Cleaning and service management

Description

This module is included in all the Avantio VRMS packages. It allows you to manage the cleaning and other extra services easily and efficiently.

Benefits

This tool allows you to manage the cleaning and other services that can be applied to all of your properties and bookings. Administrators and users who manage these services can access the tool and update the booking when the service has been applied.

Configuration

At the top of the page there is a **filter** button to find the reservations you are looking for. When you click on it, a sidebar will be displayed with the following fields: date, status, type of service, supplier, booking locator, town, accommodation and building/urbanization.

¡**New!** We have added a new quick filter section for one-click viewing of tasks by date.
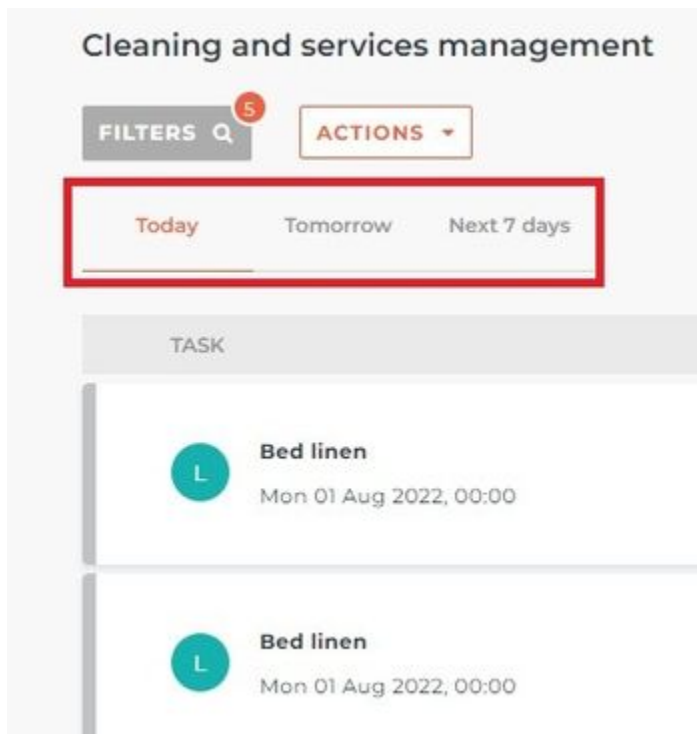

Below, you will find the **list of services to be performed**. This way, you will be able to know each day what is to be managed for each booking, simplifying your team's tasks. **By default, the services to be performed on the current date (today)** will be displayed, but you can use the quick filters to search for services for tomorrow or the next 7 days. If you prefer, use the above mentioned filters to search for specific dates.
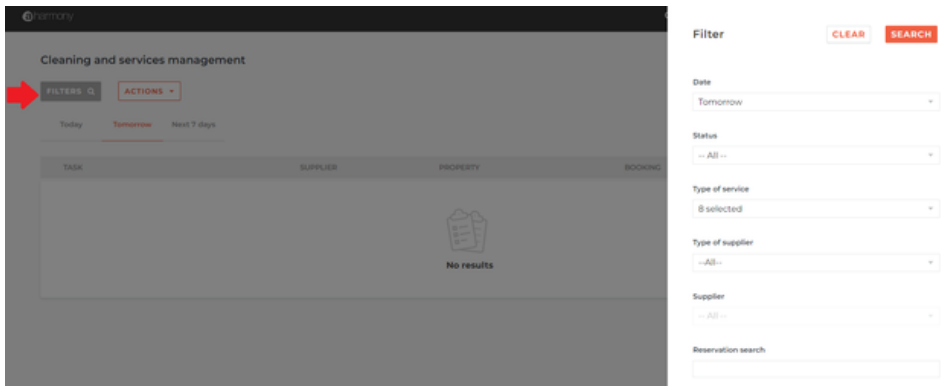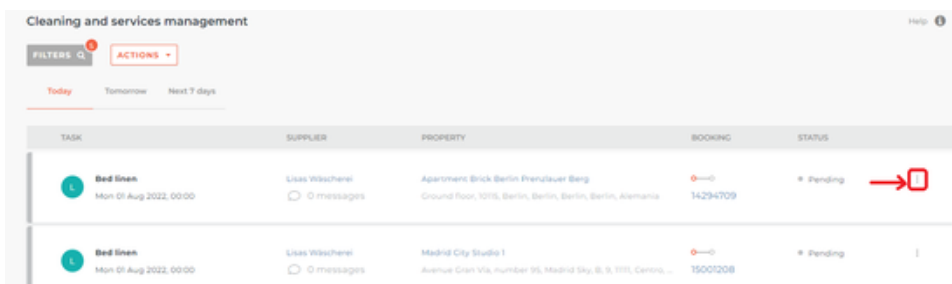
In the list you will see:

- Service/task to be performed.
- Responsible for performing the service.
  - If the person responsible for the service is a supplier, you will see information on whether the supplier has sent a message through its intranet and a direct link to the supplier's file.
- Accommodation where the service is to be performed with a direct link to the accommodation file in question.
- Booking locator with a direct link to the booking form.
  Service status
- Options (three dots)

By clicking on the more options button (three dots) you can individually edit the service/task, mark as done, view service details or send a message to the service manager (if the service manager is a provider):


By clicking on any part of the list you will be able to see more details about the service in a panel that will appear on the right side of the screen (except if you click on the blue links, in this case you will be taken to the corresponding sections).

Here you will be able to see detailed information about:

The task:

- Task or service
- Whether there are messages pending review with the supplier (if the service manager is a supplier)
- The person responsible for the service or task
- Date and time of execution

You can also edit the information individually for this service (responsible, date, time and status of the service) by clicking on the edit button in the upper left corner.
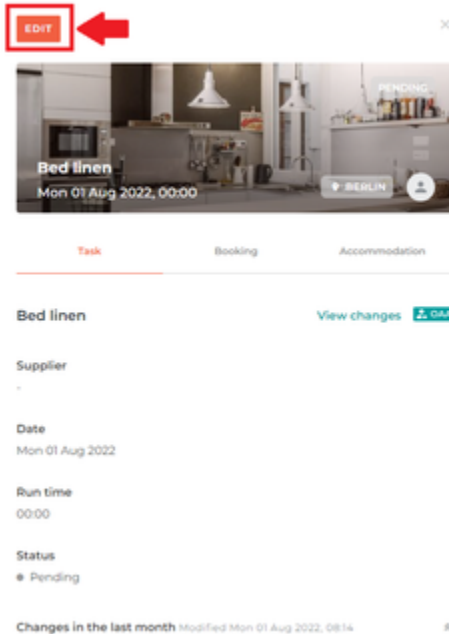
NEW - Assign service/task manager
Avantio has added a **new** feature to assign the person responsible for a service/task. Now you will be able to assign an **internal** user for the service/task an Internal user;such as, a company collaborator (system user) or a **Supplier**;for example, an external supplier. Depending on the previously selected option, in the last Responsible section we will see some options or others:

- **None** This service does not require a responsible person
- **Internal**: a list of system users configured in the Users section will appear.
- **Supplier**: a list will appear with the suppliers created in the Suppliers section.

⚠️ Notification emails only work for external *suppliers.*

⚠️ **Internal** users do **NOT** have access to Unified Inbox and therefore will not see the option to communicate via Unified Inbox.

💡 Find all the ways to assign the task and service manager in our documentation. Click here

The reservation:

- At what point the current reservation is in (guests have not checked in, guests are in, or guests have checked out).
- Check-in and check-out date of the guest
- Booking locator with direct link to the booking form
- Reservation status
- Number of nights
- Number of occupants
- Guest name and direct link to guest record
- Online check-in status
- Client's language
- Customer contact
- Schedule informed by the client
- The same information will be displayed for both the previous and the next booking.

EDIT ✕

Bed linen
Mon 01 Aug 2022, 00:00

📍 BERLIN

| Task | Booking | Accommodation |

Current booking ⌂

Guests checking in today
○——○

| Check-in date | Check-out date |
| Mon 01 Aug 2022, 00:00 | Mon 15 Aug 2022, 11:00 |

| Reference | Booking status |
| 14294709 | ● Pre-booking |

Number of nights	Number of occupants
14	Adults (2)
	Children (2)

EDIT ✕

Bed linen
Mon 01 Aug 2022, 00:00

📍 BERLIN

| Task | Booking | Accommodation |

Customer
Lisa Mustermann

| Check-in online | Language |
| ⊕ On hold 0/4 | French |

| Email | Telephone |
| lebner@avantio.com | - |

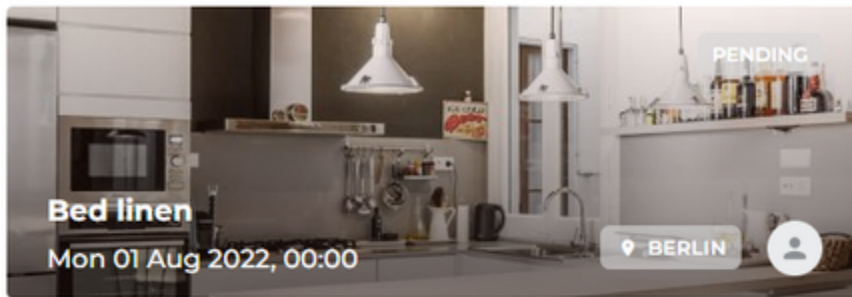| Arrive at accommodation	Depart accommodation

Previous booking ⌄

Next booking ⌄

The Accommodation

- Accommodation name
- Address with direct link to Google Maps
- Distribution of bedrooms
- Bathroom layout

EDIT

PENDING

Bed linen
Mon 01 Aug 2022, 00:00

📍 BERLIN

| Task | Booking | Accommodation |

Accommodation
Apartment Brick Berlin Prenzlauer Berg - Apartment

Address ⓘ
Ground floor, 10115, Berlin, Berlin, Berlin, Berlin, Alemania

Distribution of bedrooms

🛏 | 🛏 | 🛋

Bedroom 1 | **Bedroom 2** | **Communal zones**
Double beds (1) | Double beds (1) | Single Sofa bed (1)

Bathrooms
Toilets (2) - Bathrooms with shower (1) - Bathrooms with bathtub (0)

Announcements

For those agencies that have activated the notification module.

Configure the extras that you wish to manage:

On the right-hand side, click on the configuration icon to manually customise the extras that you wish to manage. By default, the system will include all the additional services that you have created but not all of them necessarily need to be managed, e.g. the tourist tax.

Additionally, you can export this information to an Excel or CSV file by clicking 'export'.

NEW! **Bulk changes in services**

You will be able to bulk change different services, by selecting just the ones you wish to modify and then clicking in *Actions - Edit*

Once clicked, the system will show a panel on the right side, where you will be able to change the following:

- Service supplier
- Date
- Hour of the service
- Service status
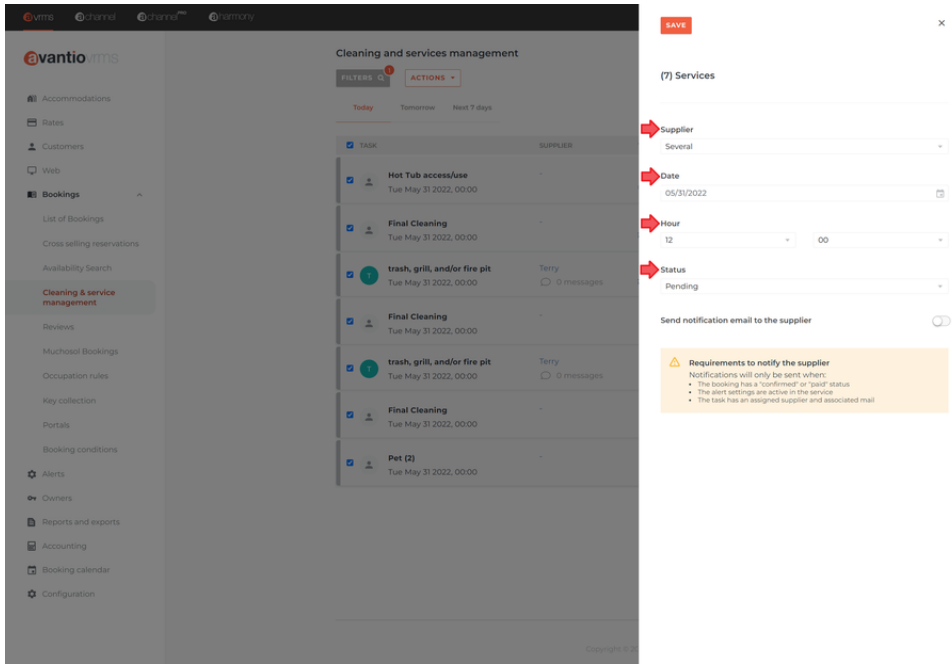
> **NEW**
> The default service time will be set to 00:00hrs (Midnight).
>
> In previous versions of this module, when the scheduled time of the service was changed, it would also alter the date. Now you will be able to change the hour of multiple services without affecting the service's dates. Let's say that you would like to schedule all services for next week to begin exactly at 1:00PM, now you will be able to bulk change these services without affecting the execution dates of each particular service.

NEW! Changes history record

Within the *Task*, we have added a new history record of changes, so you can always keep track of the modifications of the task, should they exist. All the changes of service status, supplier change, change of date and scheduled time of the service.

Some changes will not be registered in the record
The changes related to the service creation when the booking entered the system, or the changes of the booking's date and time, will not be registered within the record,