



*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



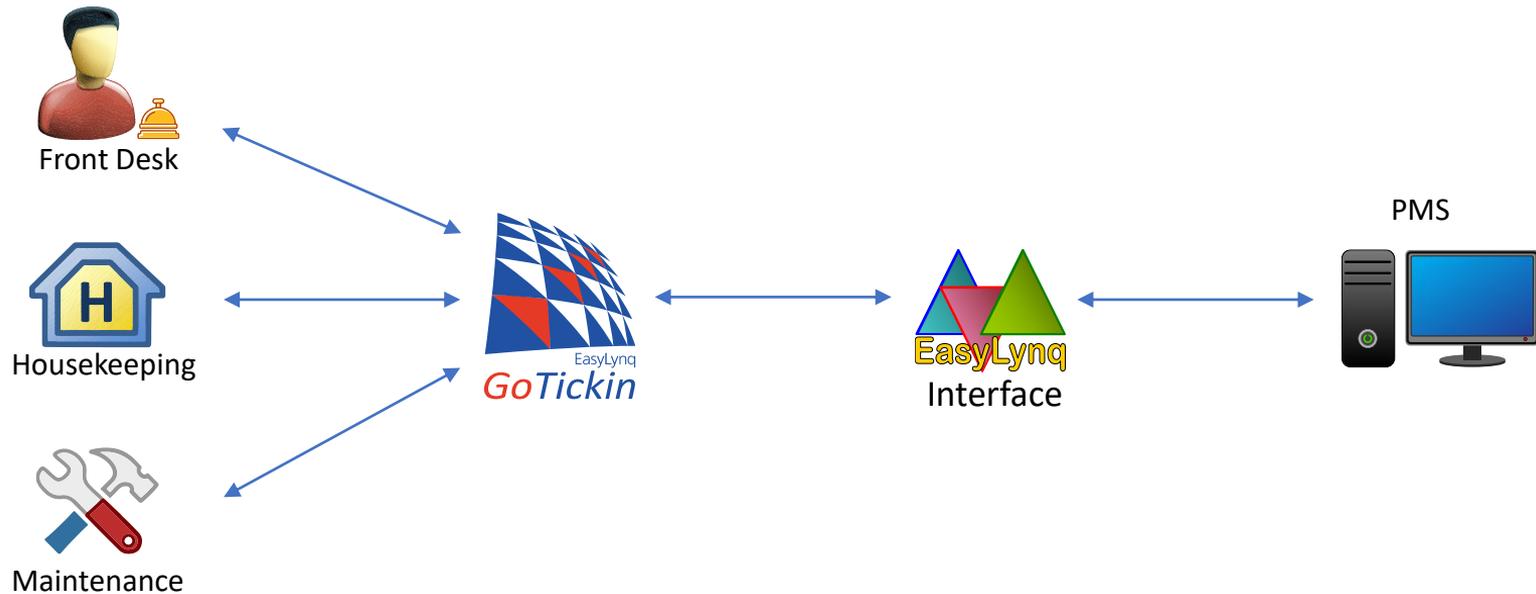
GoTickin is an advanced Cloud-based solution using latest technology that will **increase guest satisfaction** and **improve the service level** of the hotel.

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

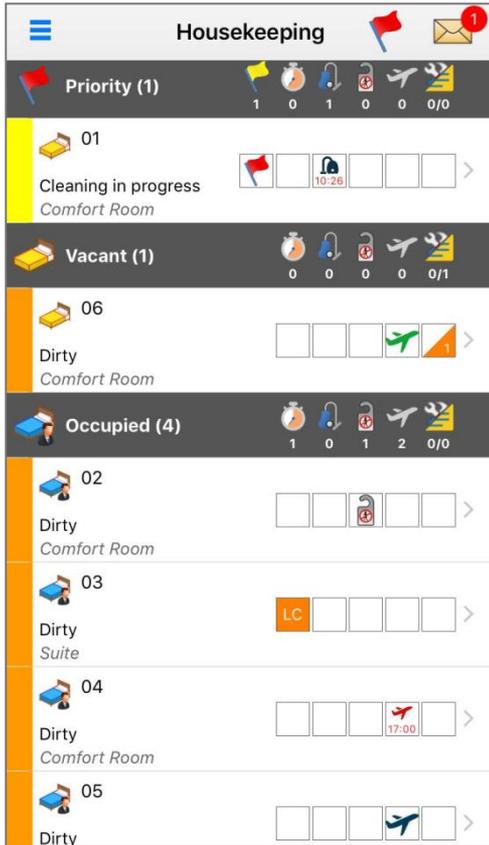
Charge minibar consumption and laundry articles directly to the room bill.



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.

				• Airplane green	(departed)
				• Airplane black	(expected departure)
				• Airplane red	(late check out)
				• Linnen Change	(stay-over)
	DND Card			• Red flag	(high priority)
	Start Cleaning			• Orange flag	(medium priority)
				• Yellow flag	(low priority)
	Room Clean			• Hoover	(cleaning in progress)
	Send Message				
	Add Notes				
	Out of service				

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.

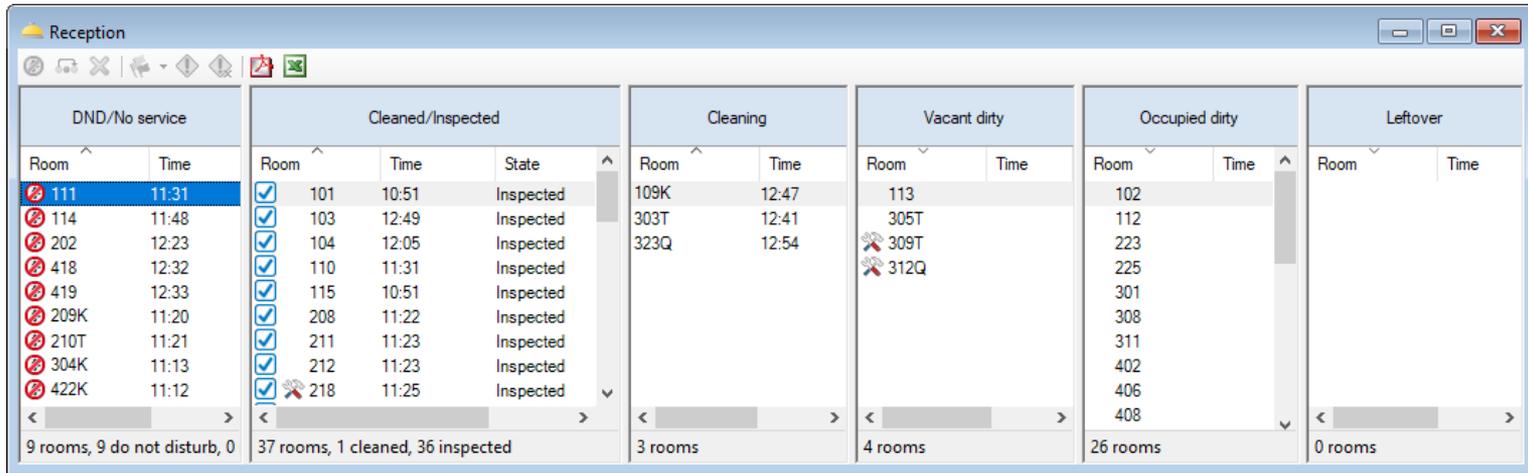
Attendant statistics today																				
Attendant/Team	Break time	Supervisor	Rooms	Attendant credits	Out of service	Cleaned from yesterday	DND	No service	Leftover	Found clean	To be cleaned	Check-out	Late check-out	Stay over	Tasks	Linnen Change	Triple use S/O	Credits	Est. time	Cleaning pending
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 software interface titled "Reception" with a toolbar and six data panels. Each panel has a table of room information 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 panel:

- 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

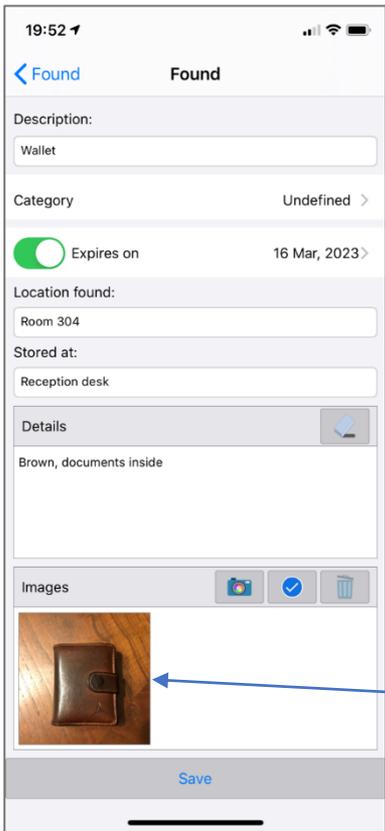
Monitor the cleaning tasks in real-time and change room cleaning priority using multiple levels.

-  **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 >

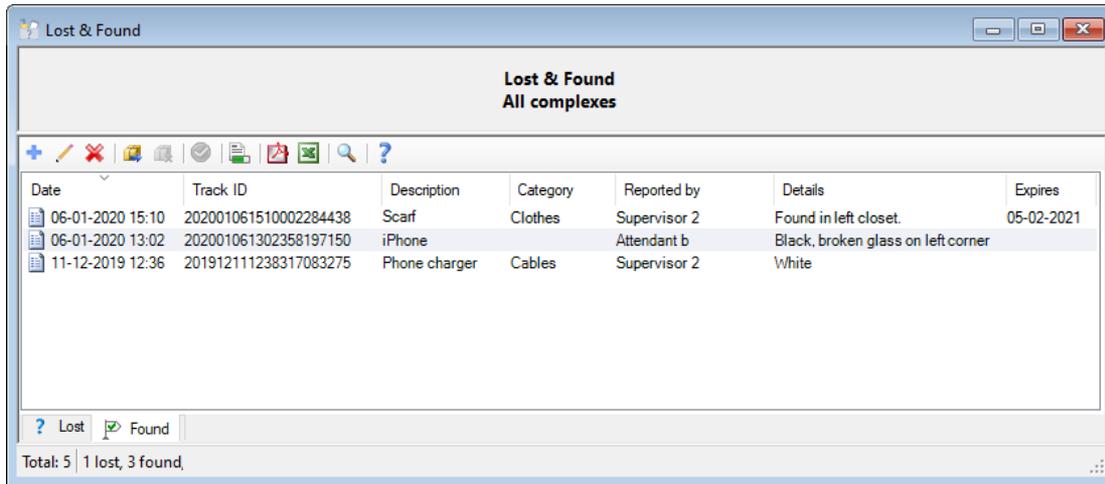
Location found:
Room 304

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:

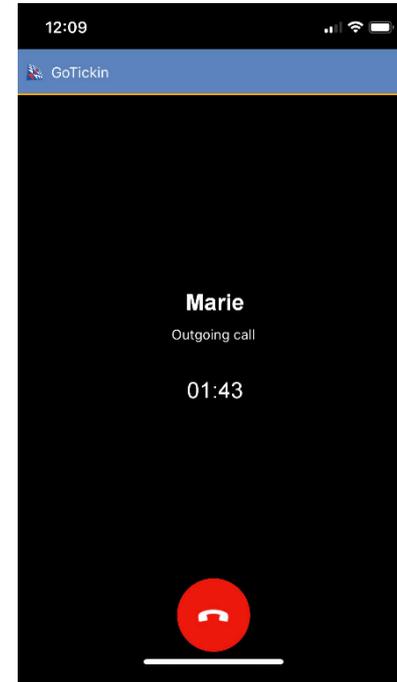
Type:

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

