



# Tracking Tasks Saves Time & Money

Gibson Hotel Management Identifies Issues to Better Assist Guests

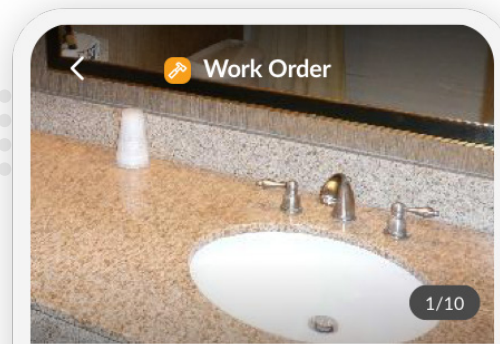
## The Challenge

As the GM of a hotel in a booming resort town, it was imperative that Joe Grieco have the ability to get a snapshot of his property while also being able to research and speak to guest-related issues and make informed decisions. But confined to paper tickets, physical logbooks and binders, Grieco found it virtually impossible to get a pulse on trends, let alone identify systemic issues. While attending a training class, Grieco noticed a colleague receive an alert from his property on his phone. Grieco took interest, and asked his colleague what software his property was using with this functionality. “The colleague explained that his property was using Quore to simplify operations—Grieco signed up for a free trial shortly after.” Three years later, Grieco is now Vice President of Operations & Development for nearly 20 hotel properties under Gibson Hotel Management and doesn’t know how he did his job before Quore.

*“Before implementing Quore at our properties, it was very difficult to see trends. The sink that stops up constantly or the guest that complains about a funny smell from their room never gets rolled up or pieced together. Quore identifies these repetitions and tells a story.”*

— Joe Grieco

Vice President of Operations & Development, Gibson Hotel Management



### Sink Clog

Open

Bedroom (KING) in 115 (SXBL)

Marquee Inn

Posted by Sandy Sanders Oct 13, 2019 at 1:24pm

## **The Solution**

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Initially, Grieco found Quore's intuitive automated log book and maintenance tickets the biggest time saver for his properties. Before long, he realized that Quore Reports was automatically tracking patterns and piecing together a larger picture of the hotel brand in ways that he was never able to do before, but always wanted to. "Before implementing Quore at our properties, it was very difficult to see trends," said Grieco. "The sink that stops up constantly or the guest that complains about a funny smell from their room never gets rolled up or pieced together. Quore identifies these repetitions and tells a story." Not only did Quore increase efficiency internally, it equips Grieco and his team to better assist guests. The visibility that Quore offers provided his team with the ability to quickly search logbooks and guest history across properties to comprehensively research a situation and address issues in real time, from anywhere. "Quore enables me to be more prepared to speak with guests," said Grieco. "I can put all the pieces together quickly, so I am more dialed into the issue and can better address the root cause to completely satisfy the guest."

## **The Results**

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Today, Grieco can quickly capture a singular issue at a property or look at broad trends across the company to get to the heart of an internal operations issue or to better assist guests. Quore's visibility into multiple facets of a property enables Grieco to identify patterns and systemic issues like never before. "From a corporate standpoint, Quore is our biggest asset to getting a pulse on one property or the whole hotel group," said Grieco. "Quore consolidates everything into one place, which not only gives me the whole picture but also allows me to make smarter decisions."

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— **Joe Grieco**, Vice President of Operations & Development, Gibson Hotel Management

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