



PSE Hospitality Service Center

Version 2.6 HSC

HSC Mobile for Android™

HSC Mobile for Browser Based Devices





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Content

1 Introduction

HSC Mobile provides access to Hospitality Service Center (HSC) V2.6 in real time via smartphones or tablet devices. It provides the next generation of mobile features for HSC users.

- Through this easy-to-use application, you can create and manage requests, access guest data and other information
- Easy to use for Mobile Service staff / Guest Service Center staff / System requires hardly any training
- Features: Rapid Response (Guest Request management), Complaints, Engineering, Housekeeping (Real time Room status, status update with PMS Interface, Minibar posting)

Hotel staff, while on the mobile device, are just one click away from a new ticket, documenting any kind of service requests, and capturing a full audit trail to ensure quality. Front Office hotel staff knows which mobile service agent is able to deliver the requested service and forwards the service request. The HSC service control shows the actual status of the service request. Time-outs, acceptance, or alerts are monitored and can be reported on. HSC provides comprehensive statistics for the management. The reports illustrate employee efficiency and guest satisfaction, showing the areas of possible improvement. HSC supports mobile communication between staff members and saves time by optimizing staff efficiency and hotel workflows. This innovative, fully integrated modular solution not only monitors communication and guest wishes from start to finish but also interfaces, stores, analyzes, and outputs data.

1.1 Target Group

HSC Mobile has been designed for mobile service attendants using smartphones or tablets. With department approach it manages workload and prioritization, automatically assigns tasks to appropriate groups and improves productivity.

For using this manual experience with Android OS is required.

Introduction

Notational Conventions

1.2 Notational Conventions

- In the text, screen elements are displayed in *italics*.
- Important information in the text is highlighted in **bold**.
- The keys of your keyboard are displayed in *italics*, in angle brackets (e.g. <Alt>).
- The > sign describes paths through menu items you have to select to reach a certain feature.



Indicates notes.



Indicates warnings.

1.3 Starting of HSC Mobile

In order to start HSC, please touch the Launcher icon. Then locate and touch HSC Mobile icon.



Figure 1-1 HSC Mobile icon

1.4 Login

As soon as you have started HSC, the *Login* window will be displayed on your screen after a short loading time.

Enter your *User name* and your *PIN* and click on Login button.

Introduction

Login

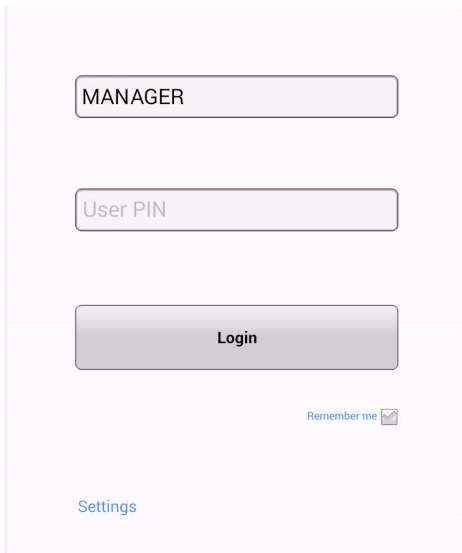


Figure 1-2 Login Window

User name

Enter your user name. After installation, a user account designated **admin** is provided.

PIN

Enter your PIN. For the default user "admin" the default PIN is **1234**. Please change this PIN immediately after the first login to the HSC Desktop GUI!



You can always change your credentials in the HSC Desktop GUI *User Settings* window which you can access via the menu item *Administration > User Settings...*; new users can be set up via *Administration > User Accounts...* (see Service Manual).



Thus you confirm your entries and you will be logged in.
The HSC Mobile main desktop will be displayed on your device.

Settings

The HSC Mobile Settings menu will be displayed on your device.

1.5 Settings

When HSC Mobile gets started for the first time, system has to be configured. Click on Settings link in Login window to access Settings menu.

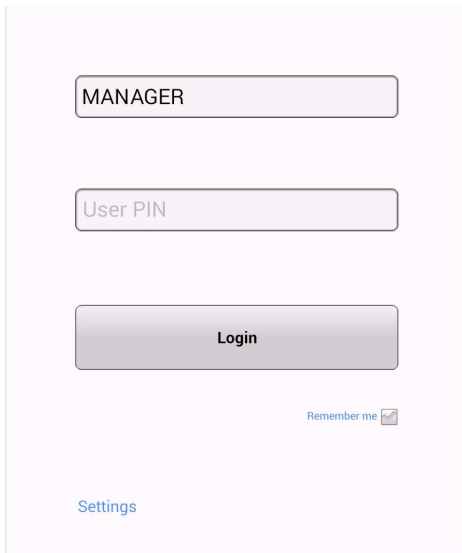


Figure 1-3 Access to Settings Menu from Login window

Click on Settings link in Login window to access Settings menu.

Introduction

Settings

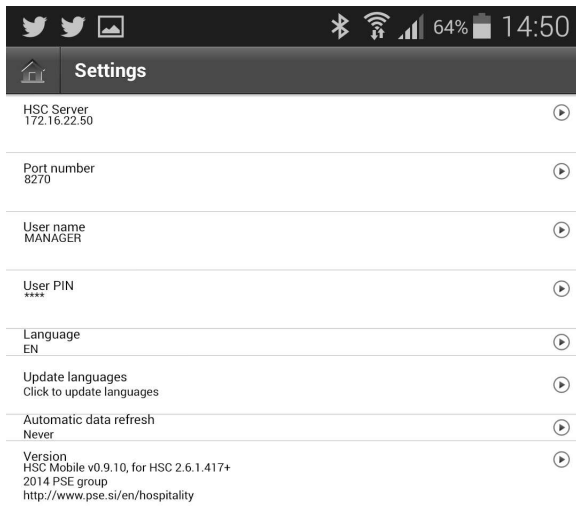


Figure 1-4 Settings menu

HSC Server

Enter HSC server IP Address or Domain Name

Port number

Enter port on which HSC server is listening (default 8270)

User name

Enter your user name.

User PIN

Enter your PIN.

Language

Choose language for HSC Mobile.

Update languages

Update languages from HSC server.

Automatic data refresh

Configure automatic data refresh interval.

2 Service Tracking with mobile devices

Service Tracking ensures that both service requests of hotel guests and other work orders are collected and submitted to responsible hotel staff members. Moreover, you can follow the service progress from a central point.

The basic functioning of Service Tracking in HSC is described in more detail in the Administration Manual, Chapter 5.



Using functions described below requires a license for "Service Tracking".



To make it possible for you to use the features of Service Tracking, your hotel administrator must have made specific settings at the configuration of HSC. Please refer to the Administration Manual, Chapter 5, for further information.

This chapter provides a detailed description of the user interfaces for Service Tracking on the mobile devices:

- Smartphone / tablet device and its functions (see Section 2.1)
- Browser device and its functions (see Section 2.2)

Service Tracking with mobile devices

Service Tracking - Smartphones and Tablets

2.1 Service Tracking - Smartphones and Tablets

The services created with *Front Office* are submitted to service attendants who use a Smartphone device with the HSC system.

In the HSC system, service attendants are informed via Smartphone when and what services they have to perform. At the same time they use Smartphone to inform *Front Office* about the progress of the service.

2.1.1 Working with the Smartphone Device

With the Smartphone, you can:

- View, accept and reject all types of services (Rapid Response, Engineering and Complaints)
- Create all types of new services
- Set up and cancel a break (see Section 2.1.6)
- View services requested for different locations and service attendants (see Section 2.1.2.3)
- Change Room Status and Post minibar charges (see Section 2.1.5)

HSC Mobile Home screen

The HSC Mobile Home screen consists of the icon bar showing all configured functions for current user (see Figure 2-1 below).



The Smartphone GUI language depends on the language(s) assigned to the service attendant by the administrator when configuring Service Tracking (see Administration Manual, Chapter 5).



Immediately below the header of the HSC Mobile Home Screen you will find icon bar, comprising icons *Rapid Response*, *Engineering*, *Complaints*, *Inspect*, *Set Break* and *Logout*. You can access all available functions directly by clicking on the icons. Your HSC icon bar depends on the configured fetures, i.e. you can use all functions that you see on your screen (functions that haven't been configured for your user account, are hidden).

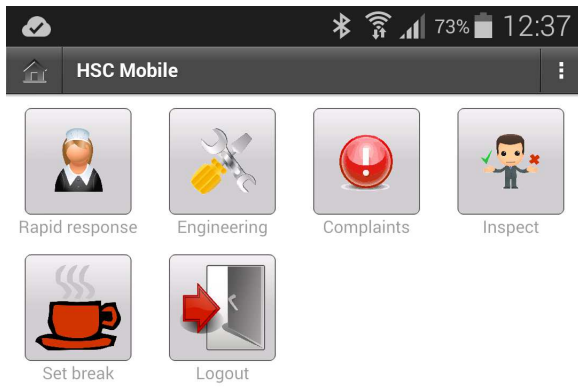


Figure 2-1 HSC Mobile Home Screen



Figure 2-2 HSC Mobile Menu Icons

Service Tracking with mobile devices

Service Tracking - Smartphones and Tablets

2.1.2 Rapid Response



Rapid response

Opens the Rapid Response requests home screen.

On this screen, you can accept, reject and create new services in the Rapid Response Category.

2.1.2.1 My Tasks



My tasks

Opens the screen with the list of all Rapid Response services assigned to you.

With this item, you can accept and reject services in the list and mark performed services as *Done*.

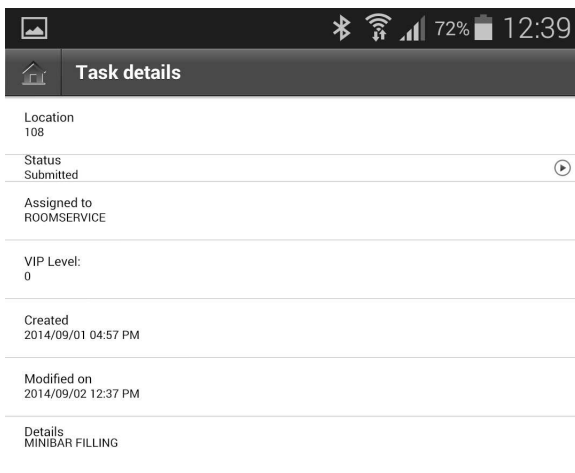


Figure 2-3 Rapid Response - Service Task Details

Location

Displays the location where the service should be performed.

Details

Displays the text of the requested service and the details (if available).

Created / Modified at

Displays the date and time of the creation / last modification of the service request.

Guest

Displays the name of the guest for whom the service should be performed.

Status

Contains current service status. Use this field to accept and reject services or to mark performed services as *Done*.

Following statuses are available:

Accepted - the *Front Office* staff is informed that you have accepted the service and you have to perform it within a defined time.

Rejected - the *Front Office* staff is informed that you have rejected the service and the service disappears from the list of your services.

Done - the service disappears from your service list and the *Front Office* staff is informed.



There is no undo to accepting, rejecting and marking the services as *Done*!

2.1.2.2 Request New Service



New task

Opens the screen for requesting new services.

Service Tracking with mobile devices

Service Tracking - Smartphones and Tablets



Use this function to request new services which are not your responsibility (e.g. leaking pipes) or which you have noticed during your work (e.g. you notice a broken ash-tray that needs replacing or you meet a guest who asks you to organize him a bottle of wine).

You must not reject services that have been assigned to you and then make a new request using this function!

Please select location for new service request

100	RR NR RR new request
101	AMENITIES AMENITIES
102	MINIBAR MINIBAR FILLING
103	LAUNDRY LAUNDRY PICKUP
104	SERVFB ROOM F&B SERVICE
105	SERVHSK ROOM HSK SERVICE
106	NEWSPAPER NEWSPAPER
107	RESCOLDFO RESTAURANT FOOD
108	INFO INFO request
109	
200	
201	
202	
203	

Please select code for new service request

Please enter additional details for new service request

Need clean laundry in the morning

Previous Page Next Page Previous Page Finish

Figure 2-4 Smartphone - Creating a New Service Request - Steps 1-3

Location

Select the location the service is requested for.

Code

Select the service code or text. The other field will be filled in automatically. However, check the entry. The field displays the first item in the list of all possible entries connected with the entry in the other field.



Confirms your entries and opens the next step screen.



Returns to the previous screen without any changes.

To request a new service, enter the location and the service code or text with the respective list and confirm with *Next* >. Enter either the code or the text,

Please enter information for the new service request

Enter details (if necessary).



To enter details, click inside the details field. Use the keyboard which appears in the lower part of your smartphone to enter details. To hide the keyboard, click outside the comment field.



Confirms the entries and submits the request to *Front Office*.



Returns to the HSC Mobile Home screen.

Service Tracking with mobile devices

Service Tracking - Smartphones and Tablets

2.1.2.3 Show Other Services



Other locations

Provides an overview of services assigned to other service attendants or services requested for a certain location.

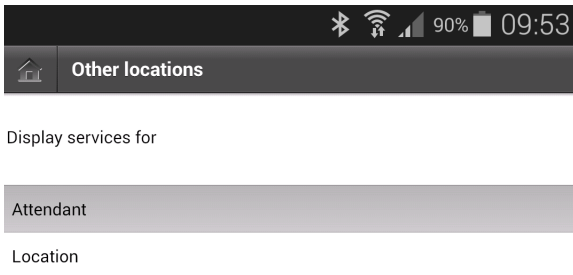


Figure 2-5 Smartphone - Displaying Other Services - Step 1

for Service attendant

To view the services of service attendants, select *Attendant* menu item, select a service attendant from list and click *Finish*.

for Location

To view the services requested for a location, select *Location* menu item, select a location and click *Finish*.



Opens a screen with the services for the selected service attendant (*for Attendant* menu selected) or for the selected location (*for Location* menu selected).

Services for a Location

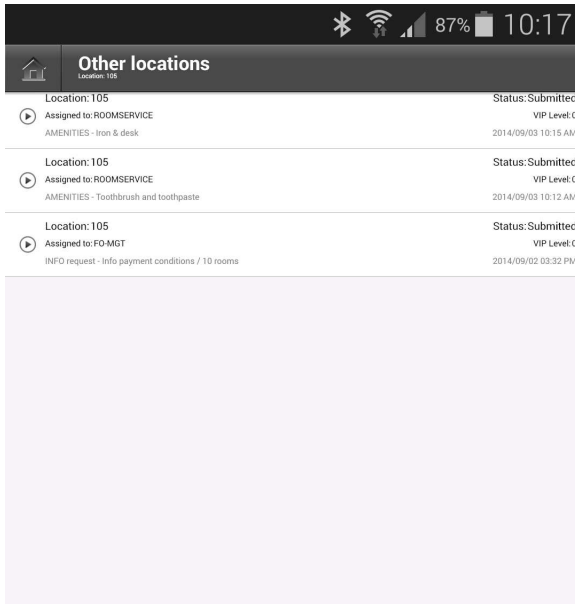


Figure 2-6 Smartphone - Displaying Other Services - Step 2

Services for Location

Shows the location number.

Service

Below the heading you can see the description of the service, together with status icons describing the service status.

To view more details concerning a service, click the service text and the *Detailed service view* screen opens.

Service Tracking with mobile devices

Service Tracking - Smartphones and Tablets

2.1.3 Engineering



Engineering

Opens the Engineering requests home screen.

On this screen, you can accept, reject and create new services in the Engineering Category.

2.1.3.1 My Tasks



My tasks

Opens the screen with the list of all Engineering services assigned to you.

With this item, you can accept and reject services in the list and mark performed services as *Done*.

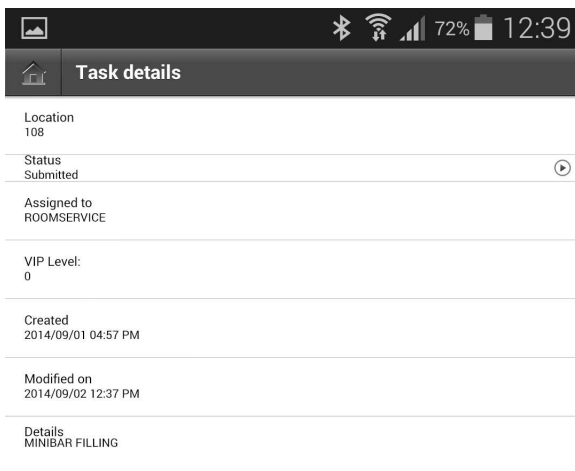


Figure 2-7 Engineering - Service Task Details

Location

Displays the location where the service should be performed.

Details

Displays the text of the requested service and the details (if available).

Created / Modified at

Displays the date and time of the creation / last modification of the service request.

Guest

Displays the name of the guest for whom the service should be performed.

Status

Contains current service status. Use this field to accept and reject services or to mark performed services as *Done*.

Following statuses are available:

Accepted - the *Front Office* staff is informed that you have accepted the service and you have to perform it within a defined time.

Rejected - the *Front Office* staff is informed that you have rejected the service and the service disappears from the list of your services.

Done - the service disappears from your service list and the *Front Office* staff is informed.



There is no undo to accepting, rejecting and marking the services as *Done*!

2.1.3.2 Request New Service



New task

Opens the screen for requesting new services.

Service Tracking with mobile devices

Service Tracking - Smartphones and Tablets



Use this function to request new services which are not your responsibility (e.g. leaking pipes) or which you have noticed during your work (e.g. you notice a broken ash-tray that needs replacing or you meet a guest who asks you to organize him a bottle of wine).
You must not reject services that have been assigned to you and then make a new request using this function!

Please select code for new service request

Please enter additional details for new service request

Please select location for new service request

202

203

204

205

206

207

208

209

805

BACKOFFICE

CONFERENCE ROOM

LOBBY_FO

POOL

RESTAURANT

ENG NR
Engineering New Request

TECSERNG
TECHNICAL SERVICE NON GUEST

SERVENG
ROOM ENG SERVICE

HVACMAL
HVAC MALFUNCTION

TVMAL
TV MALFUNCTION

HSIAMAL
HSIA MALFUNCTION

FO UPS failure

Previous Page

Next Page

Previous Page

Finish

Figure 2-8 Smartphone - Creating a New Engineering Request - Steps 1-3

Location

Select the location the service is requested for.

Code

Select the service code or text. The other field will be filled in automatically. However, check the entry. The field displays the first item in the list of all possible entries connected with the entry in the other field.



Confirms your entries and opens the next step screen.



Returns to the previous screen without any changes.

To request a new service, enter the location and the service code or text with the respective drop-down list boxes and confirm with *Next >*. Enter either the code or the text,

Please enter information for the new service request

Enter comments (if necessary).



To enter a comment, click inside the comment field. Use the keyboard which appears in the lower part of your smartphone to enter a comment. To hide the keyboard, click outside the comment field.



Confirms the entries and submits the request to *Front Office*.



Returns to the HSC Mobile Home screen.

Service Tracking with mobile devices

Service Tracking - Smartphones and Tablets

2.1.3.3 Show Other Services



Other locations

Provides an overview of services assigned to other service attendants or services requested for a certain location.

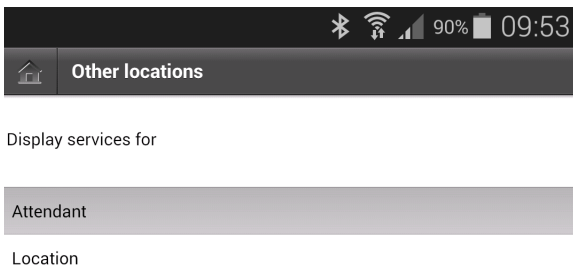


Figure 2-9 Smartphone - Displaying Other Engineering Services - Step 1

for Service attendant

To view the services of service attendants, select *Attendant* menu item, select a service attendant from list and click *Finish*.

for Location

To view the services requested for a location, select *Location* menu item, select a location and click *Finish*.



Opens a screen with the services for the selected service attendant (*for Attendant* menu selected) or for the selected location (*for Location* menu selected).

Services for a Location

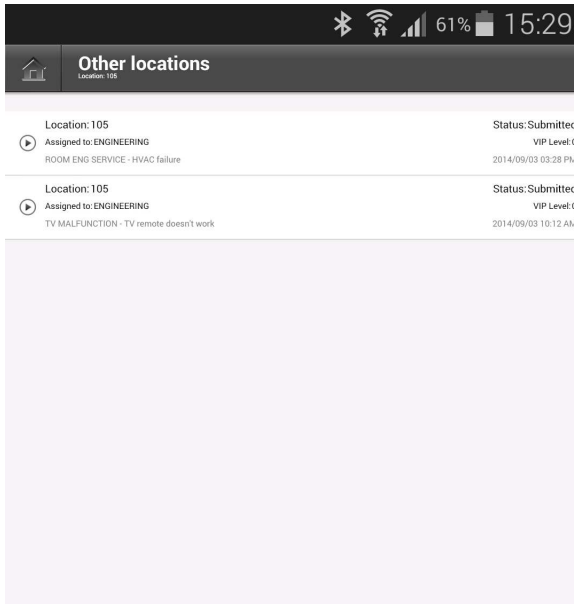


Figure 2-10 Smartphone - Displaying Other Engineering Services - Step 2

Services for Location

Shows the location number.

Service

Below the heading you can see the description of the service, together with status icons describing the service status.

To view more details concerning a service, click the service text and the *Detailed service view* screen opens.

Service Tracking with mobile devices

Service Tracking - Smartphones and Tablets

2.1.4 Complaints



Complaints

Opens the Complaints home screen.

On this screen, you can accept, reject and create new Guest Complaints.

2.1.4.1 My Complaints



My complaints

Opens the screen with the list of all Complaints assigned to you.

With this item, you can accept and reject Complaints handling and mark handled Complaints as *Done*.

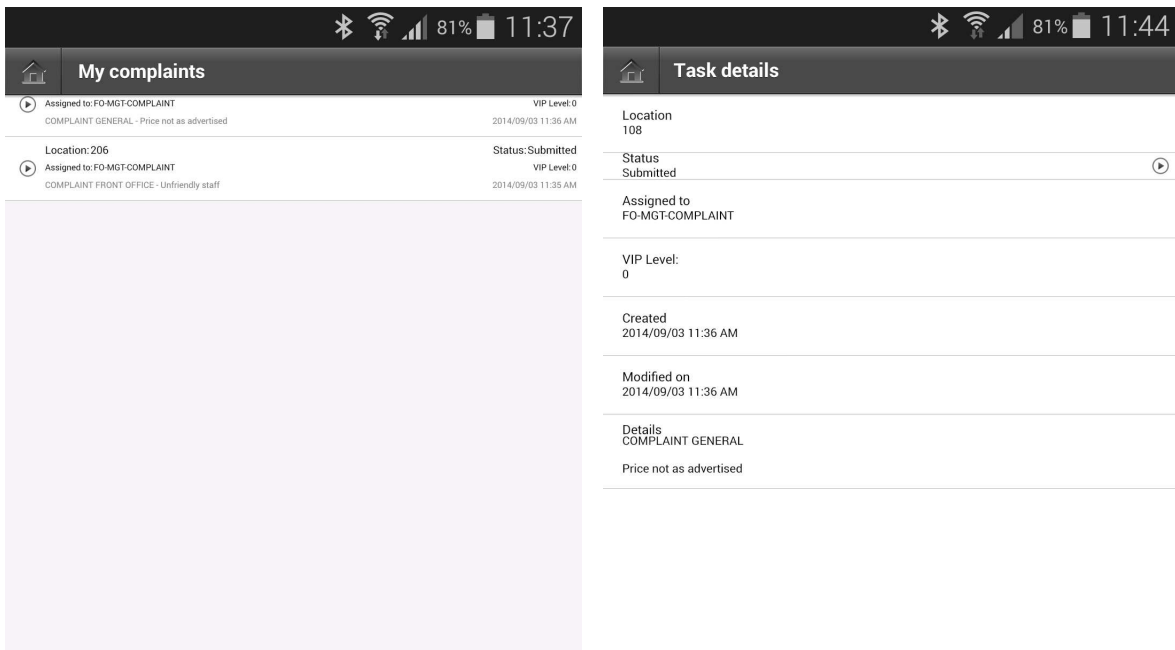


Figure 2-11 Complaints - Complaints list and Complaints details

Location

Displays the Complaint location.

Details

Displays the text of the Complaint.

Created / Modified at

Displays the date and time of the creation / last modification of the Complaint.

Guest

Displays the name of the guest who Complained.

Status

Contains current Complaint status. Use this field to accept and reject Complaint handling or to mark handled Complaints as *Done*.

Following statuses are available:

Accepted - the *Front Office* staff is informed that you have accepted the Complaint handling and you have to perform it within a defined time.

Rejected - the *Front Office* staff is informed that you have rejected the Complaint handling and the service disappears from the list of your services.

Done - the Complaint disappears from your service list and the *Front Office* staff is informed.



There is no undo to accepting, rejecting and marking the Complaints as *Done*!

2.1.4.2 File New Complaint



New complaint

Opens the screen for filling new complaint.



Use this function to fill in new Complaints which are not your responsibility or which you have noticed during your work.
You must not reject Complaints that have been assigned to you and then make a new Complaint using this function!

Service Tracking with mobile devices

Service Tracking - Smartphones and Tablets

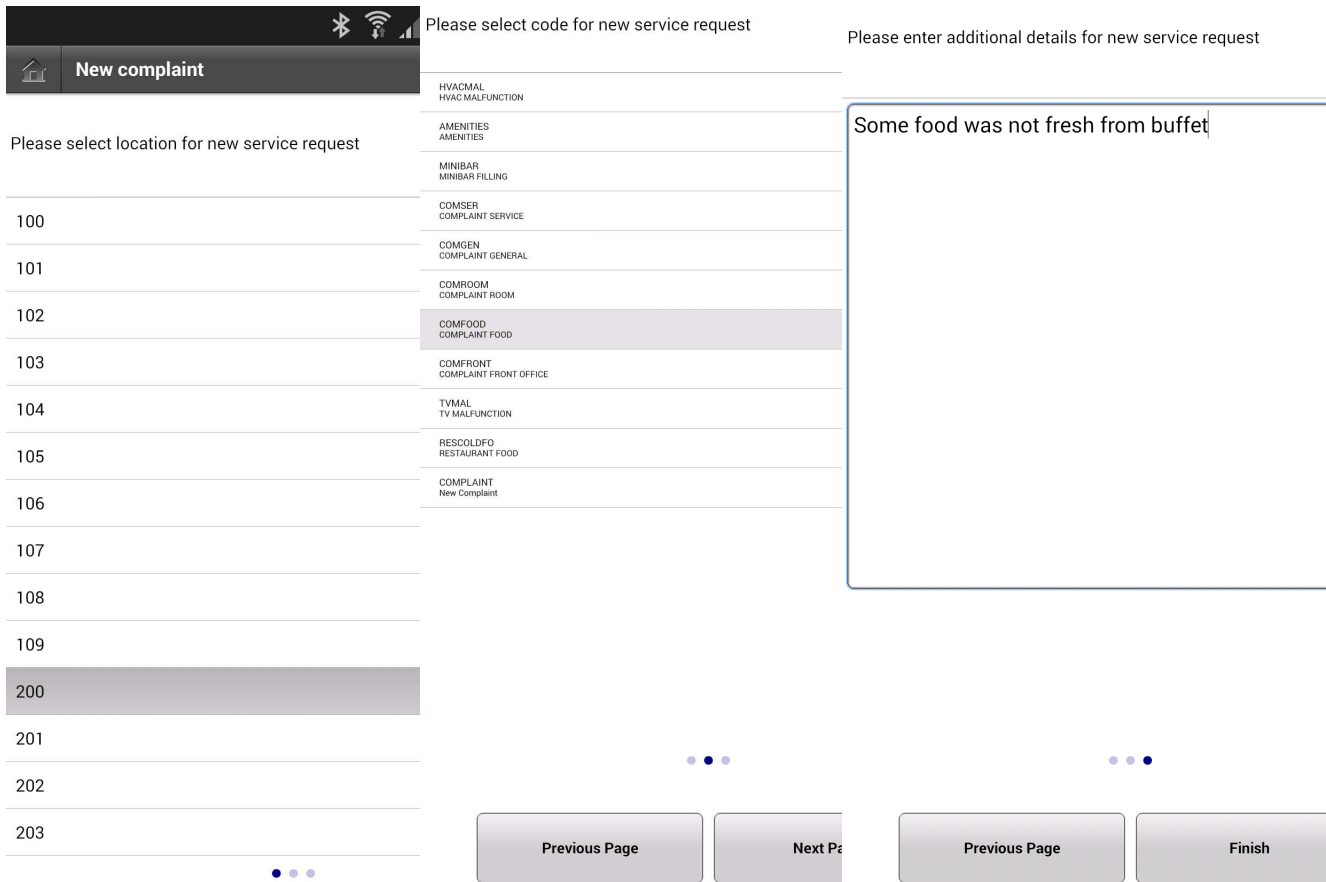


Figure 2-12 Smartphone - Filling a New Complaint - Steps 1-3

Location

Select the location the Complaint is filled for.

Code

Select the Complaint code or text. The other field will be filled in automatically. However, check the entry. The field displays the first item in the list of all possible entries connected with the entry in the other field.



Confirms your entries and opens the next step screen.



Returns to the previous screen without any changes.

To fill in a new Complaint, enter the location and the Complaint code or text with the respective lists and confirm with *Next* >.

Please enter information for the new Complaint

Enter comments (if necessary).



To enter a details, click inside the details field. Use the keyboard which appears in the lower part of your smartphone to enter a comment. To hide the keyboard, click outside the comment field.



Confirms the entries and submits the Complaint to *Front Office*.



Returns to the HSC Mobile Home screen.

Service Tracking with mobile devices

Service Tracking - Smartphones and Tablets

2.1.4.3 Show Other Complaints



Other locations

Provides an overview of Complaints assigned to other staff member or Complaints filled in for a certain location.

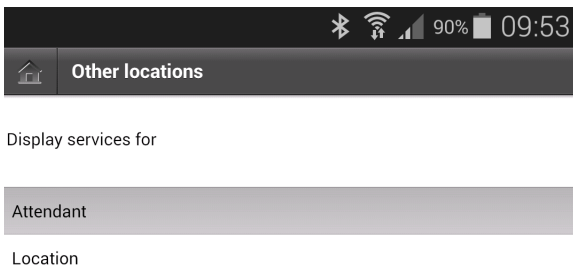


Figure 2-13 Smartphone - Displaying Other Complaints - Step 1

for Service attendant

To view the Complaints assigned to specific staff member, select *Attendant* menu item, select an attendant from list and click *Finish*.

for Location

To view the Complaints filled in for certain location, select *Location* menu item, select a location and click *Finish*.



Opens a screen with the Complaints for the selected staff member (*for Attendant* menu selected) or for the selected location (*for Location* menu selected).

Services for a Location

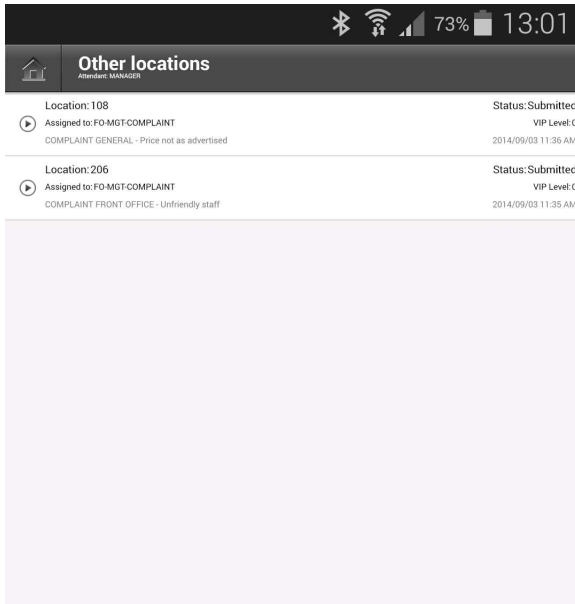


Figure 2-14 Smartphone - Displaying Other Complaints - Step 2

Services for Location

Shows the location number.

Service

Below the heading you can see the description of the service, together with the service status.

To view more details concerning a service, click the Complaint text and the *Detailed Complaint view* screen opens.

Service Tracking with mobile devices

Service Tracking - Smartphones and Tablets

2.1.5 Inspect



Inspect

Opens the Inspect home screen.

On this screen, you can change the Room Status and Enter Minibar Consumption.

2.1.5.1 Room Status



Room status

Opens the Room Status menu.

With this item, you can change Room Status.

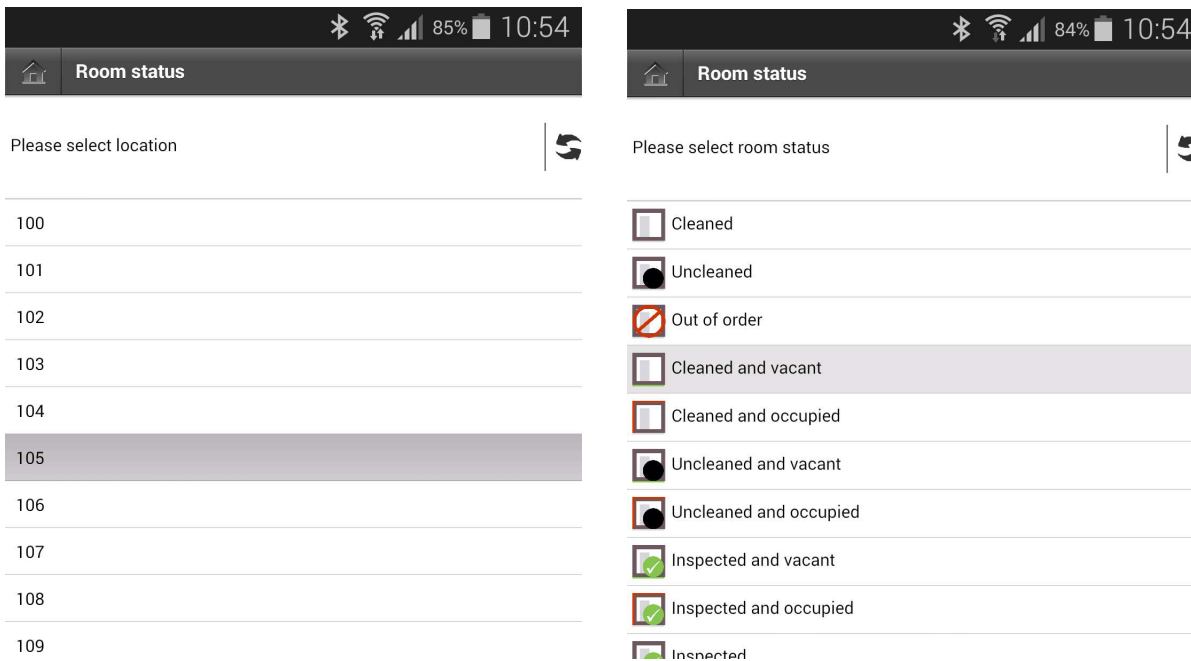


Figure 2-15 Inspect - Change Room Status - Steps 1 - 2

Location

Choose the location for which status should be changed.

Room Status

Choose appropriate Room Status (only statuses which have been activated in HSC administration are available).

2.1.5.2 Minibar Posting



Minibar posting

Opens the Minibar posting home screen.

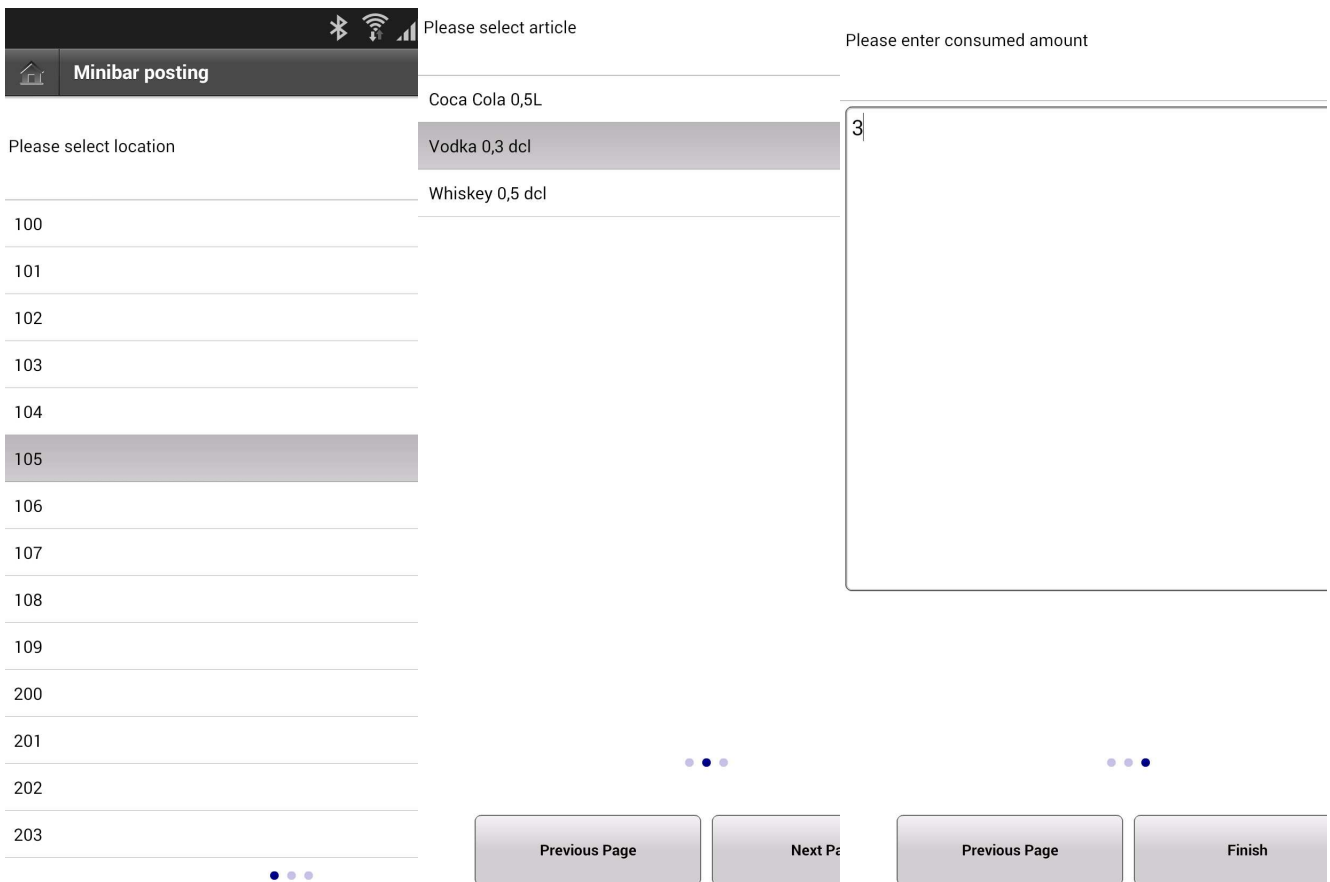


Figure 2-16 Smartphone - Minibar posting - Steps 1-3

Location

Select the location for which Minibar consumption should be posted.

Service Tracking with mobile devices

Service Tracking - Smartphones and Tablets

Product Article

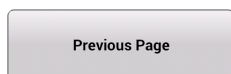
Select the consumed product.

Consumed Amount

Enter consumed amount.



Confirms your entries and opens the next step screen.



Returns to the previous screen without any changes.



Confirms the entries and submits the Minibar costs to *Front Office*.



Returns to the HSC Mobile Home screen.

2.1.6 Break



Sets your breaks.

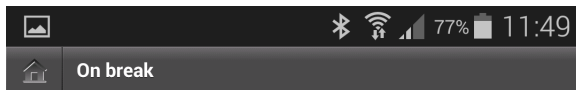


Figure 2-17 Smartphone - Break



Ends your break.

Service Tracking with mobile devices

Service Tracking - Smartphones and Tablets

2.1.7 Logout



With this icon you log out.

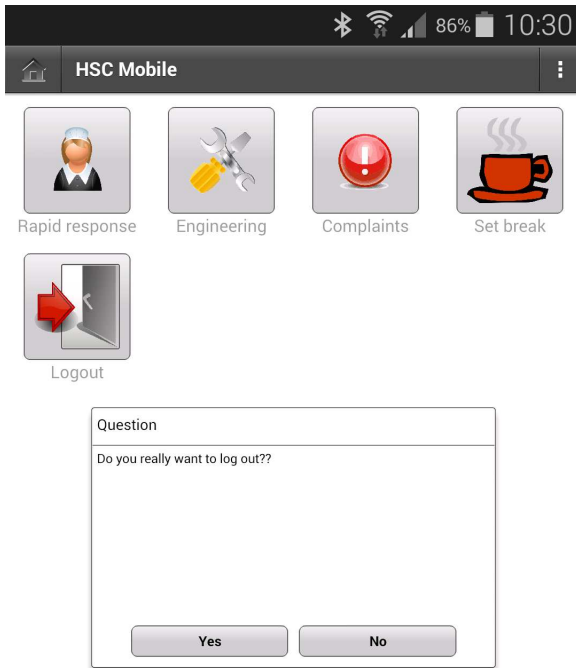
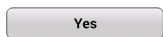


Figure 2-18 Smartphone - Logout



Logs you off.



Returns you to the HSC Mobile home screen (see Figure 2-1).

2.2 Service Tracking - Browser Based Device

The services created with *Front Office* are submitted to service attendants who use a Browser Based device with the HSC system.

In the HSC system, service attendants are informed via Browser based devices when and what services they have to perform. At the same time they use Browser based devices to inform *Front Office* about the progress of the service.

2.2.1 Working with the Browser Based Device

With the Browser Based device, you can:

- View, accept and reject services (see Section 2.2.2)
- Create new services (see Section 2.2.3)
- Set up and cancel a break (see Section 2.2.6)
- View services requested for different locations and service attendants (see Section 2.2.4)

This chapter also describes the Browser Based device login and logout.

Login

To log in, do the following steps:

1. Turn your device on.
2. Browse to hotel portal

Service Tracking with mobile devices

Service Tracking - Browser Based Device

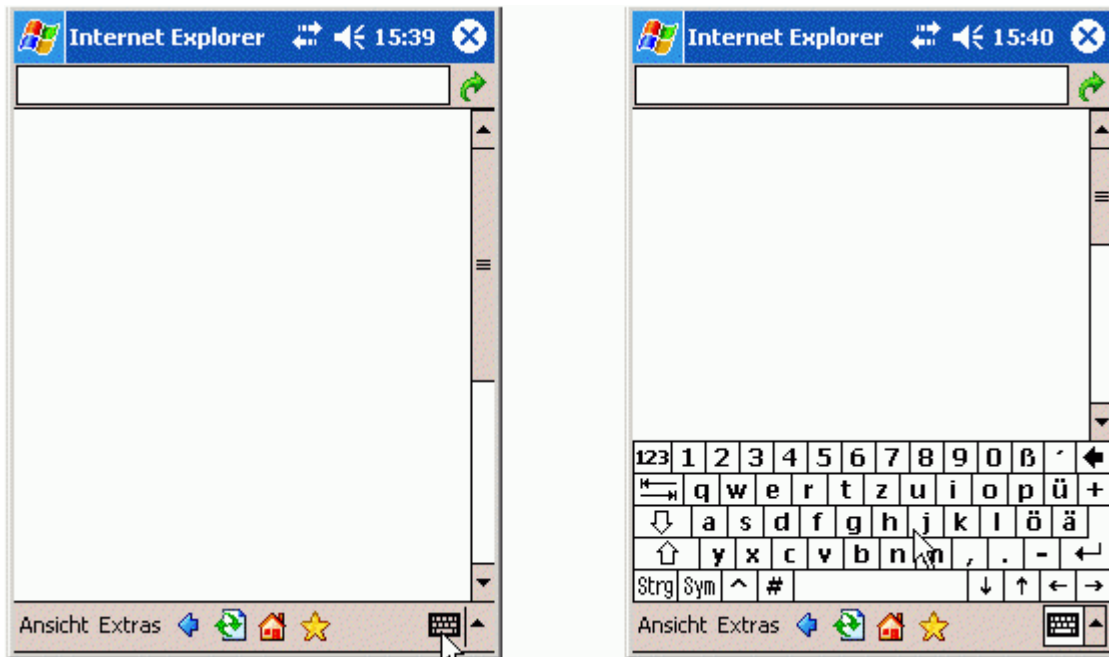


Figure 2-19 Browser Based Device - Displaying the Keyboard

3. Enter *http:\\HSC_server_address:8270* into the navigation bar.
4. In the *Launch HSC 2.6 Applications* area click the *PDA Service Tracking* item.

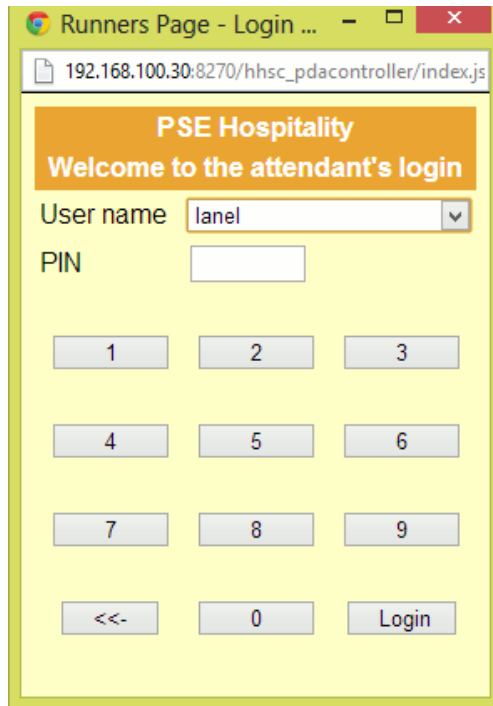


Figure 2-20 Tablet - Login

5. Select your user name and enter your PIN.

Username

Select your user name.

PIN

Enter your PIN.

1,2,3,4,5,6,7,8,9,0

Use the digit buttons to enter your PIN.

Service Tracking with mobile devices

Service Tracking - Browser Based Device

Opening screen

The Tablet opening screen consists of the icon bar and the working area (see Figure 2-21 below).



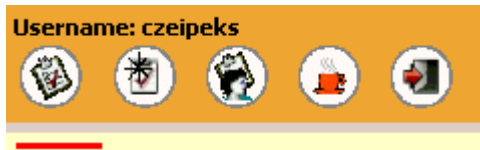
The Tablet GUI language depends on the language(s) assigned to the service attendant by the administrator when configuring Service Tracking (see Administration Manual, Chapter 5). However, the *Welcome* screen language depends on the Tablet Browser's language setting, and the *Login* screen is always in English.



Figure 2-21 Tablet Opening Screen

Username

Displays your user name.



Icons representing working screens. A red bar below the icon indicates the active screen.

2.2.2 Show Own Services



Opens the screen with the list of all services assigned to you.

With this item, you can accept and reject services in the list and mark performed services as *Done*.



Figure 2-22 Tablet Opening Screen - Service Attendant's Services

Loc

Displays the location where the service should be performed.

Service

Displays the text of the requested service and the details (if available).

To see more details, click the service text and the *Detailed service view* screen appears.

Service Tracking with mobile devices

Service Tracking - Browser Based Device

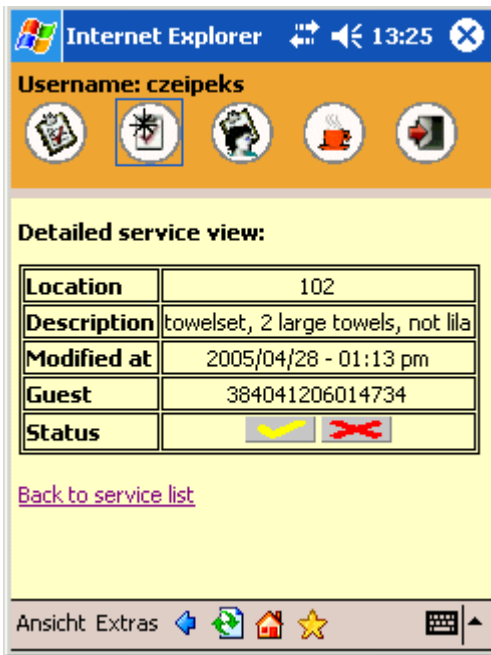


Figure 2-23 Tablet - Detailed Service View

Location

Displays where the service should be performed.

Description

Contains the service text and available details.

Modified at

Displays the date and time of the last modification of the service request.

Guest

Displays the name of the guest for whom the service should be performed.

Status

Contains an icon or icons describing the service status. Use the icons to accept and reject services or to mark performed services as *Done* (see *Status icons* below.)

Back to service list

Returns to the *Show own services* screen.

Status icons

With status icons you can accept and reject services assigned to you, and also mark services as *Done*. Status icons are displayed next to individual services in the opening screen and in the *Status* line of the *Detailed service view* screen.



Accepts the service. The checkmark turns green, the *Front Office* staff is informed that you have accepted the service and you have to perform it within a defined time. The red cross icon disappears.



Rejects the service. The *Front Office* staff is informed that you have rejected the service and the service disappears from the list of your services.



Marks the service as *Done*. The service disappears from your service list and the *Front Office* staff is informed.



There is no undo to accepting, rejecting and marking the services as *Done*!

2.2.3 Request New Service



Opens the screen for requesting new services.



Use this function only to request new services which are not your responsibility (e.g. leaking pipes) or which you are not able to perform at the moment (e.g. you notice a broken ash-tray that needs replacing or you meet a guest who asks you to organize him a bottle of wine).

You must not reject services that have been assigned to you and then make a new request using this function!

Service Tracking with mobile devices

Service Tracking - Browser Based Device

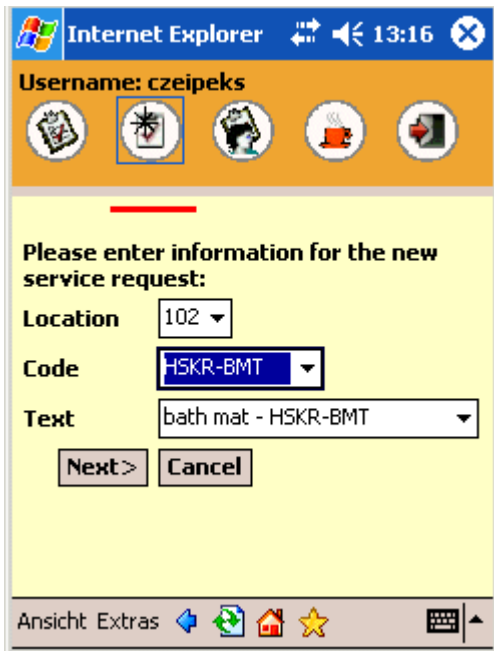


Figure 2-24 Tablet - Creating a New Service Request - Step 1

Location

Select the location the service is requested for.

Code, Text

Select the service code or text. The other field will be filled in automatically. However, check the entry. The field displays the first item in the list of all possible entries connected with the entry in the other field.

Next >

Confirms your entries and opens the next step screen.

Cancel

Returns to the original screen without any changes.

To request a new service, enter the location and the service code or text with the respective drop-down list boxes and confirm with *Next >*. Enter either the code or the text, the other information will be filled in automatically.

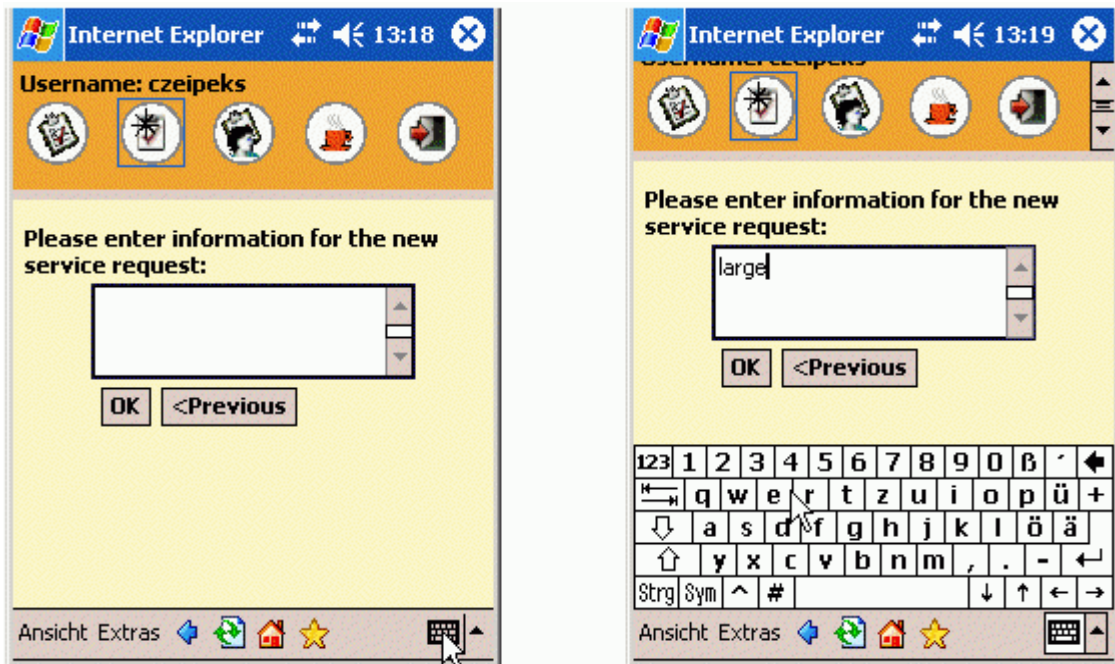


Figure 2-25 Tablet - Creating a New Service Request - Step 2

Please enter information for the new service request

Enter comments (if necessary).



To enter a comment, click inside the comment field. Use the keyboard which appears in the lower part of your Tablet to enter a comment. To hide the keyboard, click outside the comment field.

OK

Confirms the entries and submits the request to *Front Office*.

<Previous

Returns to the previous screen.

Service Tracking with mobile devices

Service Tracking - Browser Based Device

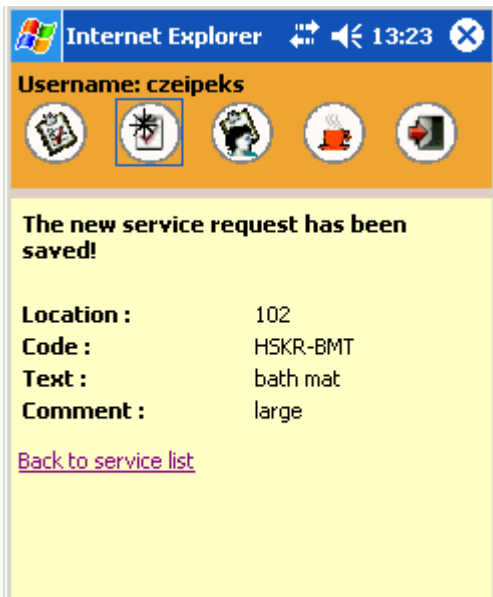


Figure 2-26 Tablet - Creating a New Service Request - Step 3

The new service request has been saved!

This screen provides you with the summary of the requested service.

Location

Displays the location of the requested service.

Code

Displays the code of the requested service.

Text

Displays the text of the requested service.

Comment

Displays remarks concerning the service (if available).

Back to service list

Returns to your service list.

2.2.4 Show Other Services



Provides an overview of services assigned to other service attendants or services requested for a certain location.

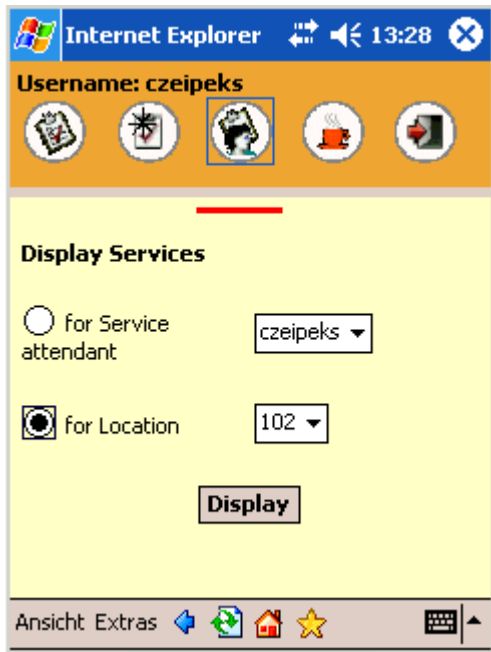


Figure 2-27 Tablet - Displaying Other Services - Step 1

for Service attendant

To view the services of service attendants, select this radio button, select a service attendant in the drop-down list and click *Display*.

for Location

To view the services requested for a location, select this radio button, select a location and click *Display*.

Display

Opens a screen with the services for the selected service attendant (*for Service attendant* option button selected) or for the selected location (*for Location* option button selected).

Service Tracking with mobile devices

Service Tracking - Browser Based Device

Services for a Location

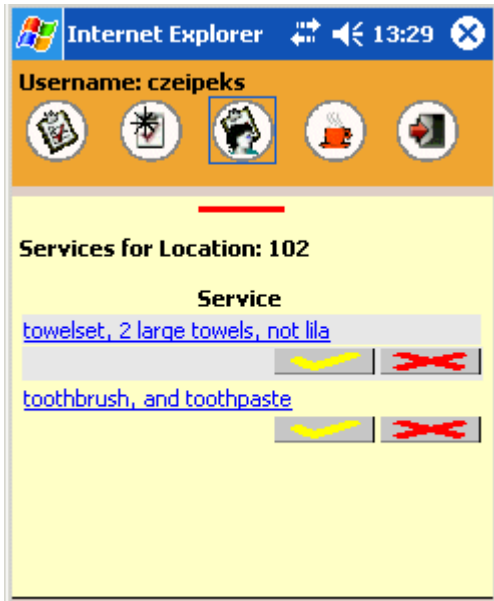


Figure 2-28 Tablet - Displaying Other Services - Step 2

Services for Location

Shows the location number.

Service

Below the heading you can see the description of the service, together with status icons describing the service status.

To view more details concerning a service, click the service text and the *Detailed service view* screen opens (see Figure 2-23).

2.2.5 Change Room Status



Opens the screen for submitting room status.

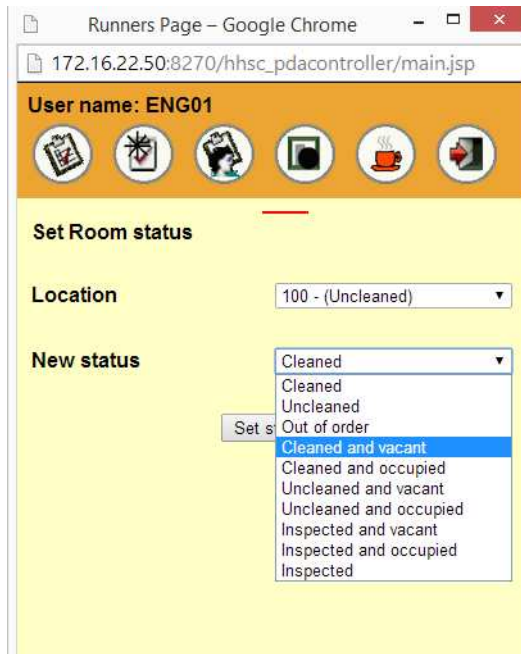


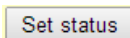
Figure 2-29 Tablet - Submitting Room Status

Location

Select the room for which status should be changed.

New status

Choose appropriate Room Status (only statuses which have been activated in HSC administration are available).



Confirms your entries and submits the Room Status to Front Office.

2.2.6 Break



Sets or cancels your breaks.

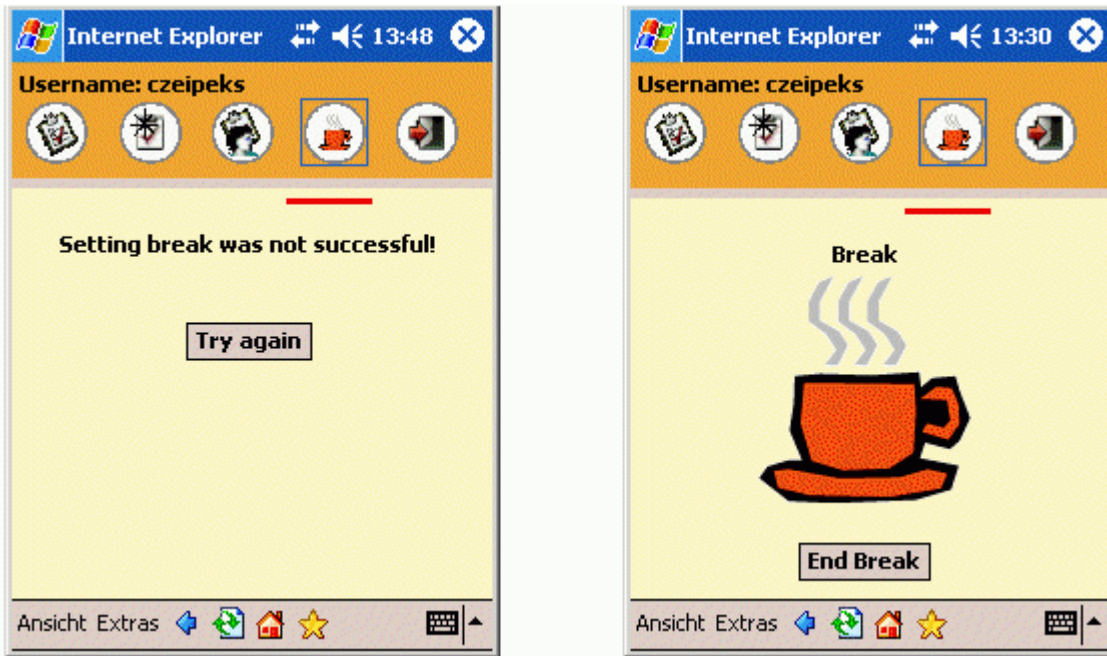


Figure 2-30 Tablet - Unsuccessful Attempt to Set a Break (left) and Break (right)

Try again

Attempts to set the break again if the break was not set up successfully.

End Break

Ends your break.

2.2.7 Logout



With this icon you log out.

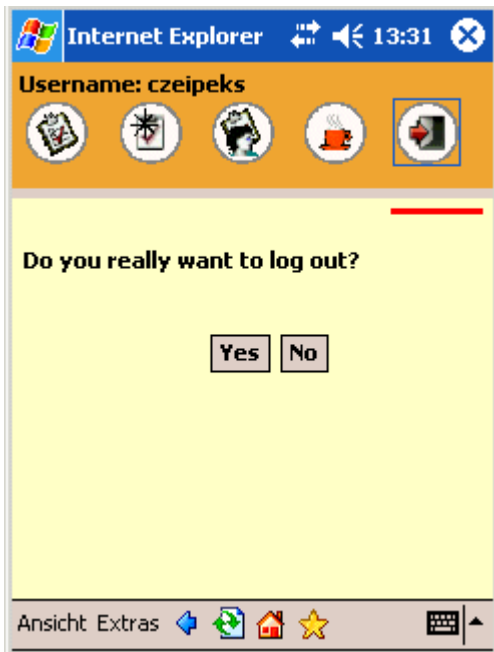


Figure 2-31 Tablet- Logout

Yes

Logs you off.

No

Returns you to the screen with your service list (see Figure 2-22).

Service Tracking with mobile devices

Other Transmission Routes (SMS, Email)

2.3 Other Transmission Routes (SMS, Email)

The service attendants in your hotel can use the following devices for Service Tracking:

- Email and
- SMS messages



Email and SMS are used only for informing service attendants that new service request has been assigned.