Improving Communication— and Accountability

Holiday Inn Express improves accountability and cross-departmental communication with Quore

The Challenge

With 15 years of hotel management experience, Allyson Trull has witnessed firsthand countless technology transformations in the hospitality industry. When she started managing the Holiday Inn Express in Brentwood, TN, Trull noticed a lack communication between departments and shifts, inefficient systems to access essential day-to-day operations and several roadblocks to accurately forecast inventory and maintenance needs to the property's owners."My teams were using old school radios that never really worked properly," said Trull. "The front desk associates would have to leave the desk unattended to track down housekeeping or maintenance just to relay a simple message." In addition to faulty technology, physical logbooks and preventive maintenance binders along with manual maintenance reports contributed to an outdated, inefficient system that required Trull's physical presence at the property to gain visibility into internal operations. When Trull was tasked with managing another Holiday Inn Express property, there became an even greater need to identify a solution for managing internal operations

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General Manager, Holiday Inn Express, Brentwood & Spence Lane, Nashville
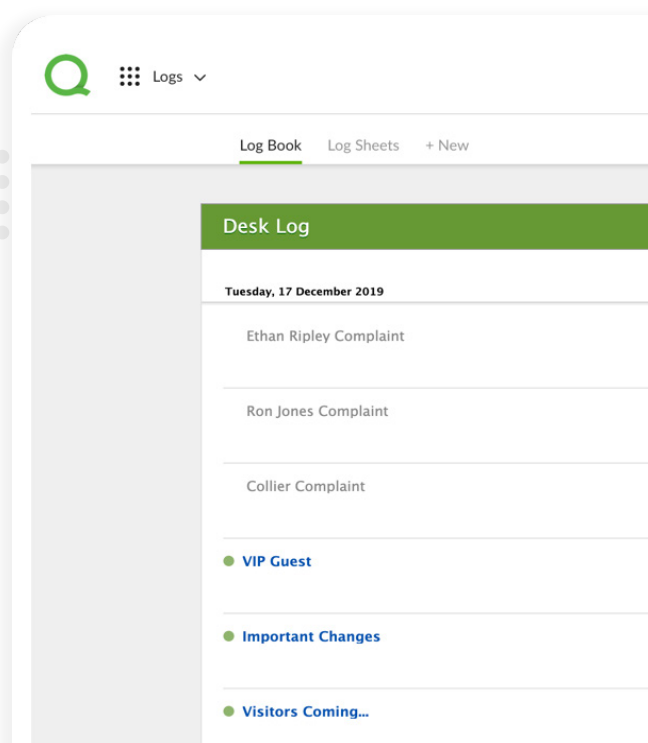
The Solution

The Holiday Inn Express property owners suggested that Trull check out Quore, a Franklin-based software solution that supports hotels in streamlining operations. "As soon as I tried it, I got it," said Trull. "It was a one-stop-shop for everything I needed. I could be at either property and have a better grasp of what was going on than I could before at the property sifting through logbooks and tracking down staff." Quore replaced handheld radios with mobile devices, opening the door for departments to communicate with each other when needed. Using Quore, Trull gained the ability to oversee day-to -day operations like never before. "Going digital with our logbook, preventive maintenance forms and housekeeping inspections increased accountability with the whole team," said Trull. Quore's forecasting tools allow Trull to plan ahead for hotel assets to track the condition of the assets and predict major expenses. "Using the CapEx feature, I was able to budget for the replacement of thirty air conditioners and communicate that expense to the property owners well in advance," said Trull.

The Results

Implementing Quore into Trull's properties has improved communication across departments and shifts, enhanced visibility into day-to -day operations and reports and allowed Trull to predict and communicate expenses to the property owners. "Incorporating Quore into our daily operations has been one of the best investments we've made," said Trull. "It saves me time, money and even allows me to take a vacation," said Trull. Her owners plan to add another three hotel properties to her group—all of which will have Quore.

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