FRANCHISE OPERATIONS MANUAL

Overview

The Housekeepers User Setup in the Property Management System (PMS) allows a user to create, modify and deactivate the user access. Correct use of this function will allow a user to have a relevant access to fulfill the operational duties within Quest Standards. User access is setup specifically as per the user's operational duties, allowing a user to log into RMS via tablet to view task allocation. Users can also change the status of the room once finished and marked as completed at the actual time of finishing a task.

Standard

To ensure that all Franchise Business Partners utilise the full potential of PMS and make use of the Housekeepers Setup function to ensure an effective Housekeeping operation through an accurate activation, deactivation, and modification of the Housekeeping users/ Team members in the system.

Procedure

Please fill out the User Modification Form to create, modify or deactivate users in the system. Completed form to be sent to Revenue team at revenue@questapartments.com.au.

Reference - HSK-001 – User Modification Form.

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Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	20 March 2020	Quest Academy	David Valentine	

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Policy Name   RMS Housekeeping Module
Area of Operation   Property Management System
Issue Date   20 March 2020
Version   01