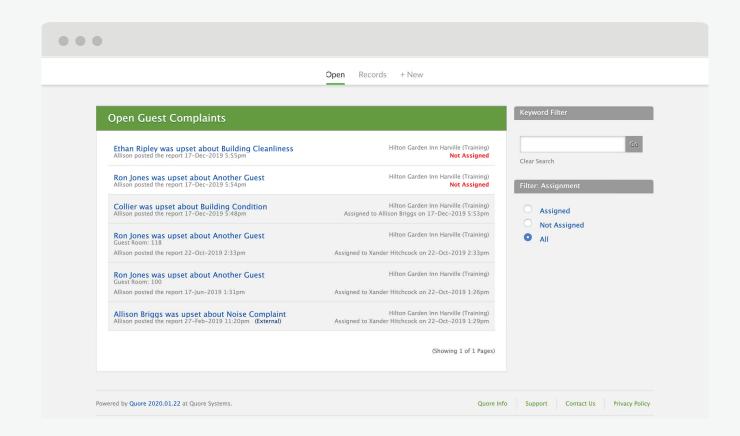




Click the + New page button.

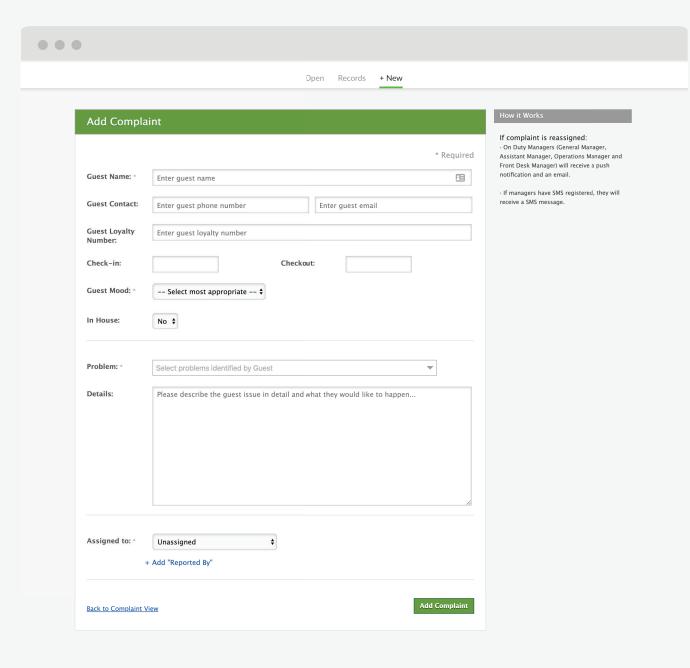
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Complete the form and click Add Complaint.

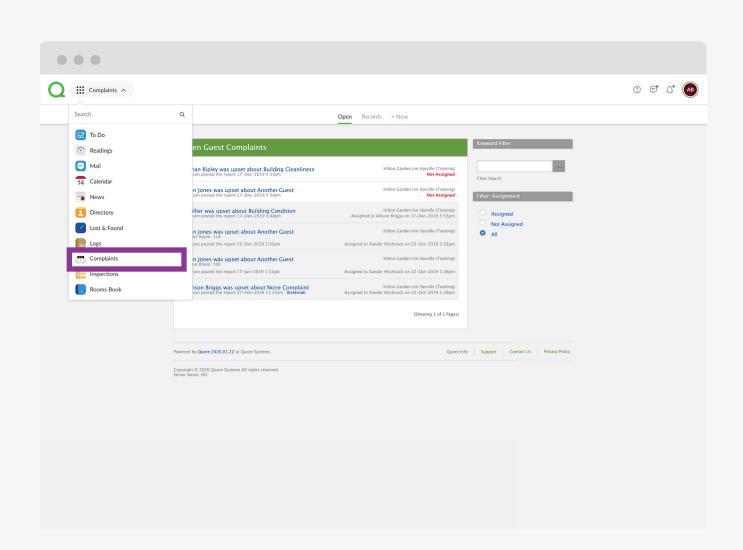




### Closing a Complaint

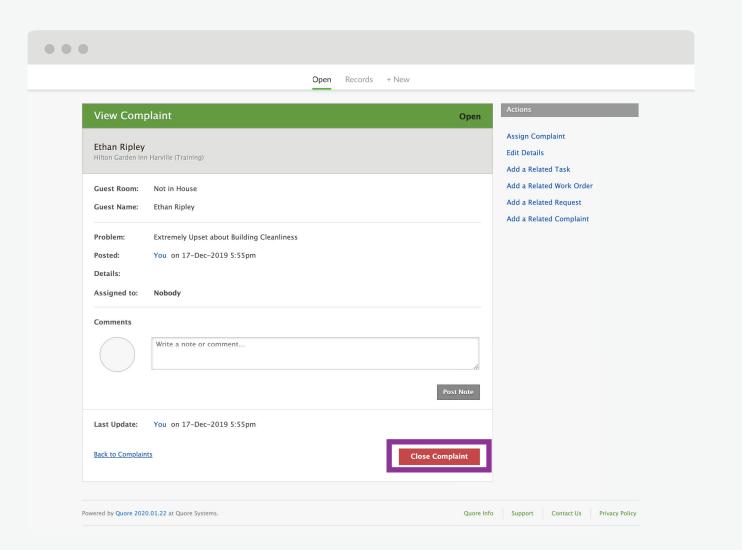
When a Complaint is closed in Quore, you will be able to mark if the guest was given anything for their trouble, the revenue lost, their mood, and any notes. You can also create a follow-up task to contact them before they leave.

Open the Complaints app.





Open the resolved Complaint and click Close Complaint.

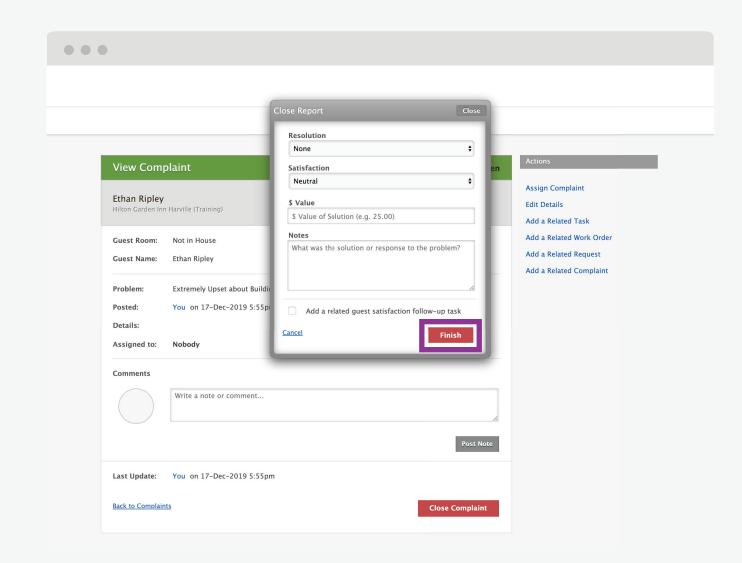


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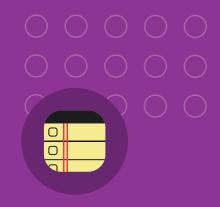
. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .



Fill in the resolution details and click Finish. If giving reward points, be sure to put the value and not the number of points on the value line.



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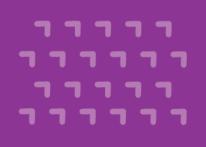
**INSPECTIONS APP** 

# Inspect Common Areas

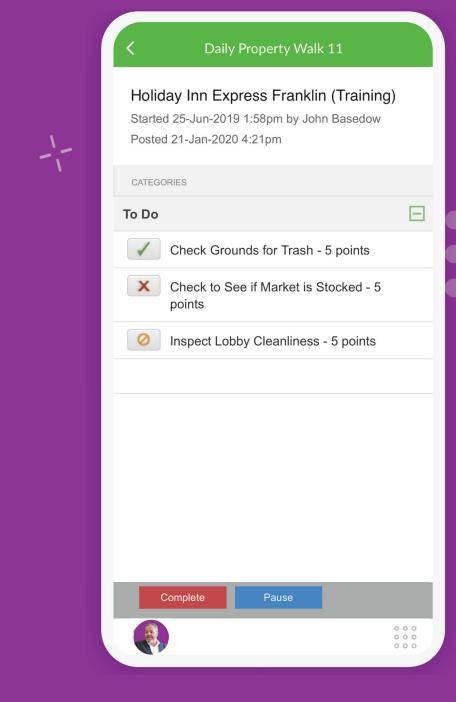
The Inspections app is where you can digitally inspect the hotel in real time. Add a comment to a line item, take a photo and assign a task with just a few taps.













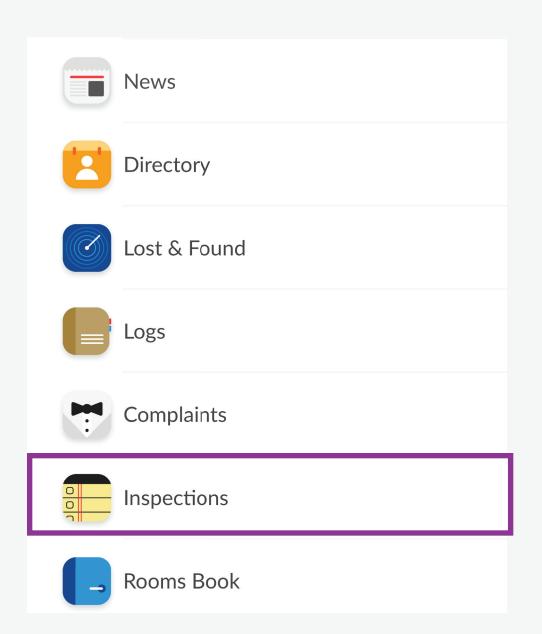


#### Completing an Inspection

Follow these steps to complete an inspection. Any failed item will create a task to the assigned department. Be sure to create templates on the desktop before performing these steps.

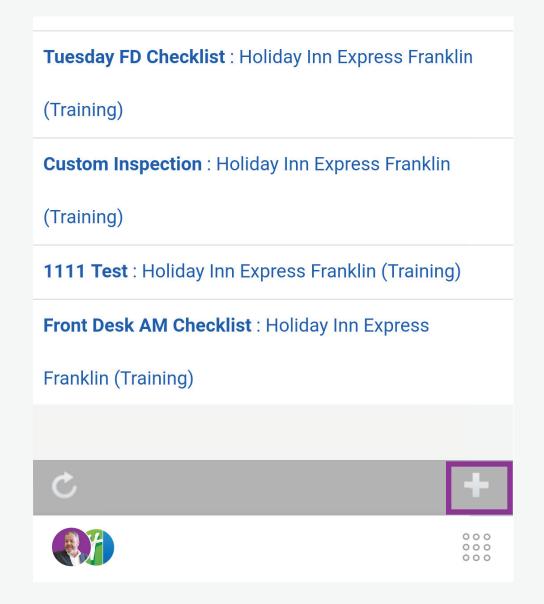


From the App Switcher, tap on the Inspections app.





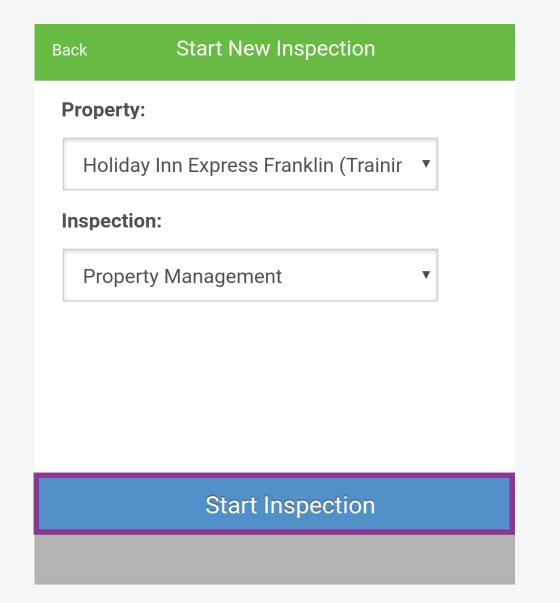
Tap the + button and Start Inspection.



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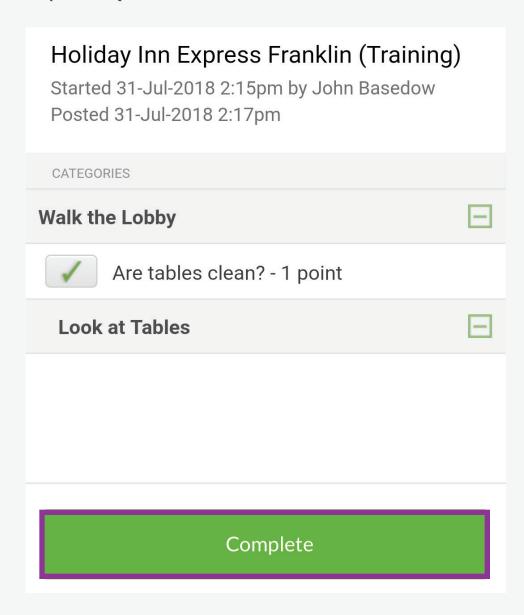


Select your property, inspection template and tap **Start Inspection.** 





Expand the categories and tap once to pass an item, twice to fail it, and three times to N/A it. Tap Complete when finished.







**REPORTS APP** 

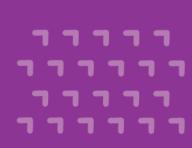
# View Andrew Andr

The Reports app is where you will go to view data collected from different apps within Quore. Get insights and track trends on demand or convert a report to a printable format.

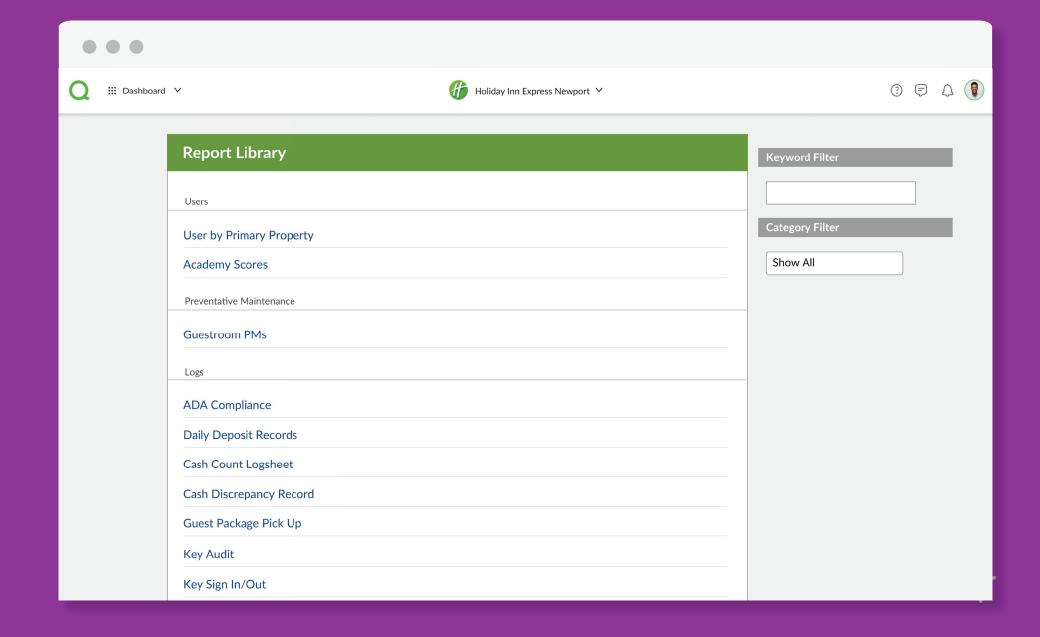




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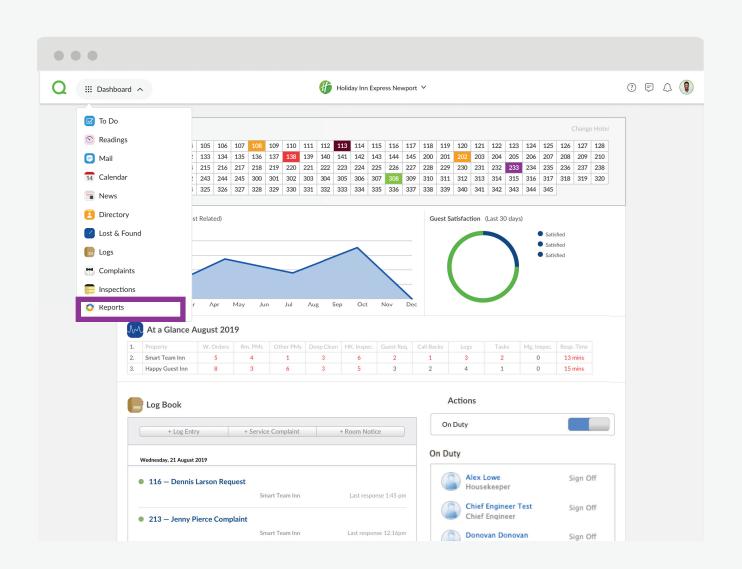


Viewing Reports

You can download the report as a CSV (editable format in programs such as Excel) or a PDF (which is viewable, but cannot be edited). Once you have downloaded the report, you will be able to print it.

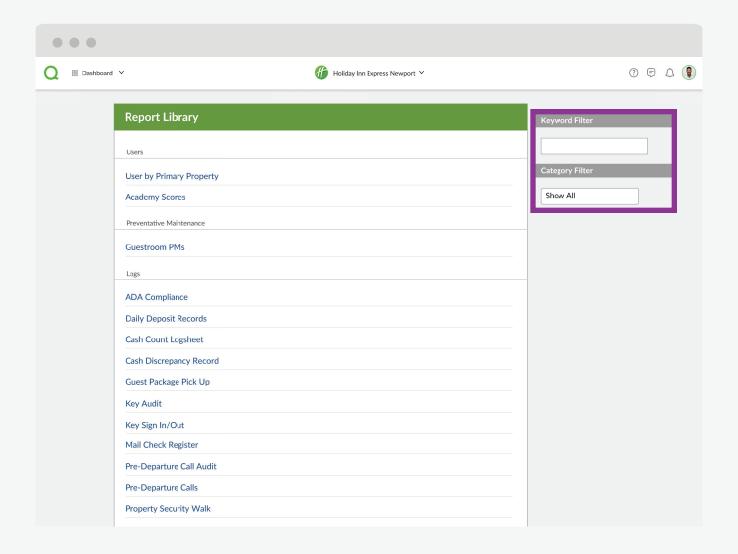
1

Open the Reports app.



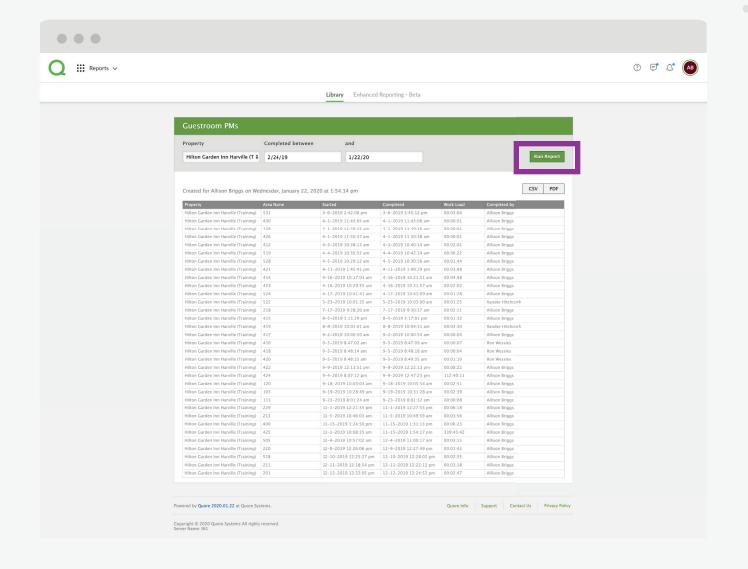


Search the Report Library or use the Category Filter to locate the report you need.





Select your property then pick a date range (if applicable). Click Run Report.







You're Trained!

Now that you have completed the management 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!

Be sure to review the Front Desk, Housekeeping, and Engineering Department Guides to learn how they will be using Quore.

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.

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