



Spotting Trends & Ensuring Accountability

InterMountain improves team accountability with trend spotting capabilities in Quore

The Challenge

Mark Frentz and his teams at more than 70 InterMountain hotels were using a popular hospitality technology solution for years to handle internal operations, but they weren't particularly happy with the results. The system was content-heavy and not user-friendly, so adoption was low and the teams were constrained to manual logbooks and inspection reports. As director of training and development for dozens of hotel properties, Frentz lacked visibility into day-to-day operations, so he was in the dark when it came to holding staff accountable and identifying big-picture trends across properties.

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— **Mark Frentz**, Director of Training & Development, InterMountain Management, LLC

The Solution

The owner of InterMountain learned about Quore at an event and asked Frentz and his team try it out. For Frentz, it was important that InterMountain's software solution visually represent something that was easy to learn and use.

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The screenshot shows the Quore dashboard interface. At the top, there's a navigation bar with a green 'Q' icon, a 'Dashboard' button, and a dropdown menu. Below the header, there's a large grid of colored squares representing different data points or metrics. A timestamp at the bottom left indicates the data is from February 6, 2019, at 3:26am. On the right side, there's a summary table titled 'At a Glance February 2019' with columns for Property, W. Orders, Rm. PMs, Other PMs, Guest Req., Call Backs, Logs, and Tasks. The table shows data for 'Courtyard Canyon City' with values: 17, 3, 0, 30, 0, 9, and 71 respectively. At the bottom, there's a summary box with a total value of \$5,978.45 and a note that 0% was refunded in the last 30 days. To the right of the summary box, there's a list of guest complaints: 1. Linen's did not get changed (\$140.66), 2. Room Accommodations (\$91.00), and 3. Payment (\$50.00). A circular satisfaction meter is also visible on the far right.

The Solution (cont.)

Quore allowed Frentz to access information from any property remotely, which provided him the critical visibility into the day-to-day operations he was missing. At one property, guests were frequently complaining about the quality of the mattresses. Quore flagged the trend and, because the inventory was also stored, flagged to Frentz that the mattresses were still under warranty, saving the property thousands of dollars.

The Results

Through Quore's automated reports and intuitive dashboards, Frentz is able to access property-level information remotely, giving him a pulse on both individual properties and the InterMountain brand as a whole. "With our old software solution, we had an adoption problem," said Frentz. "With Quore, new hires say that it feels familiar to them—that's how intuitive it is." After implementing Quore, Frentz noticed an immediate improvement across departments, shifts and properties when it came to communication and visibility. "If a hotel goes a week without entering a work order, the GM can reach out and set up a training session," said Frentz. "Quore not only saves us time and money, it fosters accountability at every level."

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