



## Hotel Operation Management System

Cost --      Efficiency ++  
Complaints --      Experience++

Carry & Care

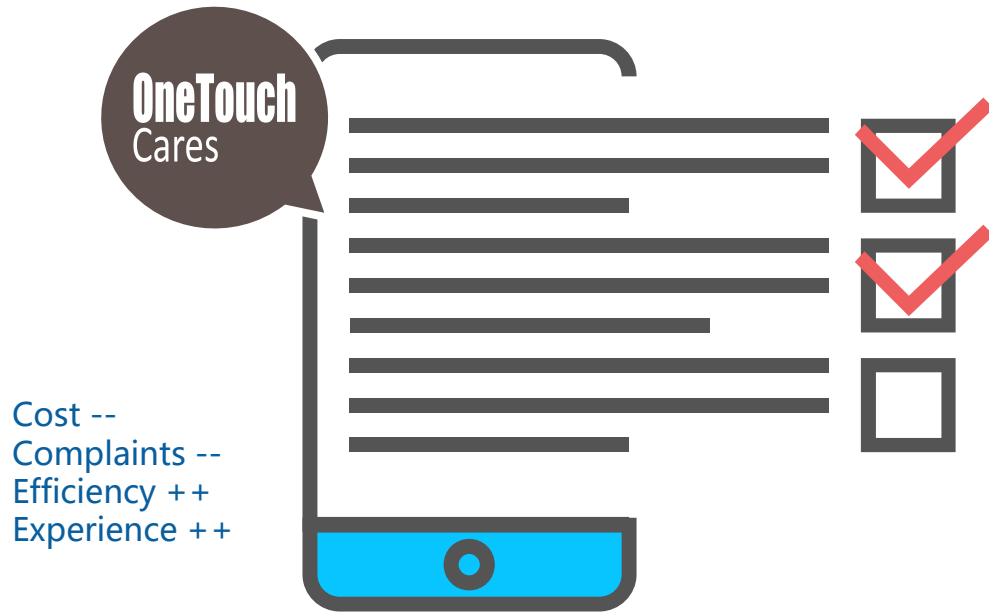


## OneBox Technology

Since 2006



# Concerns of Hotel Operation



**OMS** is a cloud based multi-tasking hospitality application that helps to increase guest satisfaction through improved hotel staff performance and productivity.

**OMS** collaborates with various hotel systems (PMS, telephone system, IDS, call center, delivery robots, etc.) and provides simple mobile app to facilitate functional efficiency.

Guest Service

Housekeeping

Engineering



## Guest Satisfaction

- Goal: High guest retention & loyalty.
- Pain: Guest service is complex and diverse, high staff turnover rate and uneven individual service level results the uncertainty of service quality. Lack of unified and standard service process.




## Cost Control

- Goal: Lower operational costs and increase revenue.
- Pain: Soaring labor costs. Mega IT investment brings meager benefits.



## Efficiency & Collaboration

- Goal: Excellent staff performance & productivity
- Pain: Out-of-date management tools. Complicated and inefficient communication and collaboration. Low level data accumulations make it difficult to feed back hotel operations.



/01

## Guest Service

One-stop Service Center, Self-service Portal, Service Access on IPTV  
AI Operator, Delivery Robot Integration

# Standardized Guest Service

## Step 1. Service Request

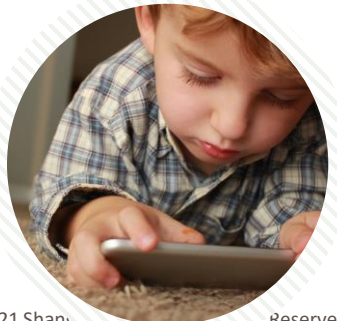
Hotel guests can request room service by phone call, IPTV or via self-service portal.



02

## Step 2. Dispatching

Generates work orders and delivers to the service personnel responsible for this hotel area (Runner/Robot).



## Step 3. Monitoring

Countdown is turned on for each task, triggering reminders and escalation when task timeout. Supervisors can view the status of work orders at any time.

03



04

## Step 4. Report Job Done

Runner can quickly report his/her job done or update the job status to "delay", "undoable", "cancel" via simple click on app.



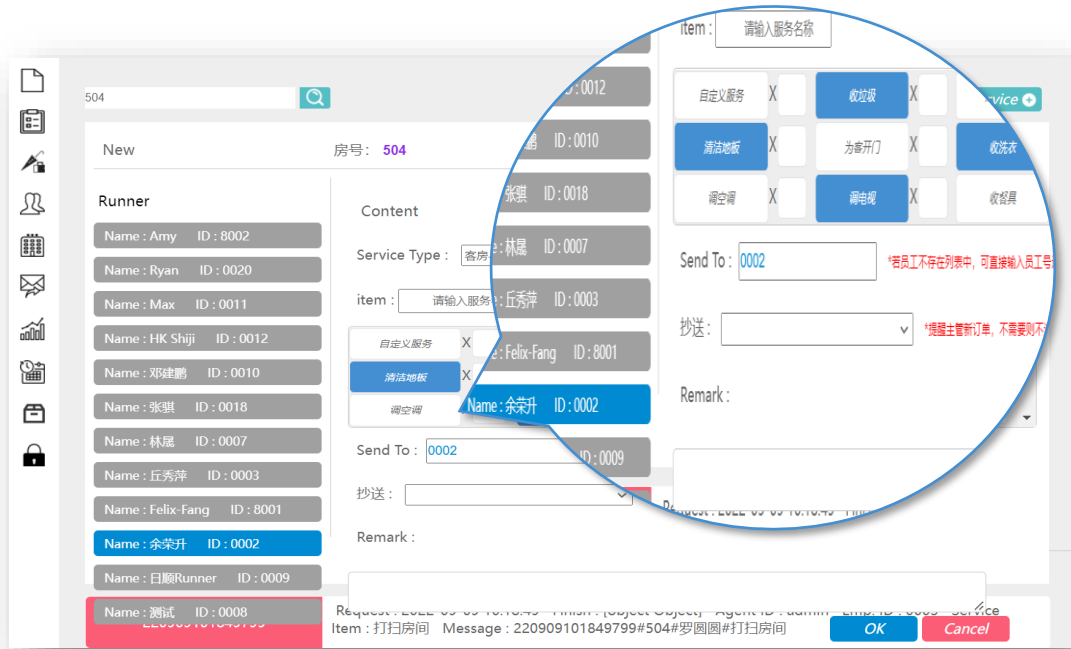
05

## Step 5. Statistics & Analysis

System can generate daily, monthly and annual reports to reflect staff efficiency and provide basis for improving hotel operations.

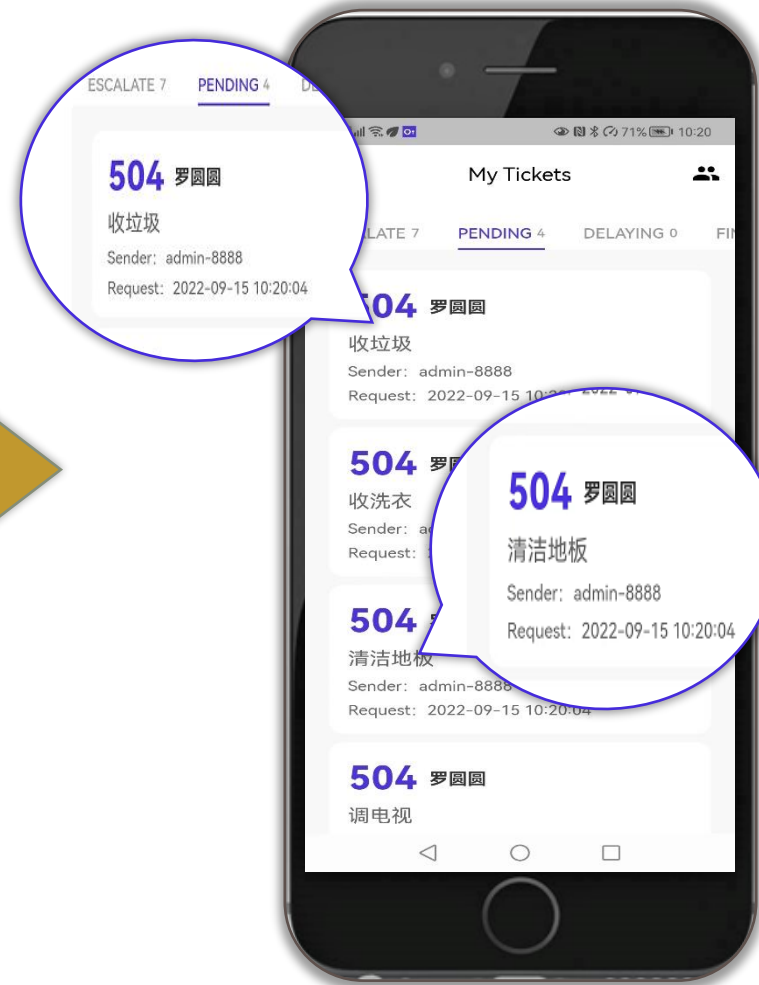
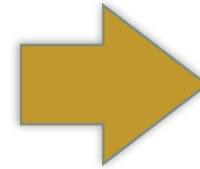


# Multi-tasking with Centralized Management



## Flexible on task assignment

1. Single/batch task creation and distribution.
2. Schedule task.
3. Automatic generated task from PMS event (check in/ check out/ room move/ QRoom etc.).
4. Self-service by QRCode scanning.
5. Task forward, re-assign, escalation.

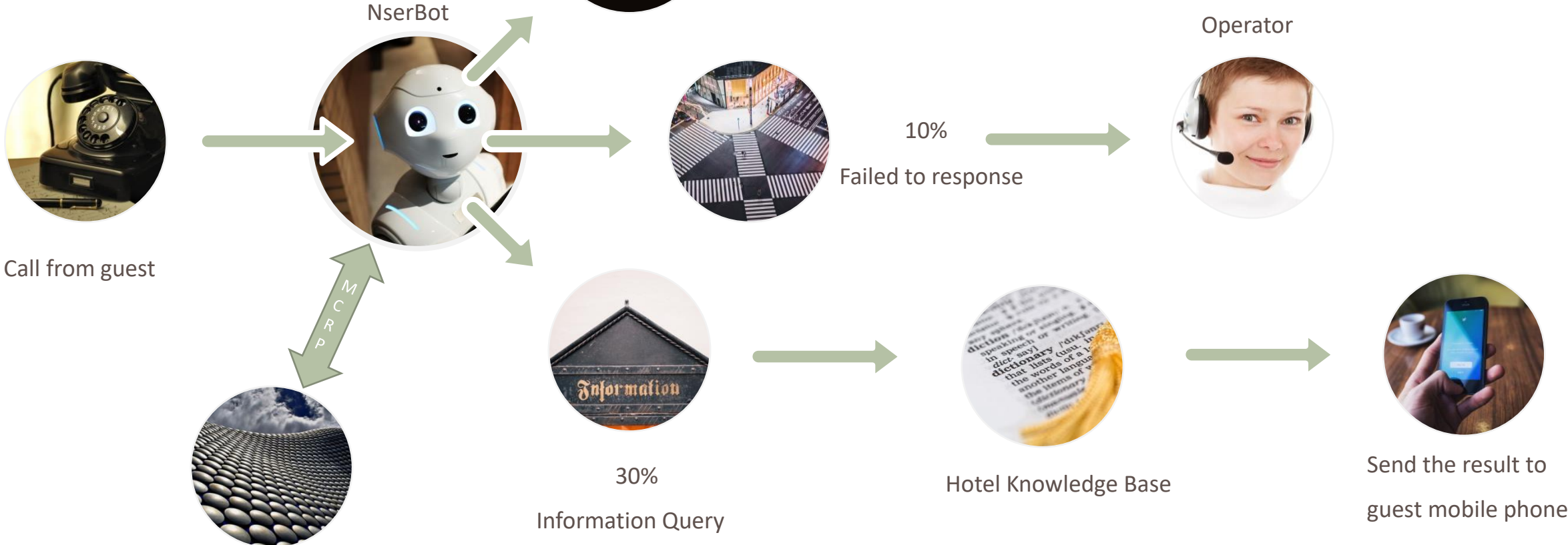


## Easy, Express, Efficient

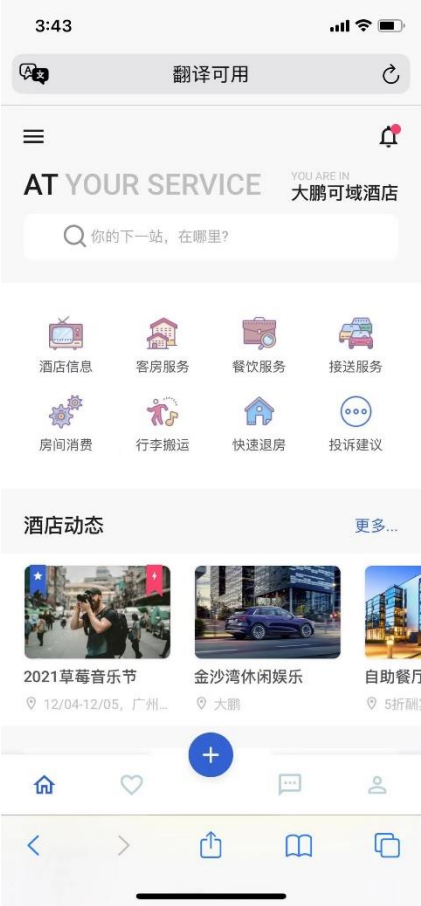
1. Categorized tasks on App.
2. Voice announcement on incoming new task.
3. Guest info sync with PMS.

# AI Operator for Guest Service

NserBot is a AI Operator equip with hotel knowledges and skills to handle guest's service request.



# Self-Service Portal



Index



Rating & Feedback



Room Service



Express Checkout



/02

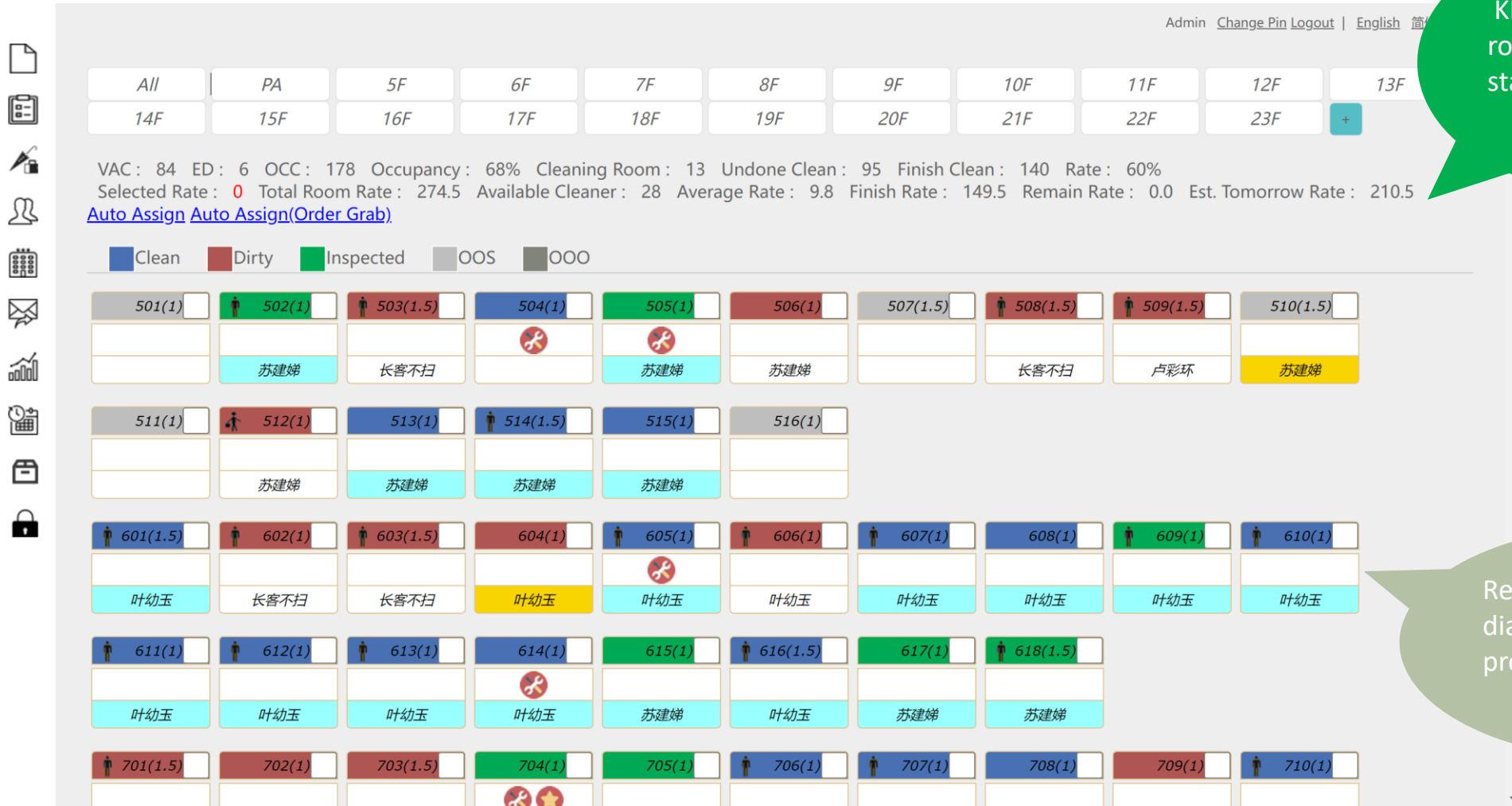
## Housekeeping

Room Attendant, Room Status Update, Minibar Charge,  
Linen Consumption, Lost & Found

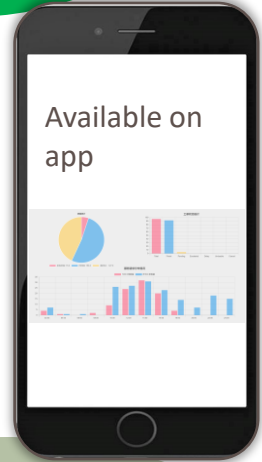
Employee Behavior Analysis & Statistics, Efficiency Report, Time-base Report, Score-based  
Report



# Real Time Room Info & KPI



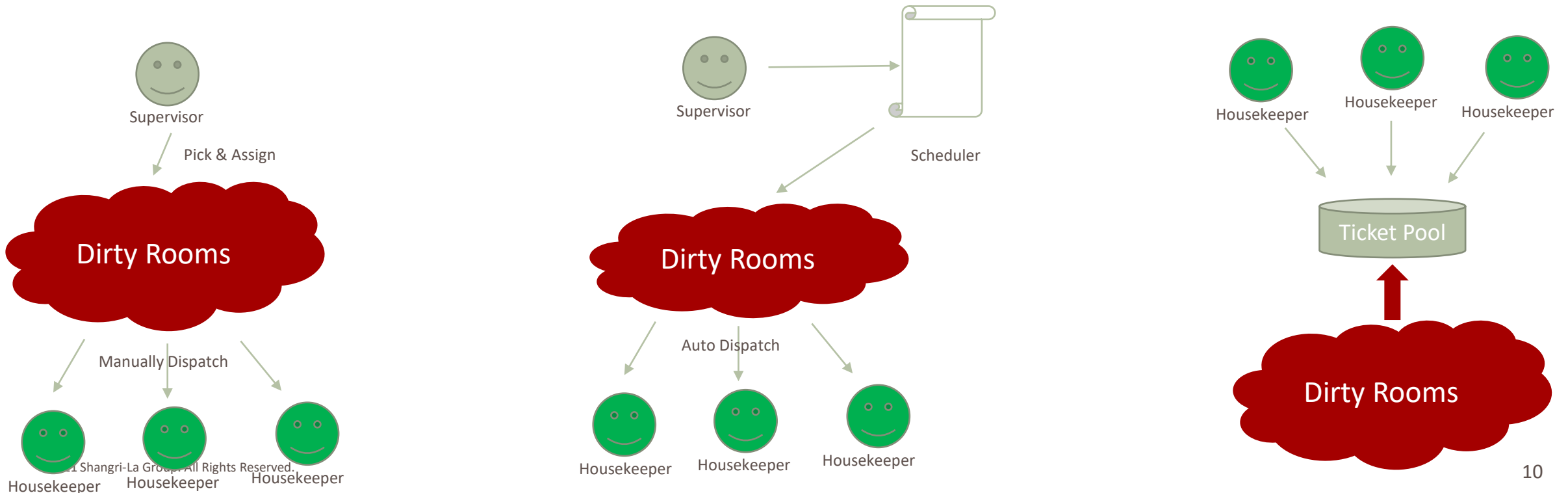
KPI of every day's room status statistics



Realtime room state diagram and cleaning procedure

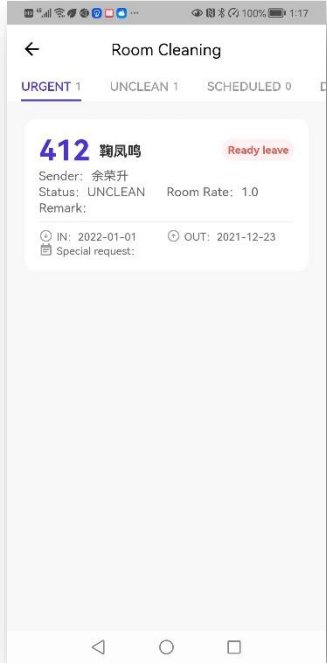
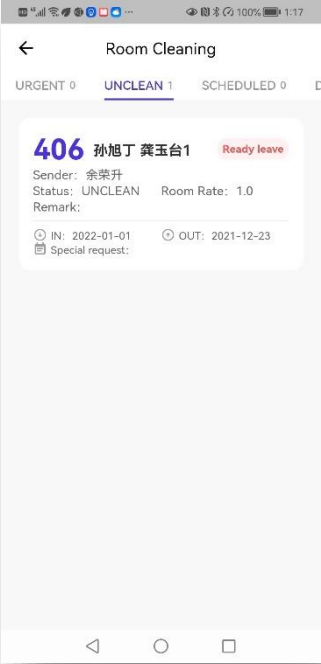
# Different Ways for Room Assignment

1. Single or batch task assigned by supervisor.
2. One click auto assigned according to cleaner's cover area and duty time.
3. Send all tasks to ticket pool and wait for ticket grab.



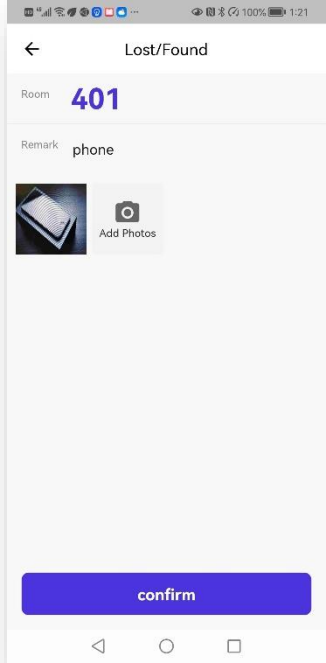
# Housekeeping

## Task List




## Rush Order

## Lost&Found



## Linens & Consumptions



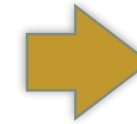
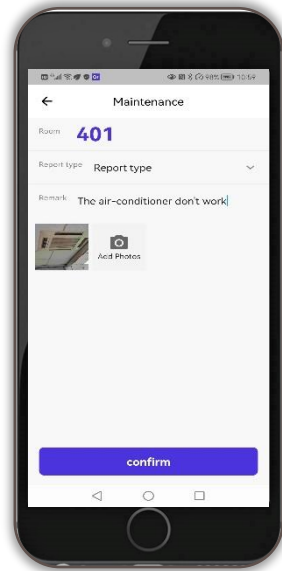
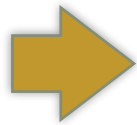
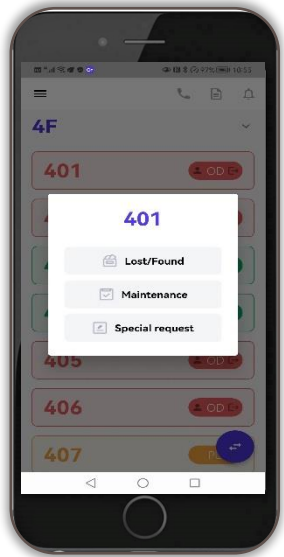


/03

## Engineering Management

Reporting, Inspection, Scheduled Maintenance  
Statistical Breakdowns

# Engineering Report and Process



01

**Create**

Select location & create task

02

**Describe**

Take photos & describe by speech to text (STT).

03

**Dispatch**

Dispatch to a suitable engineer according to cover area and duty time.

04

**Process & Done**

Take photos when job done and fill in materials consumption.

# Preventive Maintenance

< > today **September 2022** month week day list

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20				
25	26	27				
2	3	4				

- Preset PM schedules and routine activities, managed by calendar.
- Reminder sent to assigned staff on time.
- Each department has an individual calendar.

< > today **Sep 18 – 24, 2022** month week day list

	Sun 9/18	Mon 9/19	Tue 9/20	Wed 9/21	Thu 9/22	Fri 9/23	Sat 9/24
all-day							
12am							
1am							
2am							
3am							
4am							
5am							
6am							
7am							

# Materials Management

布草
迷你吧
工程耗材

灯泡	挂钩	铁钉	花洒头	电视	电话机	电话机
编号: 001 库存: 992 消耗: 9 价格: 10 型号: X1	编号: 002 库存: 989 消耗: 9 价格: 10.50 型号: J1	编号: 003 库存: 977 消耗: 9 价格: 0.50 型号: D1	编号: 005 库存: 993 消耗: 6 价格: 30.50 型号: ST1	编号: 11 库存: 9999 消耗: 0 价格: 0.00 型号:	编号: 12 库存: 9999 消耗: 0 价格: 0.00 型号: IP型	编号: 13 库存: 9999 消耗: 0 价格: 0.00 型号: 模拟模型

布草
迷你吧
工程耗材

可口可乐	零度可乐	雪碧	果粒橙	苏打水	干姜水
编号: 10 库存: 999999 消耗: 10 价格: 6.00	编号: 11 库存: 999999 消耗: 9 价格: 6.00	编号: 12 库存: 999999 消耗: 7 价格: 0.00	编号: 13 库存: 999999 消耗: 7 价格: 0.00	编号: 14 库存: 999999 消耗: 6 价格: 0.00	编号: 15 库存: 999999 消耗: 6 价格: 0.00

布草
迷你吧
工程耗材

床单	被套	枕套	浴巾	手巾	面巾	地巾	浴袍
编号: 1 库存: 9999 消耗: 17	编号: 2 库存: 9999 消耗: 20	编号: 3 库存: 9999 消耗: 19	编号: 4 库存: 9999 消耗: 17	编号: 5 库存: 9999 消耗: 10	编号: 6 库存: 9999 消耗: 11	编号: 7 库存: 9999 消耗: 0	编号: 8 库存: 9999 消耗: 0
牙刷	梳子	须具	浴帽	棉花棒	指甲锉	针线包	浴皂
编号: 12 库存: 9999 消耗: 1	编号: 13 库存: 9999 消耗: 1	编号: 14 库存: 9999 消耗: 2	编号: 15 库存: 9999 消耗: 0	编号: 16 库存: 9999 消耗: 0	编号: 17 库存: 9999 消耗: 0	编号: 18 库存: 9999 消耗: 0	编号: 19 库存: 9999 消耗: 0
牙线	购物袋	擦鞋布	拖鞋	铅笔	油笔	牙刷	+
编号: 23 库存: 9999 消耗: 1	编号: 24 库存: 9999 消耗: 0	编号: 25 库存: 9999 消耗: 0	编号: 26 库存: 9999 消耗: 0	编号: 27 库存: 9999 消耗: 0	编号: 28 库存: 9999 消耗: 0	编号: 29 库存: 9999 消耗: 0	

Linens, minibar, engineering materials storage and consumption management



/04

## Dash Board & Report

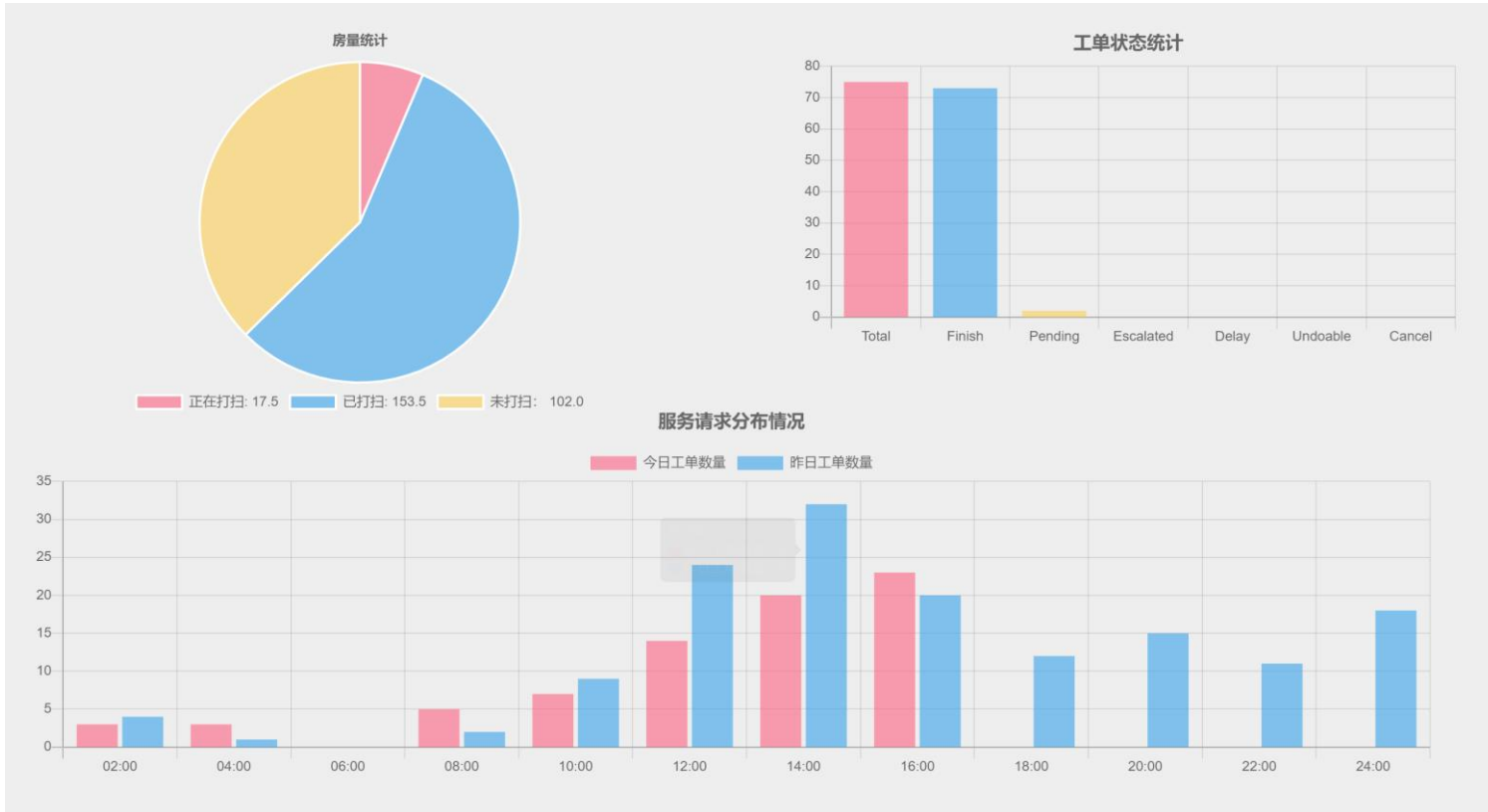
Customizable report

Statistics on staffs, room service and materials consumption

Dashboard



# Dashboard & Report



- Managers can keep abreast of hotel operations anytime, anywhere.
- All operational statistics are at your fingertips.
- All reports can be exported into Excel, Word PDF for further modification.

### Report - 员工房间打扫统计

报告日期: 2022年9月19日  
时间: 2022/09/19 00:00:00 - 2022/09/19 23:59:59

员工	房间	客人	VIP	DND	脏房	房态	工分	状态	耗时(分)	开始打扫	完成打扫
803	Mr. Ben Dai	031	0	0	4	1	未完成	0		2022-9-19 下午3:15	
805	Ms Qi Shu Liang	000	0	0	4	1	未完成	0			
806	Mr. Feng Gu	002	0	0	1	1	完成	30	2022-9-19 下午2:44	2022-9-19 下午3:15	
808	Ms Hua Xie	000	0	0	3	1	完成	33	2022-9-19 下午2:11	2022-9-19 下午2:44	
809	Han Xiao	000	0	0	3	1	完成	39	2022-9-19 上午9:06	2022-9-19 上午9:45	
810	Mr. Ji Lin Zhan	000	0	0	3	1	完成	34	2022-9-19 上午10:49	2022-9-19 上午11:24	
811	Ms Yuan Ma	002	0	0	3	1	完成	32	2022-9-19 上午9:45	2022-9-19 上午10:18	
813	Ms Ze Chun Zheng	000	0	0	1	1	完成	54	2022-9-19 下午1:16	2022-9-19 下午2:10	
814	Mr. Qin Peng Liu	001	0	0	4	1	未完成	0			
815	Ms Xiao Yu Gao	000	0	0	1	1.5	完成	84	2022-9-19 上午11:51	2022-9-19 下午1:16	
816	Ms Xin Yi Wu	000	0	0	3	1.5	完成	27	2022-9-19 上午11:24	2022-9-19 上午11:51	
912	Ms. Wei Jin Luo	000	0	0	3	1	完成	19	2022-9-19 上午10:29	2022-9-19 上午10:49	
913	Mr. Jie Feng Huang	000	0	0	4	1	未完成	0			

### Report - 服务项目统计

报告日期: 2022年9月19日  
时间: 2022/09/19 00:00:00 - 2022/09/19 23:59:59  
日期: 1:2:3:4:5:6:7:8:9:10:11

序号	客人	类别	类别	员工	状态	请求时间	接收时间	完成时间	耗时(分)	备注
1407	Mr. Da Feng Tian	客房部-AA	清洁员	Runner	完成	2022-09-19 11:16	2022-09-19 11:16	2022-09-19 11:19	3	
708	Ms Yu Yu Qian	工程部-一般	内窥镜	工程-维修	完成	2022-09-19 09:52	2022-09-19 09:52	2022-09-19 10:29	37	部门报修
1002	Mr. Hironaka	工程部-一般	烘底筒	工程-维修	完成	2022-09-19 10:22	2022-09-19 10:22	2022-09-19 10:35	13	
903	PA	工程部-一般	内窥镜	工程-维修	完成	2022-09-19 12:40	2022-09-19 12:40	2022-09-19 01:00	40	维修报修
618	Mr. Hao Sheng	客房部-AA	起夜铃	Runner	完成	2022-09-19 11:36	2022-09-19 11:36	2022-09-19 11:38	2	
915	Mr. Dong Zhong	客房部-AA	擦玻璃	Runner	完成	2022-09-19 12:37	2022-09-19 12:37	2022-09-19 12:41	4	
1101	Mr. Xuan Shang Zhou	客房部-AA	刘冠天	Runner	完成	2022-09-19 01:16	2022-09-19 01:16	2022-09-19 01:18	2	
915	Mr. Dong Zhong	客房部-AA	刘冠天	Runner	完成	2022-09-19 02:02	2022-09-19 02:02	2022-09-19 02:04	2	
514	Mr. Cheng Qiang Chen	客房部-AA	曹国田	Runner	完成	2022-09-19 01:18	2022-09-19 01:18	2022-09-19 01:28	10	
1008	Qiang Chen	客房部-AA	曹国田	Runner	完成	2022-09-19 06:34	2022-09-19 06:34	2022-09-19 07:03	29	



Thanks.

OneBox Technology Present  
[www.one-box.cloud](http://www.one-box.cloud)

