

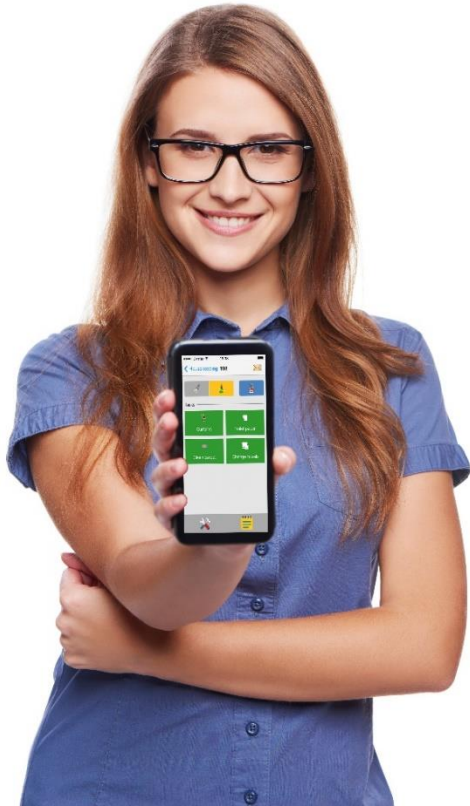


*Innovate your hotel operation  
and improve work efficiency*

- ✓ Increase guest satisfaction.
- ✓ Optimize staff workflow.
- ✓ Easily manage cleaning and maintenance tasks.
- ✓ Track the progress of operations, anywhere.
- ✓ Delegate tasks and confirm that they have been completed.
- ✓ Send messages and make free internal calls.
- ✓ Protect the environment (paperless operation).
- ✓ Save time and money.



# Optimizing hotel operation



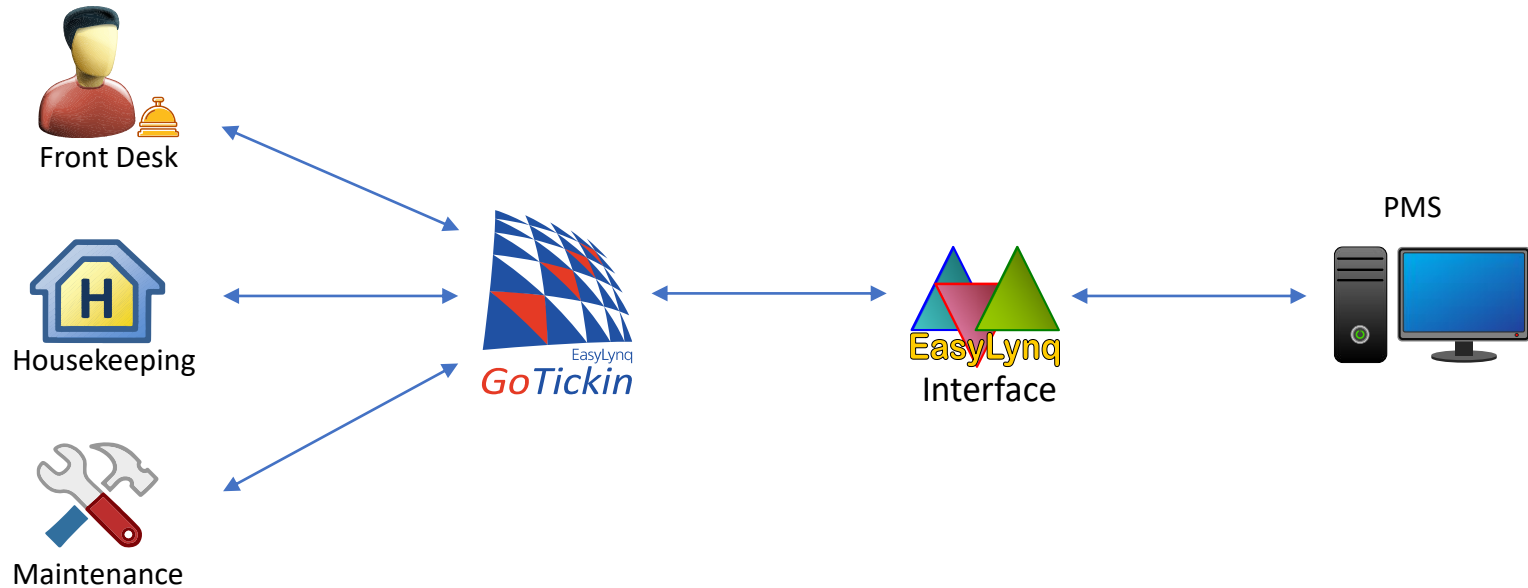
**GoTickin** is an advanced Cloud-based solution using latest technology that will **increase guest satisfaction** and **improve the service level** of the hotel.

Its **purpose** is to help you solving housekeeping and maintenance issues, enhance staff productivity, minimize operational issues and share important information between the various departments in fast mode.

With **GoTickin**, you can easily assign tasks and track the activity of the room attendants, prioritize/queue room cleaning, report problems, schedule maintenance tasks, make sure periodic cleaning is taken care of and track guest belongings that have been left behind in a Lost & Found register.

# Full integration with major PMS's

**Instant room-status updates from GoTickin to all major Property Management Systems**  
Ensure that guest check-in runs smooth and cleaning times are reached.





## **Personalized list of assigned rooms**

Each cleaning team or room attendant knows exactly which rooms to clean and tasks to perform, including periodicals.



## **Advise of Do Not Disturb and late departure**

Skips room cleaning and re-schedules the cleaning order of the rooms.



## **Maintenance notifications**

Report a technical problem to the maintenance department, with a description and photos attached as needed.



## **Minibar and laundry posting**

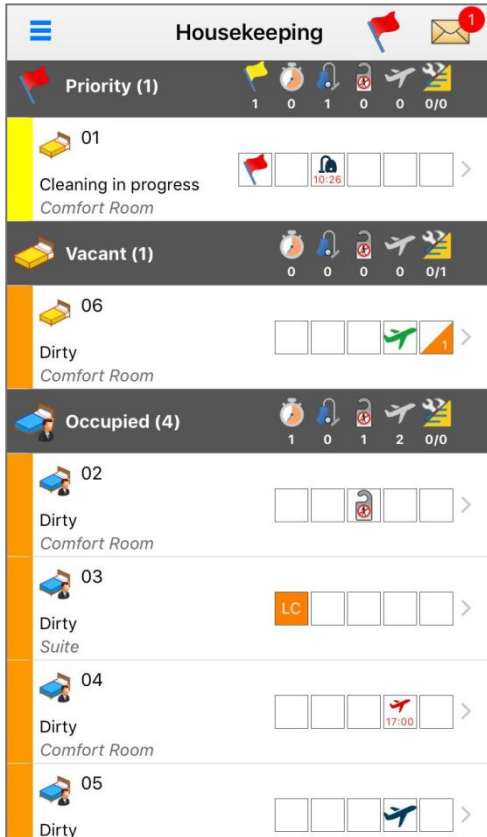
Charge minibar consumption and laundry articles directly to the room bill.



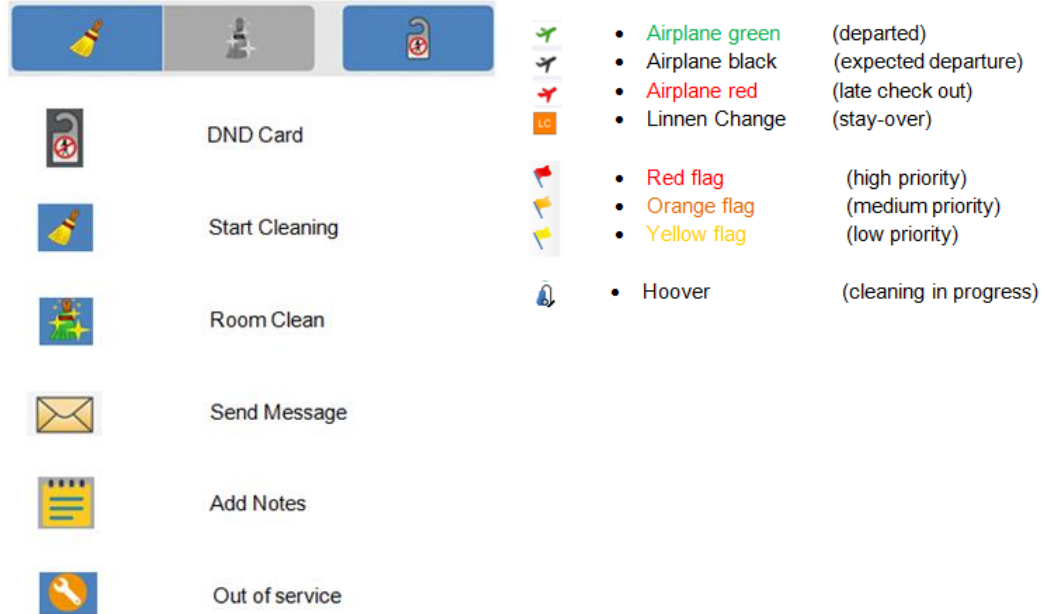
## **Reports and statistics**

Get a full picture of the cleaning progress, monitor and respond to the cleaning time of the rooms, and optimize resources.





The operation of **GoTickin** is performed through Apple iPhone/iPAD/iPOD and Android phones/tablets. Its friendly interface is designed for users with no computer skills, using simple but clear graphical design and multiple languages.



# Cleaning progress in real-time



## Personalized list of assigned rooms

Each cleaning team or room attendant knows exactly which rooms to clean and tasks to perform, including periodicals.

## Advise of Do Not Disturb and late departure

Skips room cleaning and re-schedules the cleaning order of the rooms.

## Create new tasks and returning tasks

Easily create standard cleaning tasks and ad hoc tasks





## Real-time reports of cleaning progress

Get a full picture of the cleaning progress, monitor and respond to the cleaning time of the rooms and optimize resources.

Attendant statistics today																				
Attendant/Team	Break time	Supervisor	Rooms	Attendant credits	Out of service	Cleaned from yesterday	DND	No service	Leftover	Found clean	To be cleaned	Check-out	Late check-out	Stay over	Tasks	Linnen Change	Triple use S/O	Credits	Est. time	Cleaning pending
Shirley			12	0	0	0	0	1	0	0	11	3	0	8	0	0	0	0.00	3:43:00	5
Victoria			14	0	0	0	0	0	0	0	14	6	0	8	0	0	0	0.00	4:56:00	8
Yordanka			12	0	0	0	1	0	0	0	11	4	0	7	0	0	0	0.00	4:23:00	7
Yvan			14	0	0	0	0	0	0	0	14	6	0	8	1	1	0	0.00	5:13:00	10
Summary																				
Assigned			308	0	0	0	3	3	0	0	302	115	0	187	5	5	0	0.00	121:53:00	188
Unassigned			1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0.00	0:00:00	0
Σ Total			309	0	0	1	3	3	0	0	302	115	0	187	5	5	0	0.00	121:53:00	188
Cleaning skipped																				
Do Not Disturb			3	0	0	0	3	0	0	0	3	0	0	3	0	0	0	0.00	0:54:00	3
No service			3	0	0	0	0	3	0	0	3	0	0	3	0	0	0	0.00	0:56:00	3
Leftover			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0:00:00	0
Found clean			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0:00:00	0
Σ Total			6	0	0	0	3	3	0	0	6	0	0	6	0	0	0	0.00	1:50:00	6
To be cleaned																				
Σ Total			303	0	0	1	0	0	0	0	302	115	0	187	5	5	0	0.00	121:53:00	188

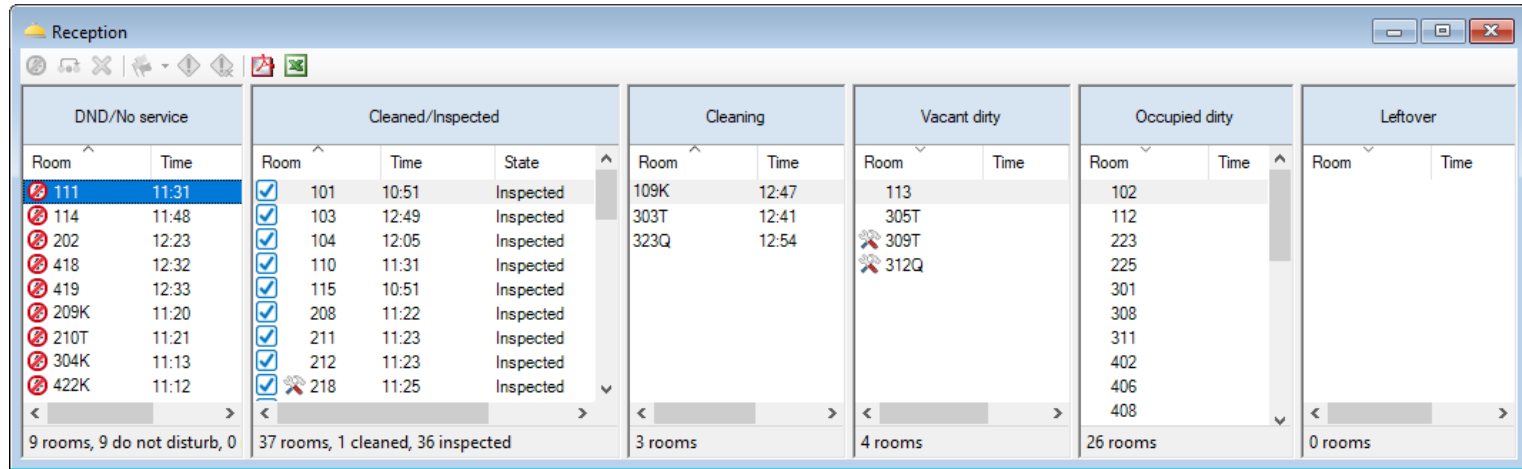
309 rooms: 302 to be cleaned (est. time: 121:53:00), 188 pending (est. time: 67:31:00), 114 cleaned (121:53:00)

1 selected

-  **Full featured reception dashboard**  
With an easy overview and live cleaning statuses you can inform guests with live information.
-  **Insight into cleaning tasks**  
Monitor the cleaning tasks in real-time and change room cleaning priority using multiple levels.
-  **No need for handwritten notes**  
Easily exchange messages between room attendants and/or management or, even better, make voice calls free of charge using Wi-Fi.
-  **Instant room-status updates from GoTickin to all major Property Management Systems**  
Ensure that guests are not being sent to a room that has not been cleaned yet.



# Front Desk dashboard



The screenshot shows a 'Reception' dashboard window with six columns representing different room statuses. Each column has a table of room numbers and times, and a summary at the bottom.

DND/No service		Cleaned/Inspected			Cleaning		Vacant dirty		Occupied dirty		Leftover	
Room	Time	Room	Time	State	Room	Time	Room	Time	Room	Time	Room	Time
111	11:31	101	10:51	Inspected	109K	12:47	113		102			
114	11:48	103	12:49	Inspected	303T	12:41	305T		112			
202	12:23	104	12:05	Inspected	323Q	12:54	309T		223			
418	12:32	110	11:31	Inspected			312Q		225			
419	12:33	115	10:51	Inspected					301			
209K	11:20	208	11:22	Inspected					308			
210T	11:21	211	11:23	Inspected					311			
304K	11:13	212	11:23	Inspected					402			
422K	11:12	218	11:25	Inspected					406			
									408			






Summary statistics at the bottom of each column:

- DND/No service: 9 rooms, 9 do not disturb, 0
- Cleaned/Inspected: 37 rooms, 1 cleaned, 36 inspected
- Cleaning: 3 rooms
- Vacant dirty: 4 rooms
- Occupied dirty: 26 rooms
- Leftover: 0 rooms

**Full featured reception dashboard showing current room status for all rooms**

Monitor the cleaning tasks in real-time and change room cleaning priority using multiple levels.

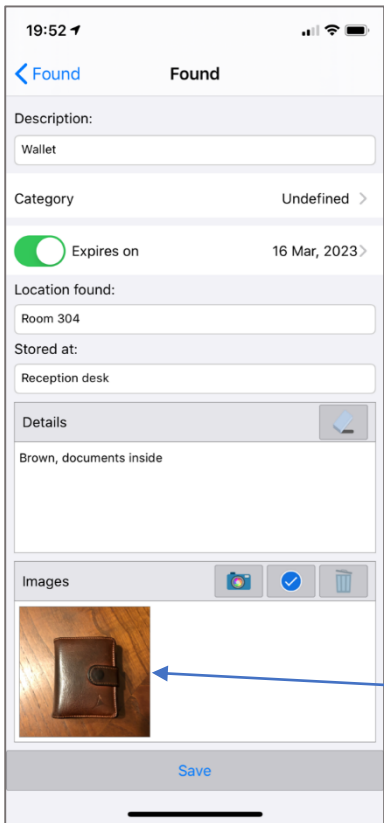


-  **Instant alert of incoming notification**  
The maintenance department receives an e-mail or message to the handheld device as soon as the request is triggered.
-  **Task scheduling**  
The chief of the department assigns a priority to the request and allocates the required resources based on expertise.
-  **Accounting of expenses**  
Materials and workmanship are accurately calculated.
-  **Reports and statistics**  
Detailed reports of maintenance tasks already completed and reported faults in real-time, assessment of labor requirements and scheduling of recurring tasks for preventive maintenance.
-  **Automatic Legionella tasks**  
Make sure you automatic your legionella tasks and be done with endless paperwork



# Lost & Found module

Keep track of lost and found items, log details of storage location, guest contact info and uploaded photos. **GoTickin** stores return or disposal information and tracks how long an item has been missing or when it was found.



19:52

< Found Found

Description:  
Wallet


Category Undefined >

Expires on 16 Mar, 2023 >

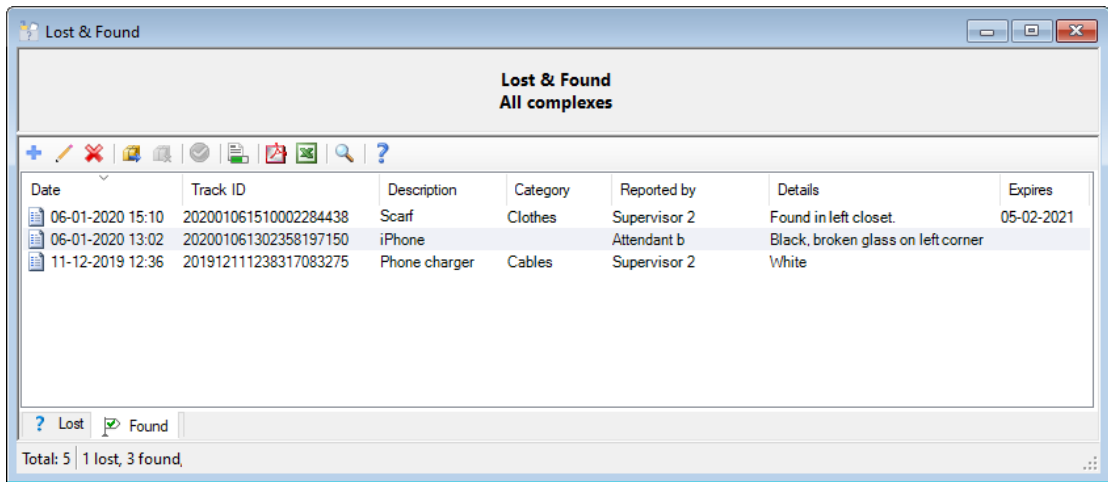
Location found:  
Room 304

Stored at:  
Reception desk

Details  
Brown, documents inside

Images  


Save



Lost & Found

Lost & Found  
All complexes

Date	Track ID	Description	Category	Reported by	Details	Expires
06-01-2020 15:10	202001061510002284438	Scarf	Clothes	Supervisor 2	Found in left closet.	05-02-2021
06-01-2020 13:02	202001061302358197150	iPhone		Attendant b	Black, broken glass on left corner	
11-12-2019 12:36	201912111238317083275	Phone charger	Cables	Supervisor 2	White	

? Lost Found

Total: 5 | 1 lost, 3 found

Take photos of found items and have guests send pictures of lost property to make identification easy.

## No handwritten notes required

Easily exchange messages with cleaning attendants and housekeepers, or better yet, make free voice calls over Wi-Fi.

## Safe on time and money with VoIP calling


Note

Title:

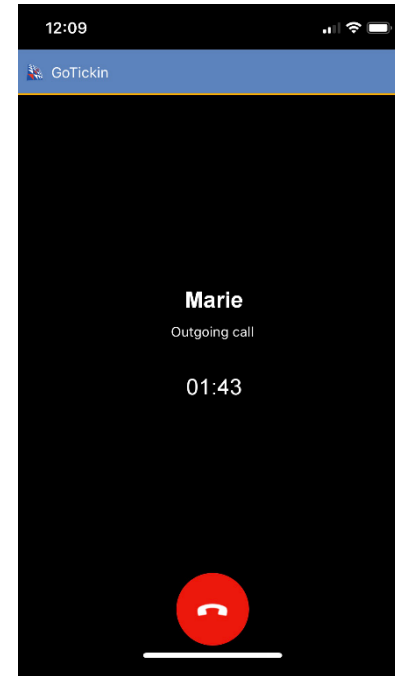
Type:

Description:

Images



< Back    Next >    Cancel



# GoTickin is your partner in Hotel Operations



## No special handheld devices

The operation of **GoTickin** is performed through Apple iPhone/iPad/iPod and Android phones/tablets. Its friendly interface is designed for users with no computer skills, using simple but clear graphical design and multiple languages. Communications are encrypted and carried over Wi-Fi (default) and/or mobile networks (3G/4G).

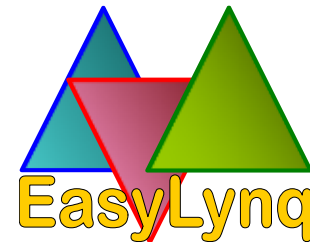
## Integrated SIP service for voice calls

**GoTickin** allows the staff to make internal voice calls for faster communication and avoids wasting their valuable time looking for a colleague that is somewhere else in the hotel. The software includes an easy-to-use SIP phone with a list of allowed contacts - no need to dial numbers that are easily forgotten.

## Green operation, almost paperless

**GoTickin** is able to generate automatic/on demand reports in Excel or PDF and send them by e-mail, using its advanced SMTP service.

Download on the  
App Store



ANDROID APP ON  
Google play

