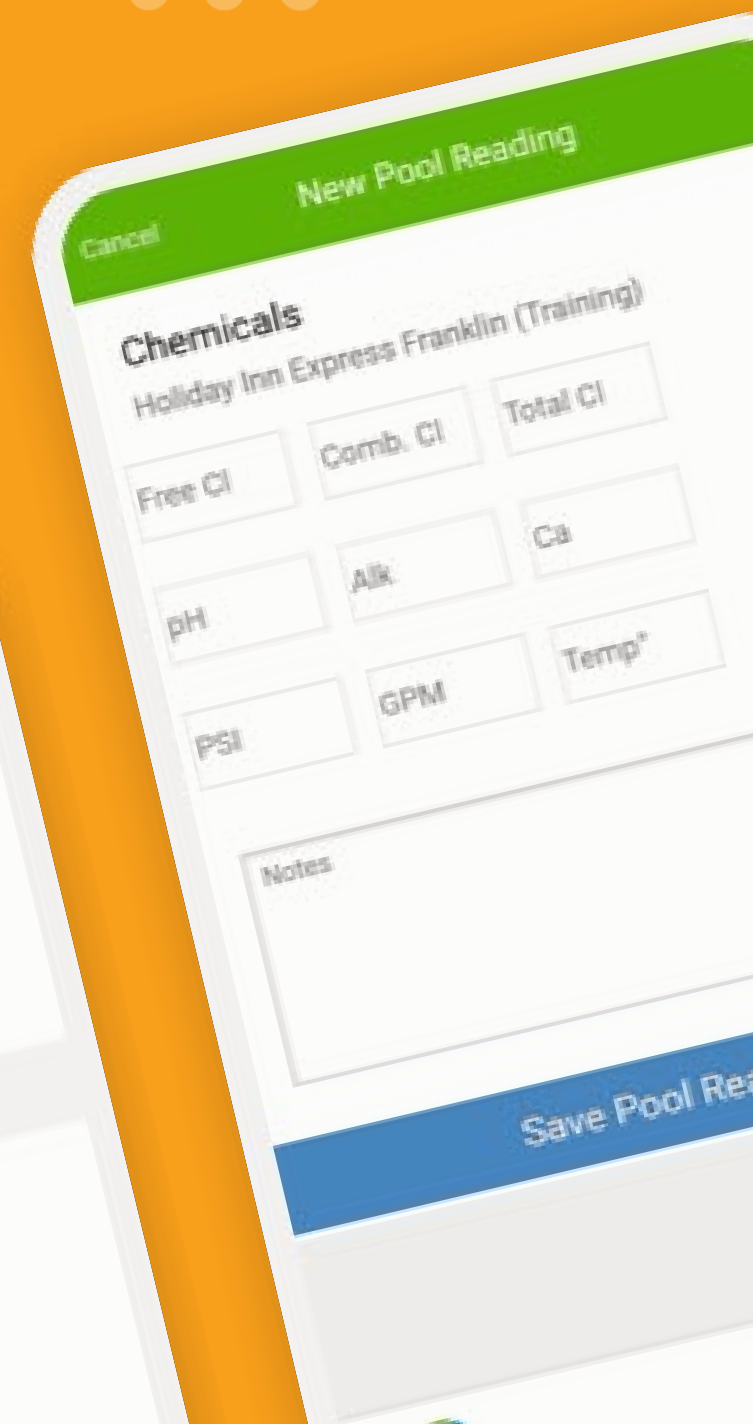
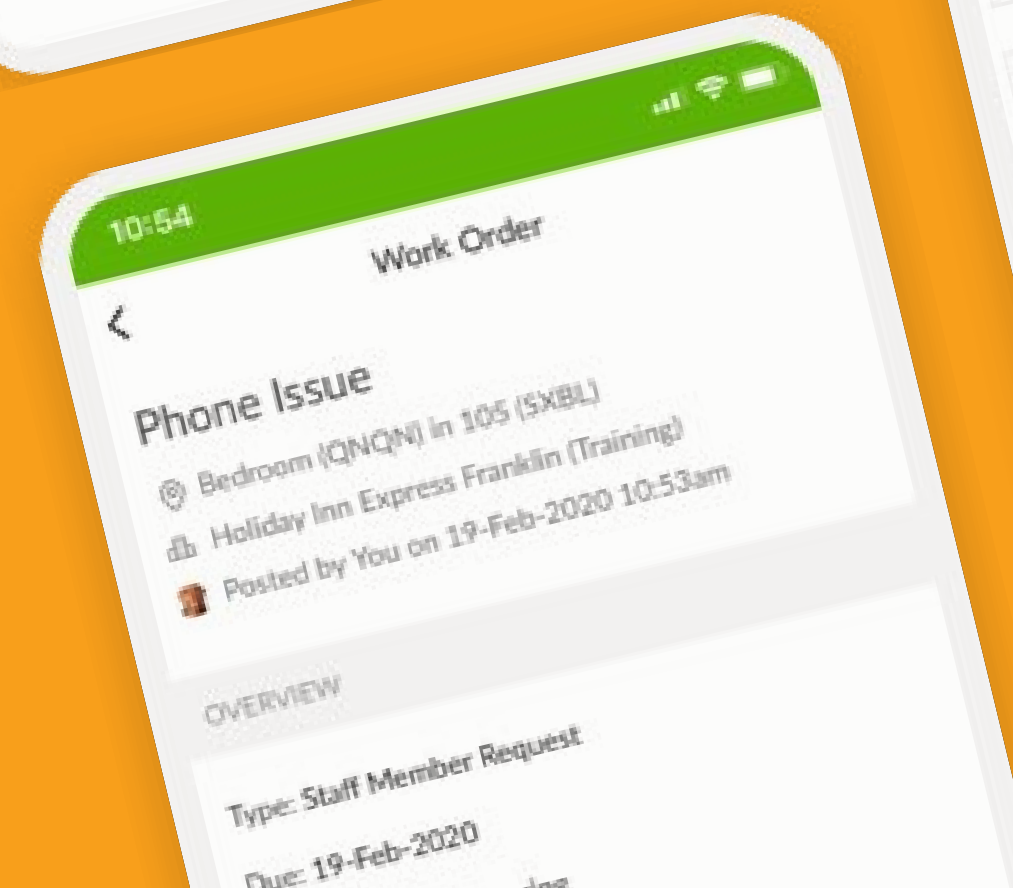
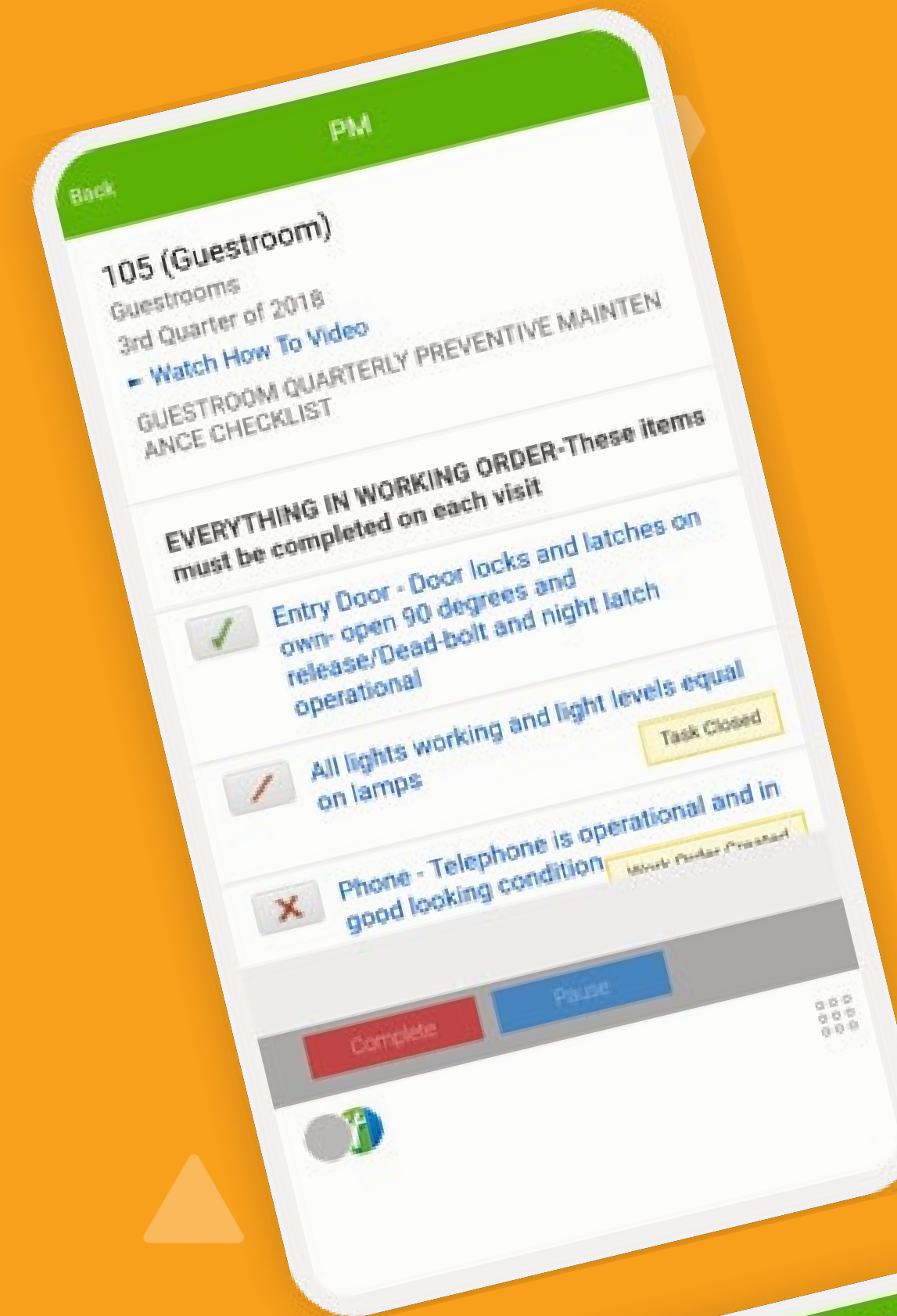




Engineering Guide

Learn how Quore can help your engineering staff.



Agenda

Meet Quore	3
Manage Your Daily Work	6
Perform PMs on Time	11
Track Your Readings	14

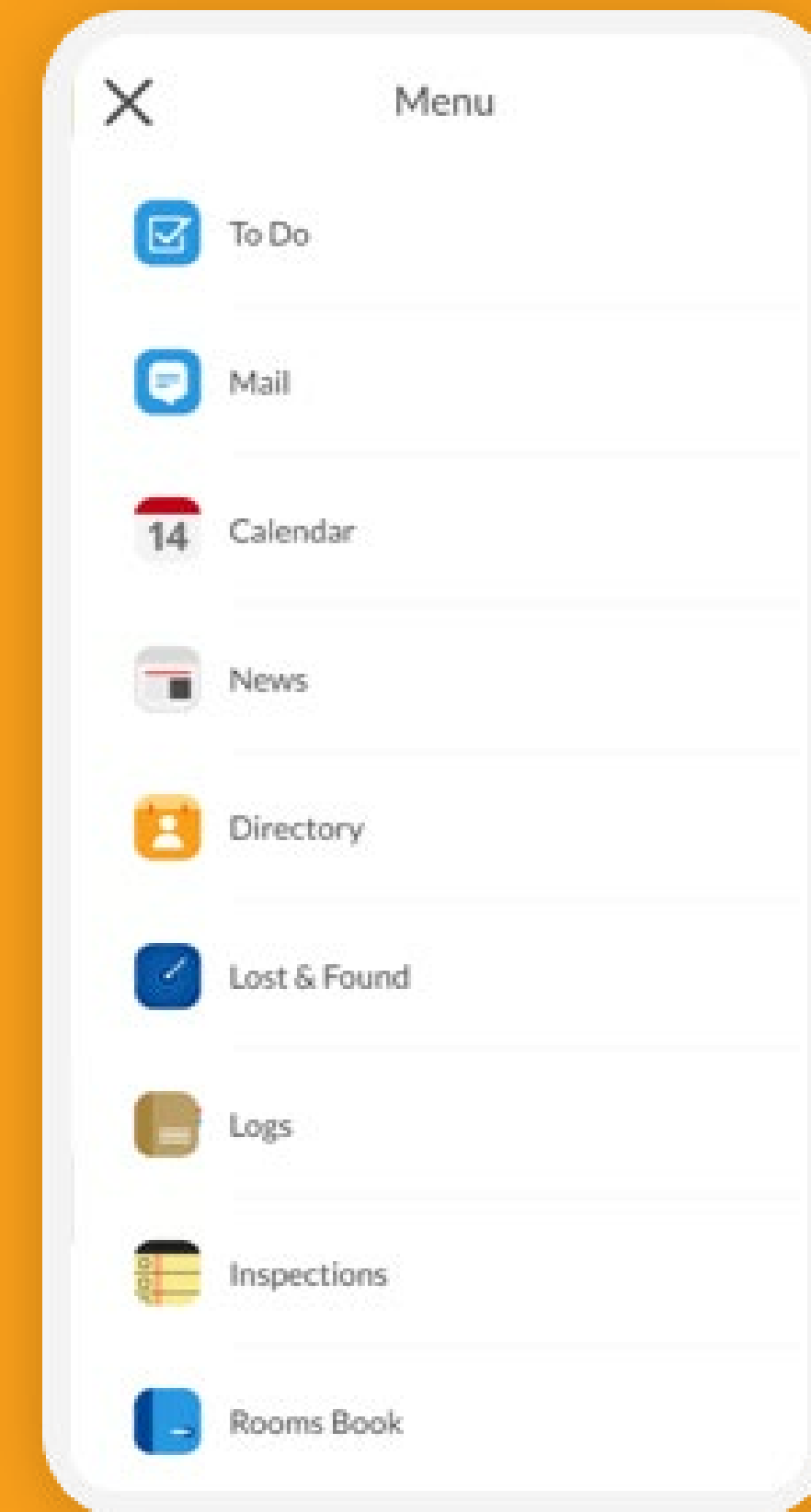


Quore makes me more efficient throughout the day. The customized PMs allow me to make sure I do everything I need and document it at the same time. Quore notifies me when there is a guest need so I can get it done quickly.



Meet Quore

Welcome to Quore! In this section, we explain how to use Quore in your daily routine, and how to navigate through the system.



The Quore Advantage

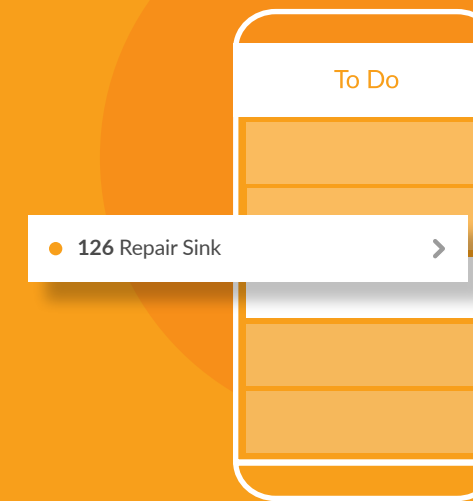
- ✓ Complete Work Orders
- ✓ Record your readings
- ✓ Perform scheduled PMs
- ✓ Track assets

Q PRO TIP

One of the most powerful things about Quore is as you communicate, you document. So when it goes into the system, you don't have to worry about writing anything down later.

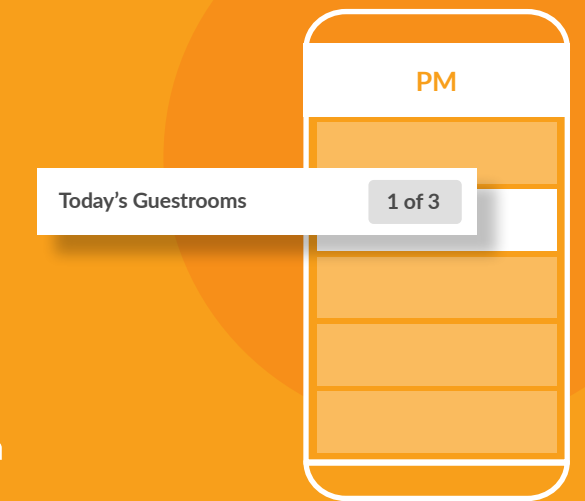
The Quore Engineering Routine

01



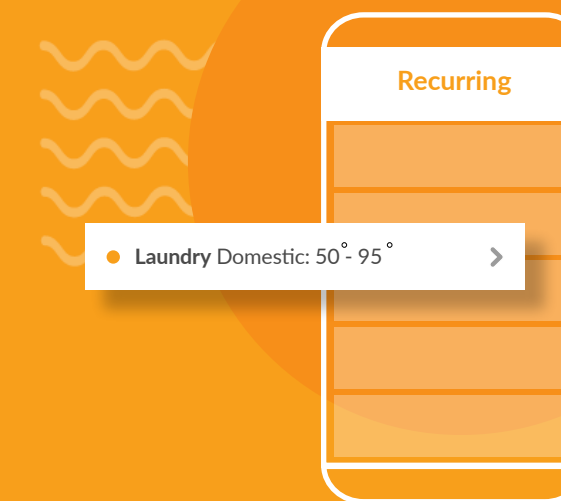
Check your To Do List to make sure nothing needs to be completed.

02



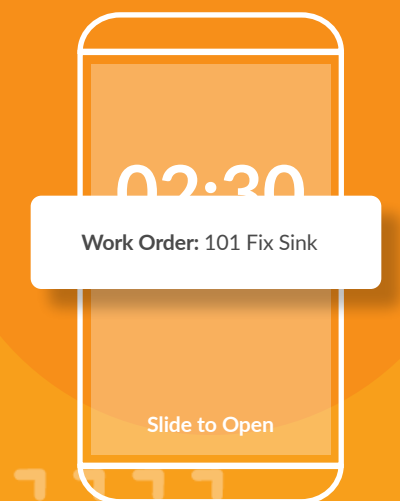
Check your PM List to see the rooms you need to complete today.

03



Use the Recurring app to record your pool, meter, and boiler readings.

04



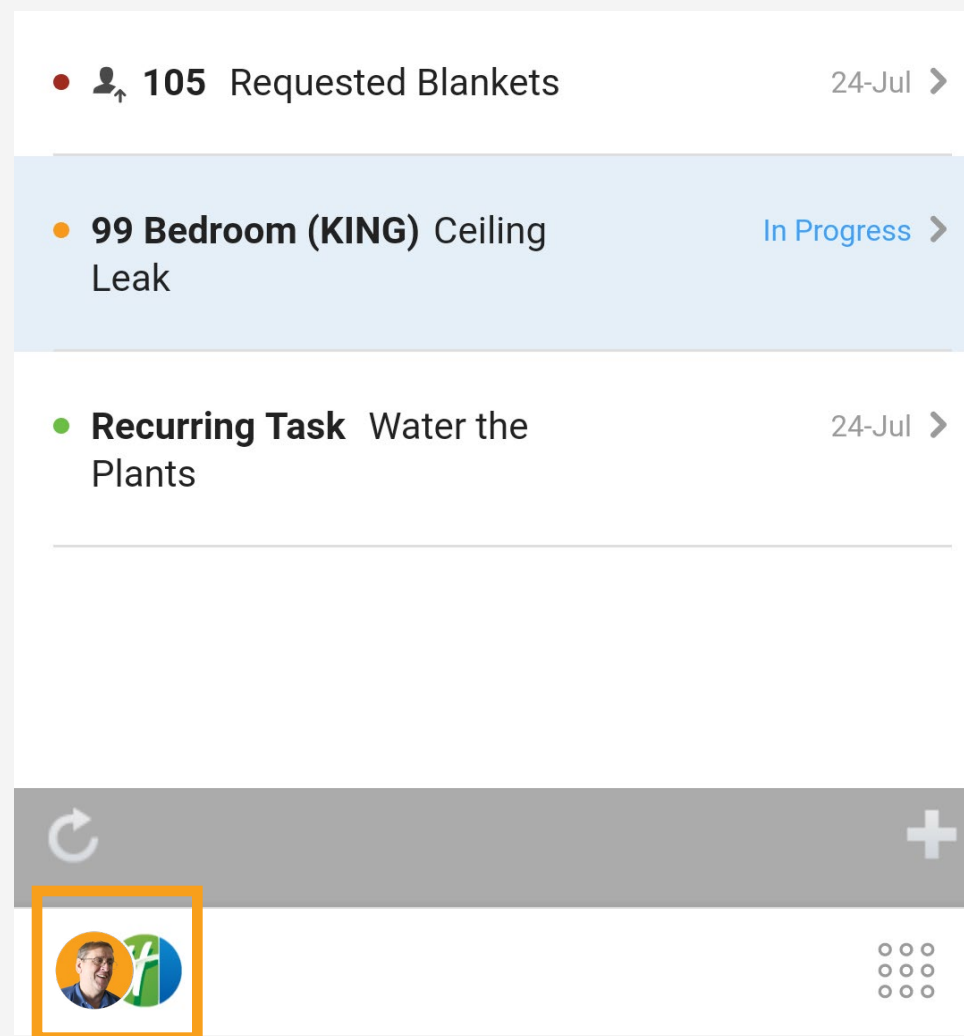
Follow up with any Quore notification that you receive.

Mobile Navigation

The Quore mobile app keeps you aware of hotel happenings in real time. Remember to mark yourself on duty at the start of each shift. This allows you to receive push notifications for items assigned to you.

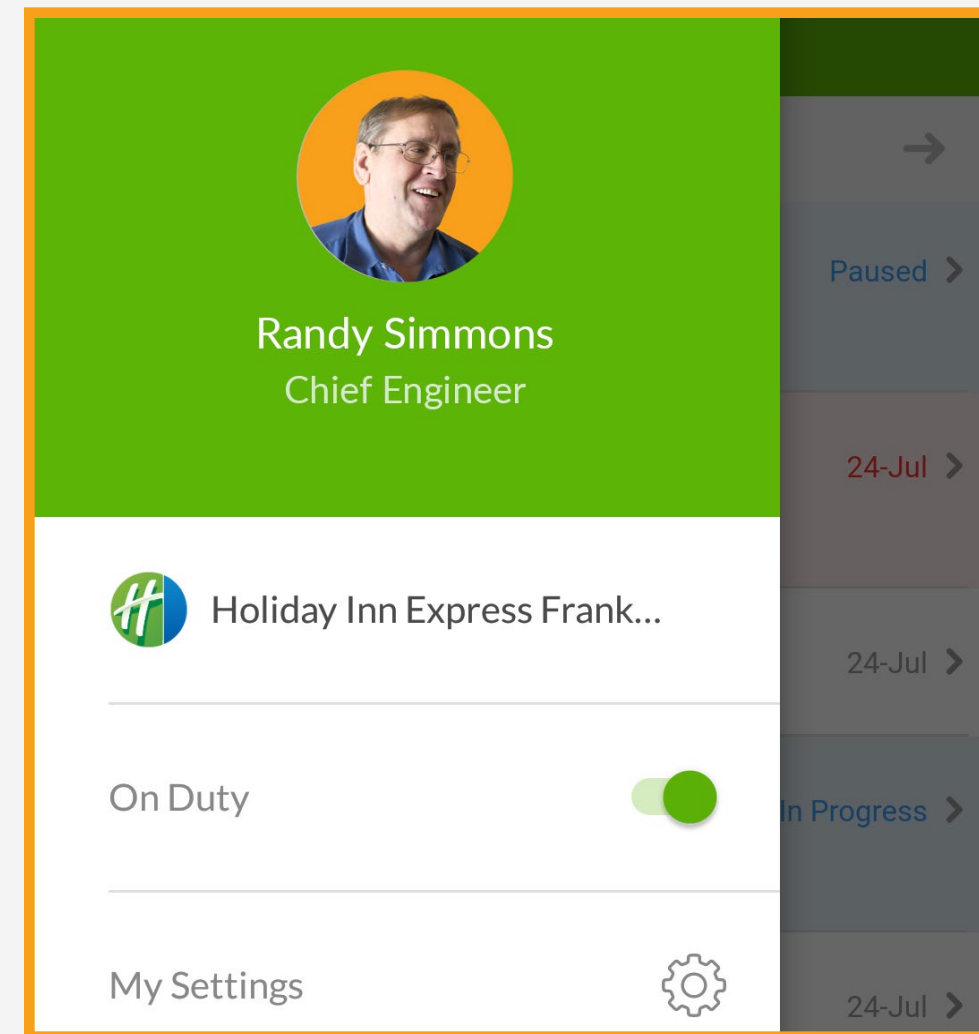
1

When you log in to the Quore mobile app, you will see your To Do List. This will show you all of your open items for the day. Tap the **User Profile**.



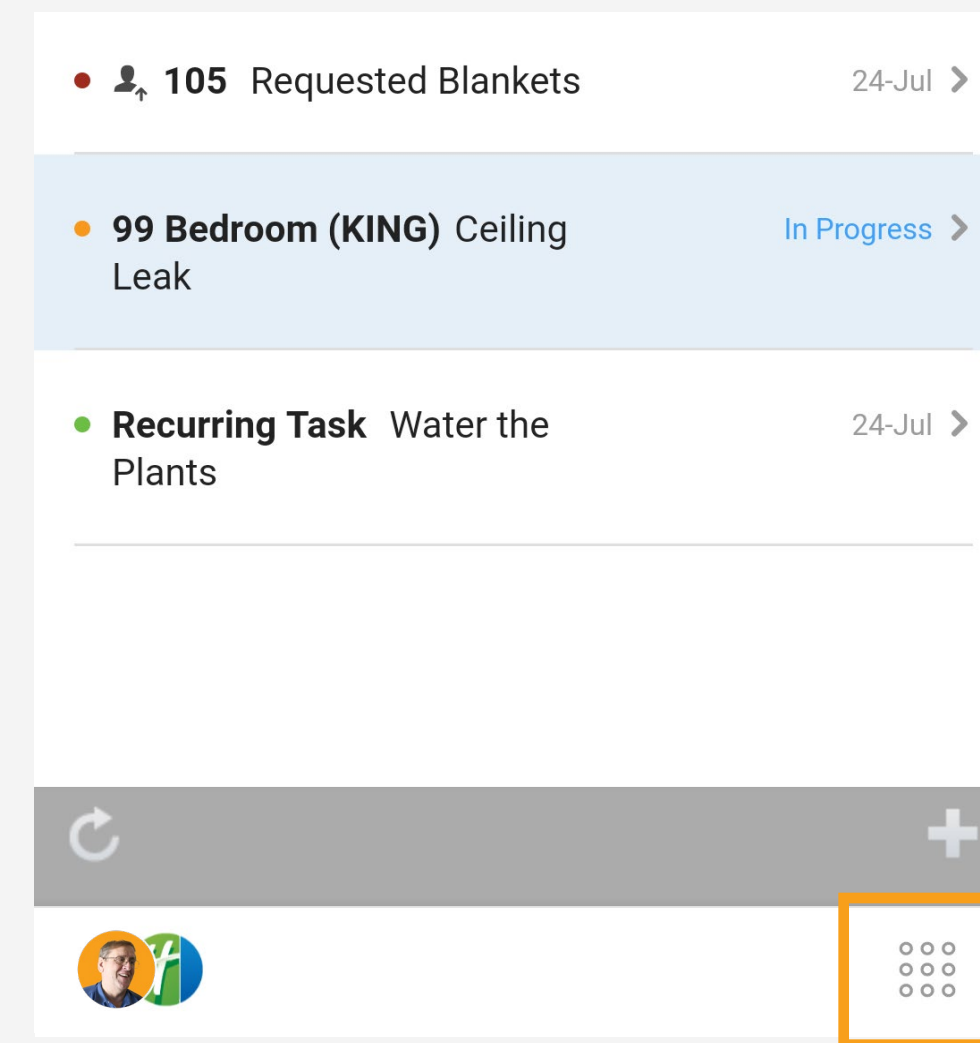
2

This allows you to change your property (if applicable), change your on duty status, go to settings, get support, or log out. Tap on the gray area to return to the previous screen.



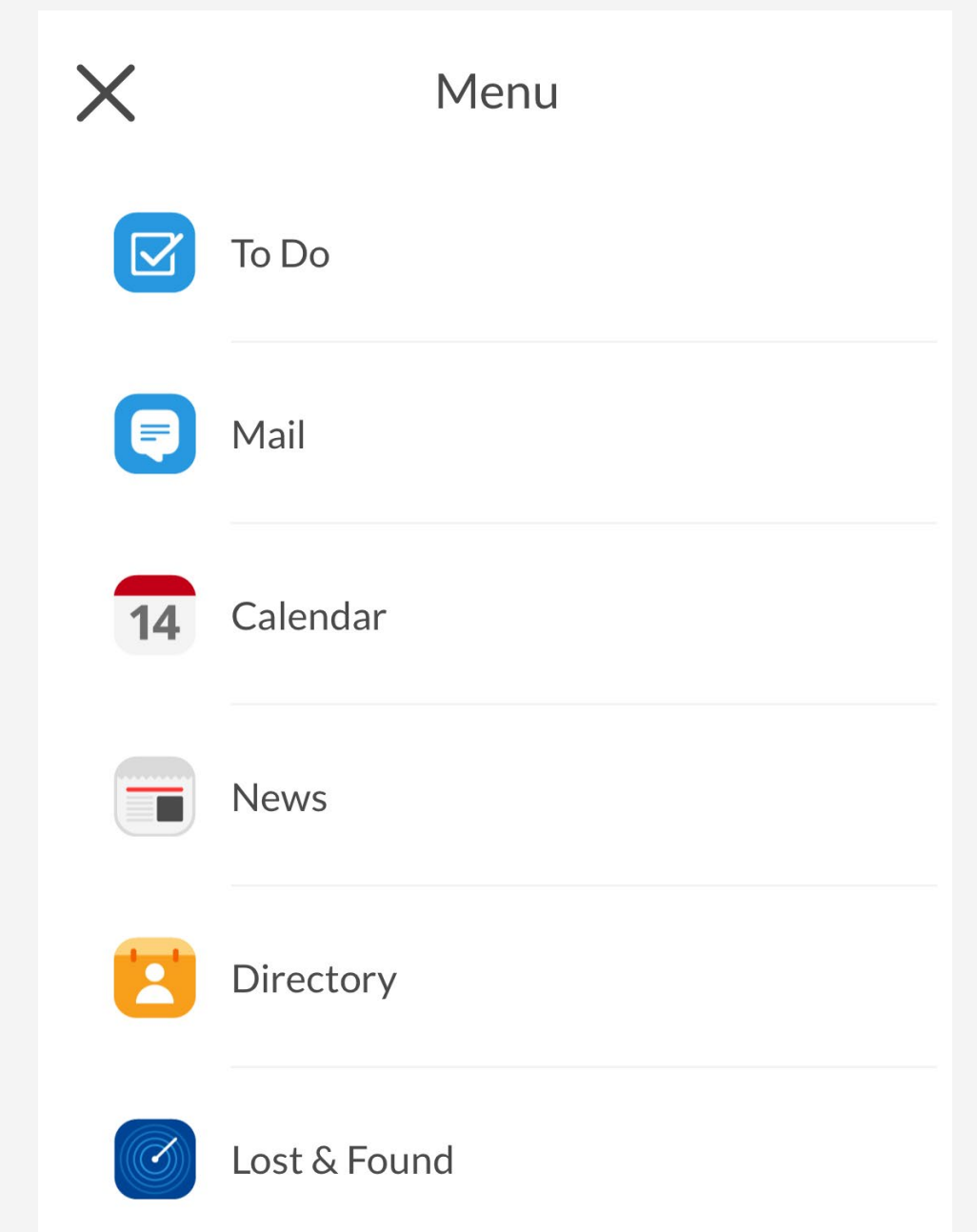
3

To navigate away from the To Do List, tap the **App Switcher**.



4

Select another app.





TO DO APP

Manage Your Daily Work

As a member of the engineering team, we recommend checking your To Do List at the start of each shift. This allows you to see anything assigned to you, your department, or anyone. Use the To Do app to handle Work Orders and Requests.



Understanding the To Do List

The To Do List includes Requests, Work Orders, Complaints, Tasks, PMs, and several other items assigned to the engineering department.

The screenshot shows a 'To Do' list with the following items:

- 107 Bathroom Ceiling Light Bulb**: In Progress (Blue background)
- 111 Tim Jones was upset about Noise Complaint**: 24-Jul (Red background)
- 99 Bedroom (KING) Ceiling Leak**: In Progress (Blue background)
- In 107: All lights working and light levels equal on lamps**: 26-Jul (Green background)
- 105 Bedroom (QNQN) Failed PM Guestrooms Phone Issue**: 26-Jul (White background)
- 110 Bathroom Shower/Tub Leak**: In Progress (Blue background)

Callouts explain the following features:

- Filter by type.**: Points to the filter icon at the top left.
- The dots represent the type of to do item.**: Points to the colored dots next to each item.
- View next day To Do List.**: Points to the right arrow next to the date 'TODAY, JUL 26'.
- Blue means an item is in progress.**: Points to the 'In Progress' status.
- The date represents the due date. Red means an item is past due.**: Points to the '24-Jul' due date.

Legend for item types:

- Request (Dark Purple dot)
- Complaint (Red dot)
- Work Order (Orange dot)
- Task (Green dot)

PRO TIP

Readings appear on the To Do List by default. Update what reading reminders appear by going to the Recurring app on the desktop. Learn more at learn.quore.com/readings/settings.

Understanding the Work Order Form

Fill in these fields to create a Work Order. Some fields default to certain options to help save time, but every field can be changed.

PRO TIP

Keep in mind that checking Guest Requested will trigger escalation push notification alerts to department heads within 30 minutes and to management after 45 minutes if the Work Order is not addressed.

The screenshot shows a mobile application form titled "New Work Order". The form is divided into several sections: LOCATION, WHAT, DETAILS, DUE DATE, ASSIGN TO, and ADD PHOTOS. Callouts with orange circles point to specific fields and explain their function:

- LOCATION:** "Type to select area..." - Select a location. A location must be selected to activate the form.
- WHAT:** "Type to select item..." - Select an item.
- Issue:** A dropdown menu currently showing "Issue" - Select an issue.
- DETAILS:** "Guest Requested" with an unchecked checkbox - Tap the checkbox if the Work Order is guest initiated.
- Additional notes...** - Add any relevant notes.
- DUE DATE:** "Jul 18, 2018" - The due date for the work order.
- ASSIGN TO:** "Department" (dropdown) and "Engineering" (dropdown) - Select who will get the request.
- ADD PHOTOS:** A camera icon in a dashed box - Optional: Tap the camera icon if you want to take a picture.
- Post:** A green button at the bottom - Tap Post to add Work Order to the To Do List.

Creating a Work Order

Use Work Orders to let people know what is broken. Follow these steps to create a Work Order.

1

From the mobile To Do app, tap the + icon in the bottom right corner of your screen.

- 110 Bathroom Shower/Tub Leak 26-Jul >
- Pool Chemical Reading 26-Jul >
- Recurring Task Water the Plants 26-Jul >
- 2 Guestrooms (2) 30-Sep >>
- 105 Guestrooms In Progress >>

2

Tap **Work Order**.

3

Fill out the Work Order form.

4

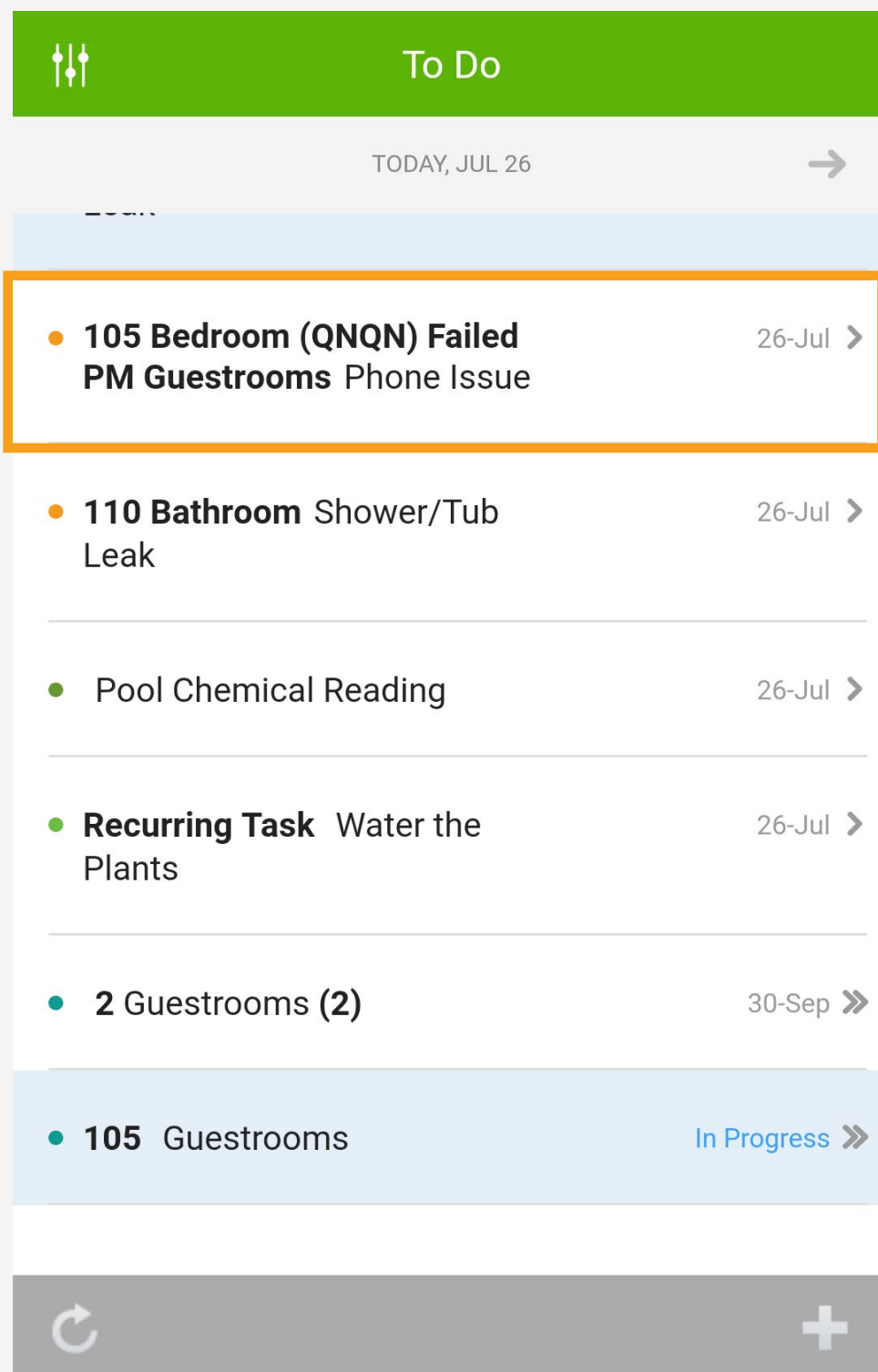
Tap **Post**.

Completing a Work Order

Open the To Do app to view any open Work Orders, Requests, or Tasks.

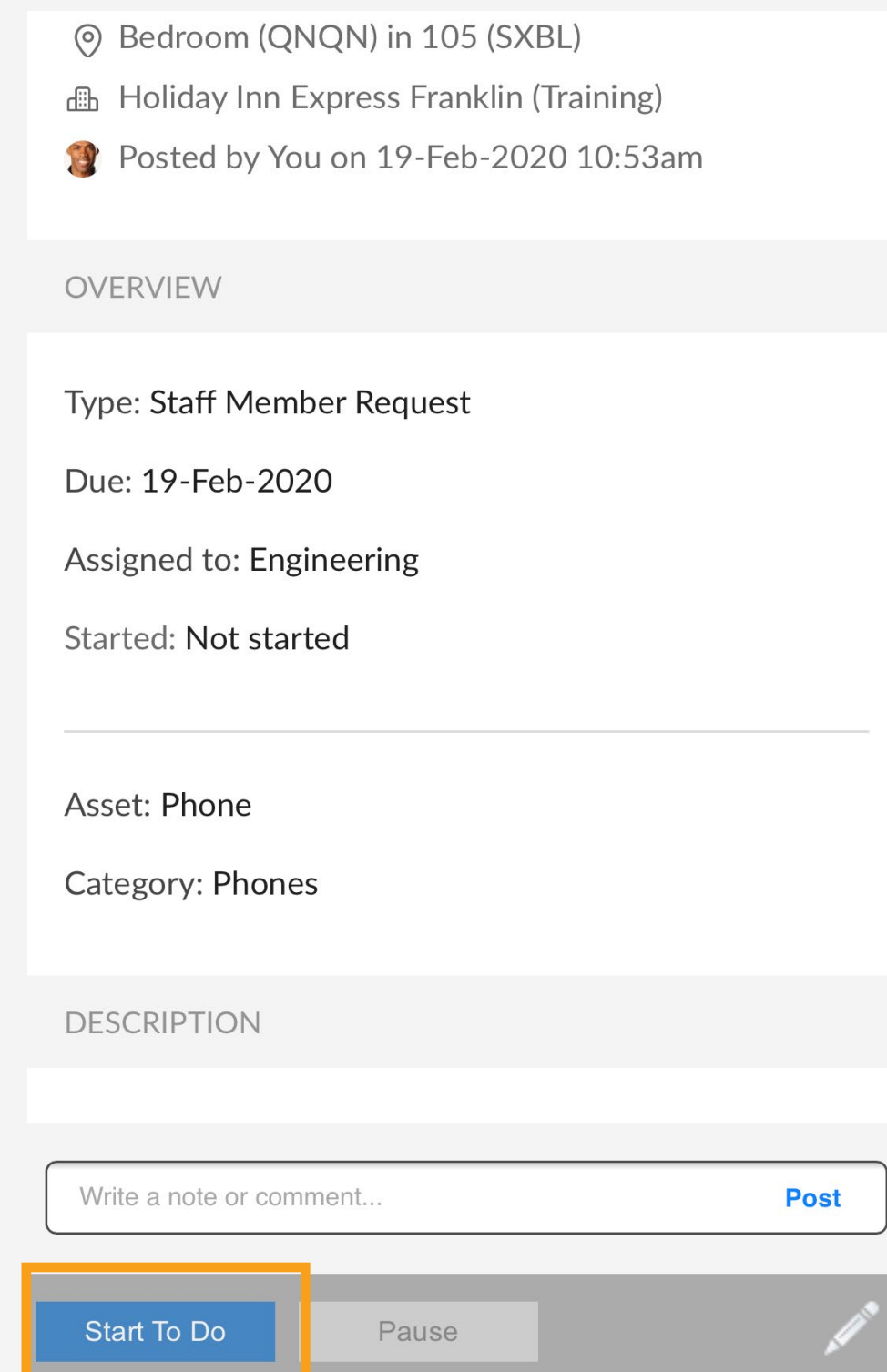
1

Click on the appropriate Work Order.



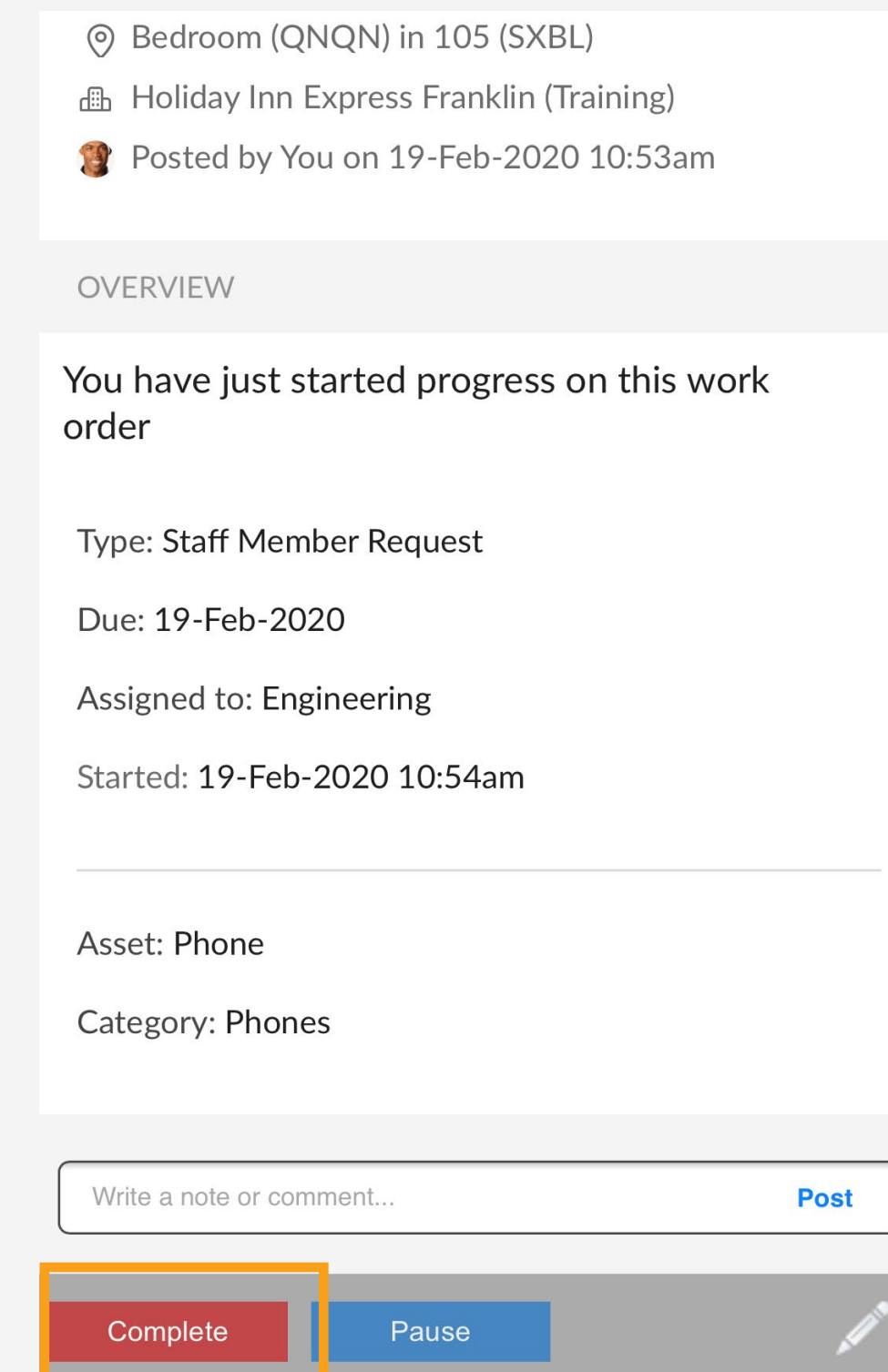
2

Click **Start To Do** to begin working.



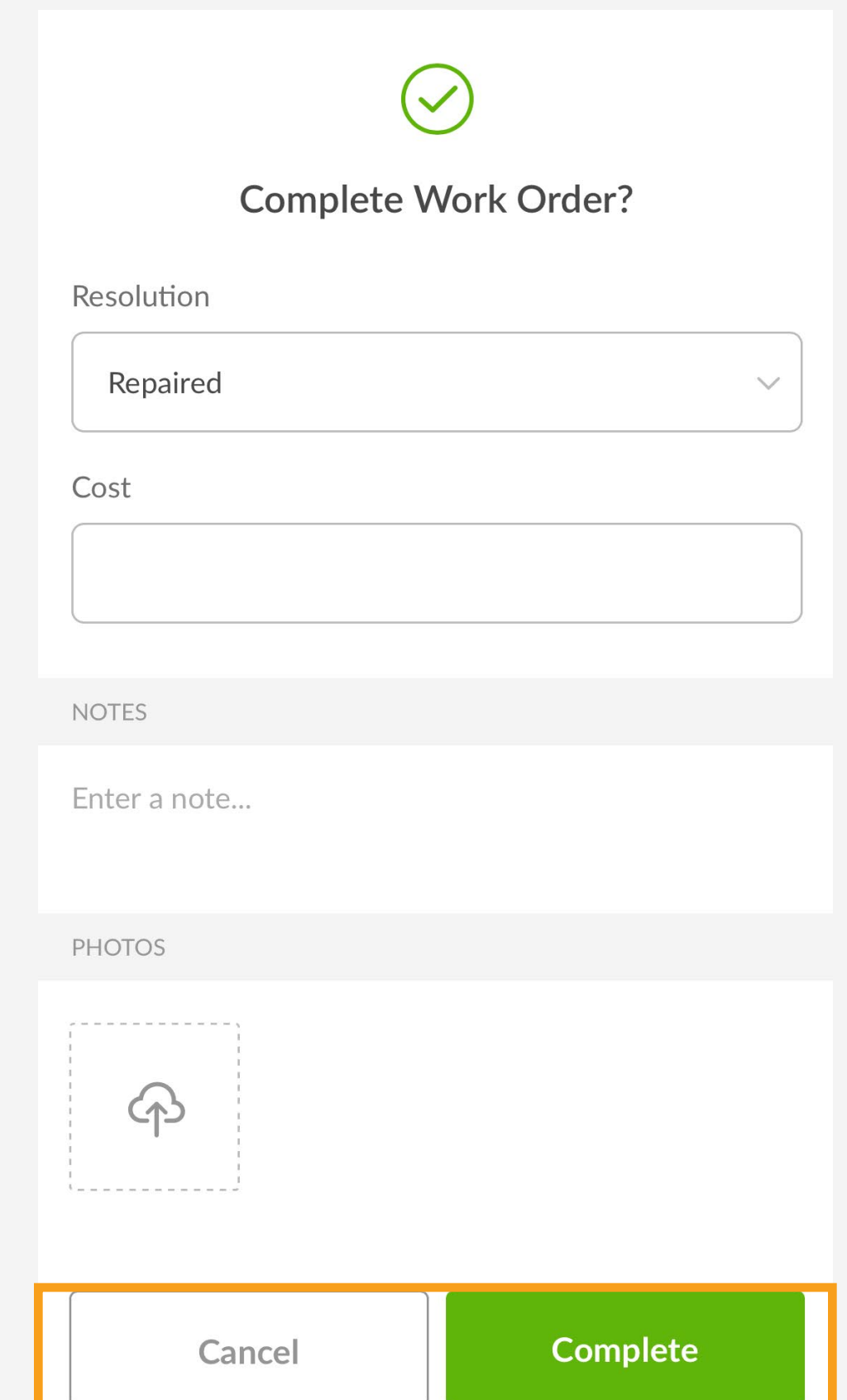
3

Click **Complete**.



4

Fill out the appropriate fields and click **Complete** to close the Work Order.

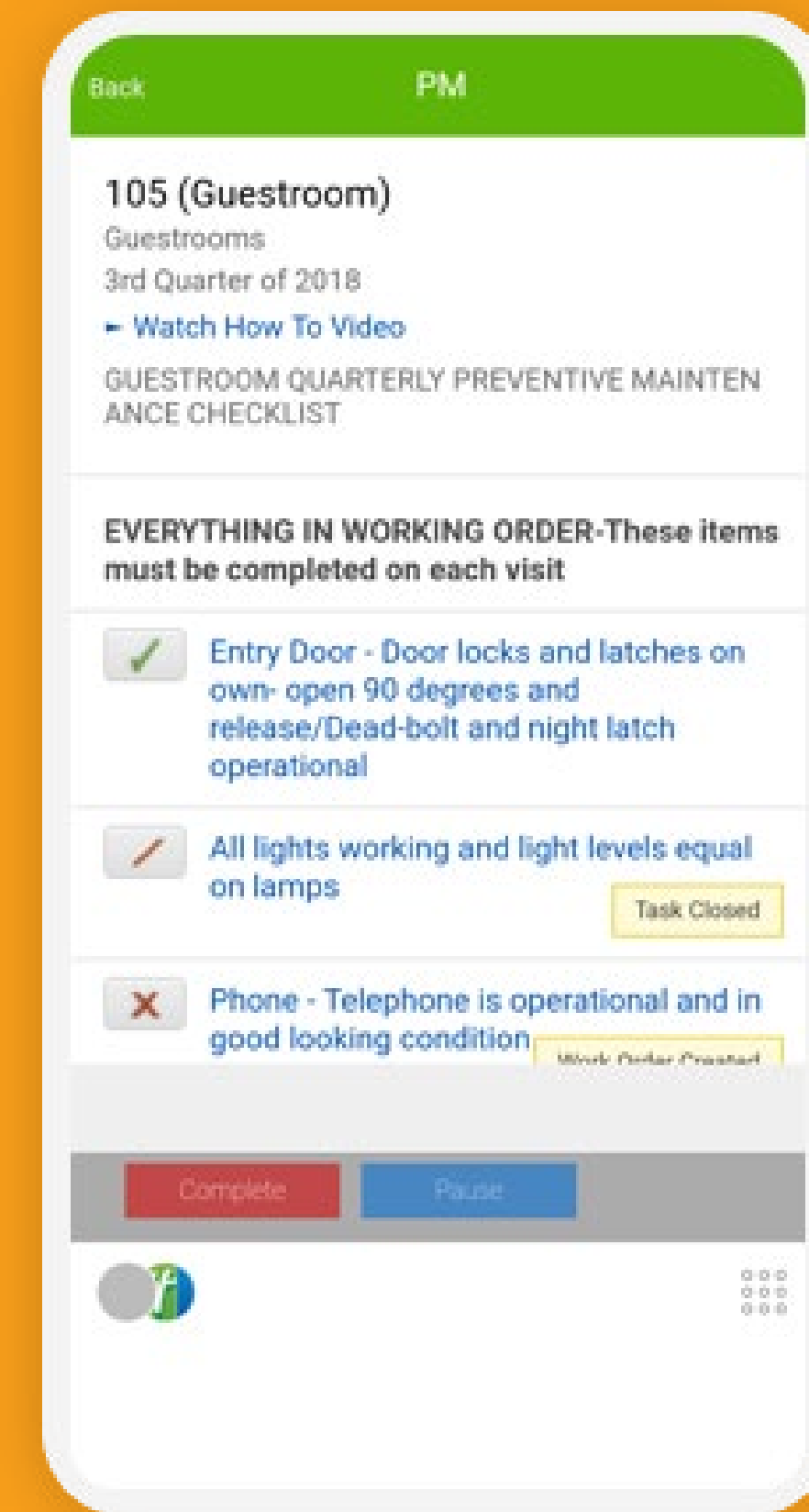




PM APP

Perform PMs On Time

Quore will automatically set up a schedule to be sure your PMs are completed on time. The engineering team can view each others work when necessary.



Understanding the PM List

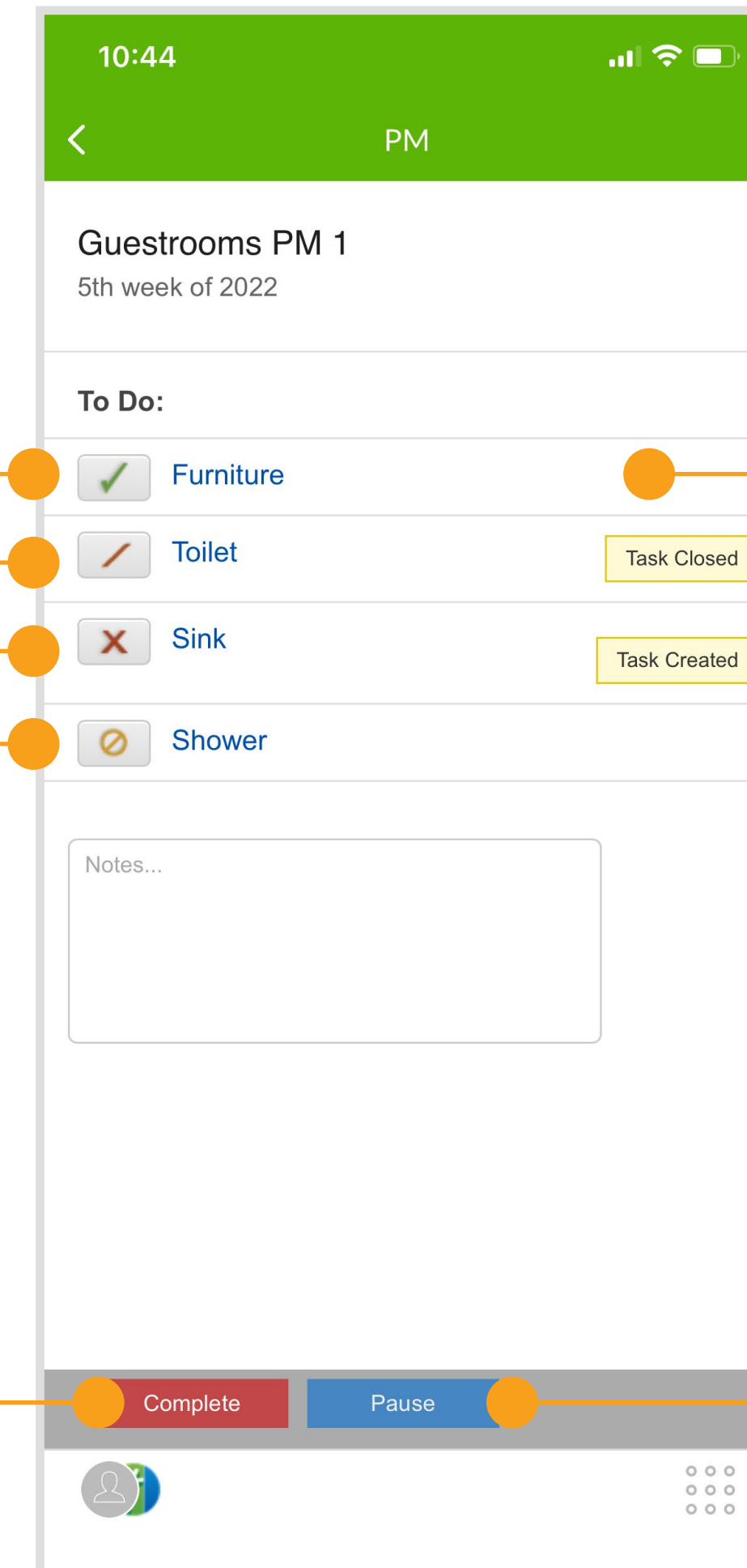
The PM lists allow you to quickly go through the necessary steps. When an item fails, Quore takes care of creating the Work Order.

Passed: If the item is good and no service is needed, use the green check to represent a pass.

Repairs Complete: If you have to repair an item while you are in the area use the repairs complete slash. When you do this, Quore automatically creates and closes a **Work Order** or **Task** to document work was done.

Fail: The Red X will fail an item and automatically create a **Work Order** or **Task** to be completed later. If you added photo or comments, those will appear in the **Work Order/Task**.

N/A: Use the "N/A" symbol or not applicable when an item listed is not at the property.



Line Item: Tap on the title or line of an entry to add comments or photos to that item.

Complete: Tap Complete when you're finished going through an entire PM list. Be sure to double check all items after performing the PM. Once you tap Complete you cannot go back and make changes,

Pause: Since all PMs record the time it takes to complete, tapping Pause in a PM allows you to place the PM on hold to take care of last-minute, high priority tasks and come back to finish up when you're ready.

PRO TIP

Marking an item as "repairs complete" will automatically complete the Task or Work Order associated with that line item.

Completing a PM

Open the PMs app to view the rooms and areas scheduled for a PM.

1

Select the PM to complete.

The screenshot shows the 'PM Overview' screen with a green header. Below the header, there are sections for 'Selected Property' (Holiday Inn Express Franklin (Tra)), 'PM Calendar', and a list of PM tasks. The 'Today's Guestrooms' task is highlighted with an orange border and shows '2 of 3' items. Other tasks include 'Today's HIE Franklin PM' (0 of 3), 'Today's Carpet' (0 of 3), 'Weekly' (0 of 4), 'Monthly' (0 of 4), and 'Quarterly' (0 of 202).

2

Tap the PM to complete.

The screenshot shows the 'Guestrooms' screen with a green header and a 'Back' button. The title is 'Guestrooms' and the subtitle is 'Holiday Inn Express Franklin (Training)'. Below this, it says 'All Rooms Due Quarterly'. There are three sections: 'Due Today' with 1 item (110 (SXBL) is highlighted), 'All Guestrooms PMs', and 'Upcoming' with 145 items. At the bottom, there is a 'Completed' section with 7 items.

3

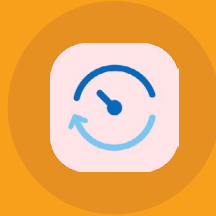
Click **Start** and complete the PM steps.

The screenshot shows the 'GUESTROOM QUARTERLY PREVENTIVE MAINTENANCE CHECKLIST' screen. It has a white header and a section titled 'EVERYTHING IN WORKING ORDER-These items must be completed on each visit'. There are three checklist items, each with a checked box: 'Entry Door - Door locks and latches on own- open 90 degrees and release/Dead-bolt and night latch operational', 'All lights working and light levels equal on lamps', and 'Phone - Telephone is operational and in good looking condition'. At the bottom, there are 'Start' and 'Pause' buttons, with 'Start' highlighted in orange.

4

Tap **Complete**.

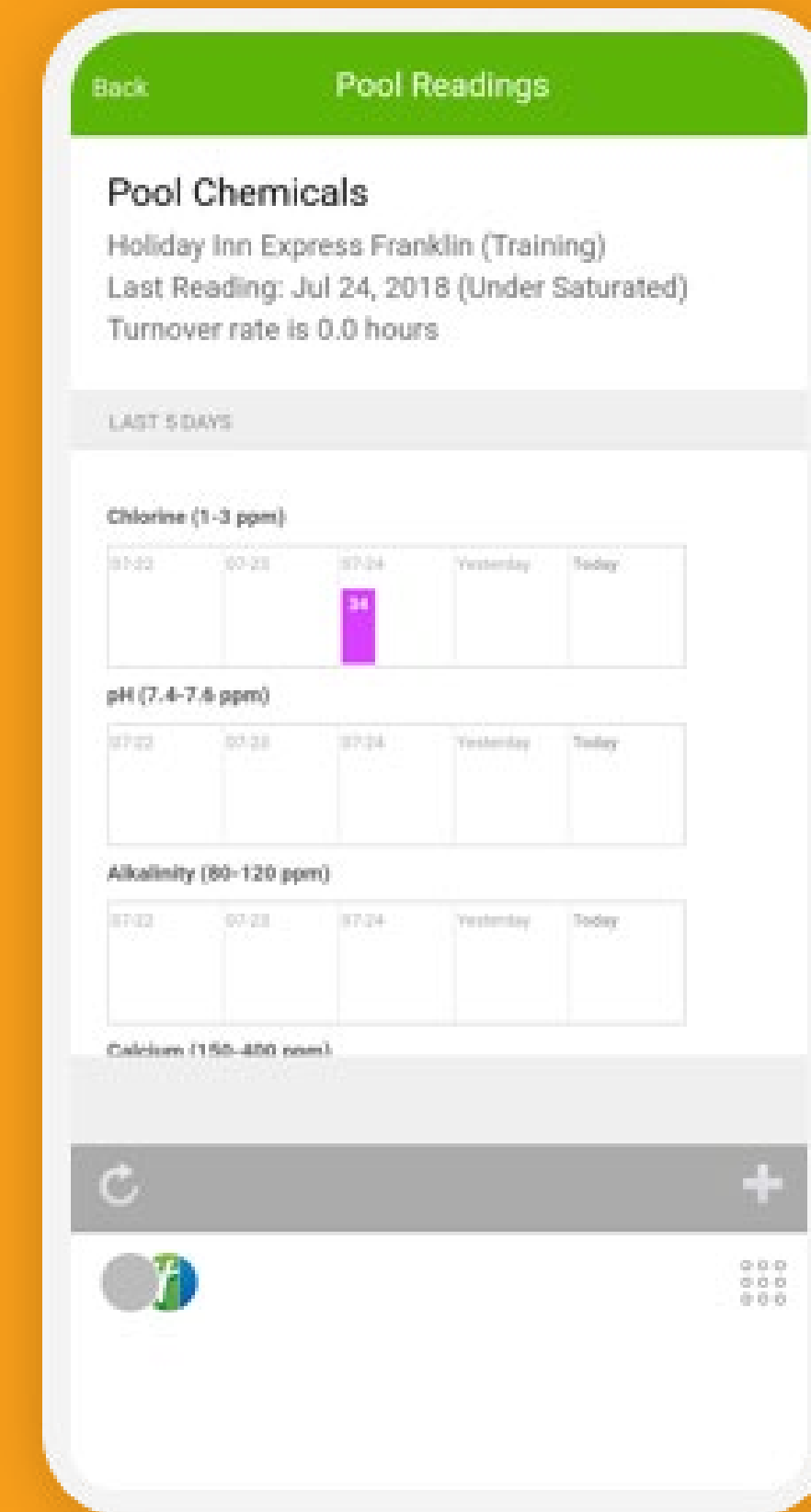
The screenshot shows the 'must be completed on each visit' screen. It has a white header and a list of four items: 'Entry Door - Door locks and latches on own- open 90 degrees and release/Dead-bolt and night latch operational' (checked), 'All lights working and light levels equal on lamps' (checked), 'Phone - Telephone is operational and in good looking condition' (not checked, with a 'Work Order Closed' label), and 'TV - TV/Remote are operational, all channels labeled correctly' (not checked, with a 'Work Order Created' label). At the bottom, there are 'Complete' and 'Pause' buttons, with 'Complete' highlighted in orange.



RECURRING APP

Track Your Readings

Quore has templates so you can quickly record important information about your pools, boilers, and meters. The data is saved in one place so the entire engineering team has access to it.



Understanding Pool Readings

In order to help save you time, Quore will automatically track whether your pool is balanced and the turnover rate as you enter it.

pH, alkalinity (or TA - Total Alkalinity), and calcium (or water hardness) are the three most important tests to keeping your water balanced. *Be sure to fill in all three.*

This will save the reading. You have up to 48 hours to edit readings. This can be done from the desktop Readings app.

Free Chlorine is what you usually test on your pool water. **Combined** is what has been used up by the sanitation process of the water. **Total** is a sum of the both. *Make sure at minimum that free chlorine is entered.*

PSI refers to the reading from the pressure gauge of your pool filter, and **GPM** (Gallons Per Minute) is the rate at which the pool pump circulates water.

Enter any notes or trend changes here. These will display in the records of the Readings app located on the desktop.

PRO TIP

Always enter your last Calcium reading as a placeholder if you don't take that reading each day. If you leave it blank, then your pool may show as unbalanced.

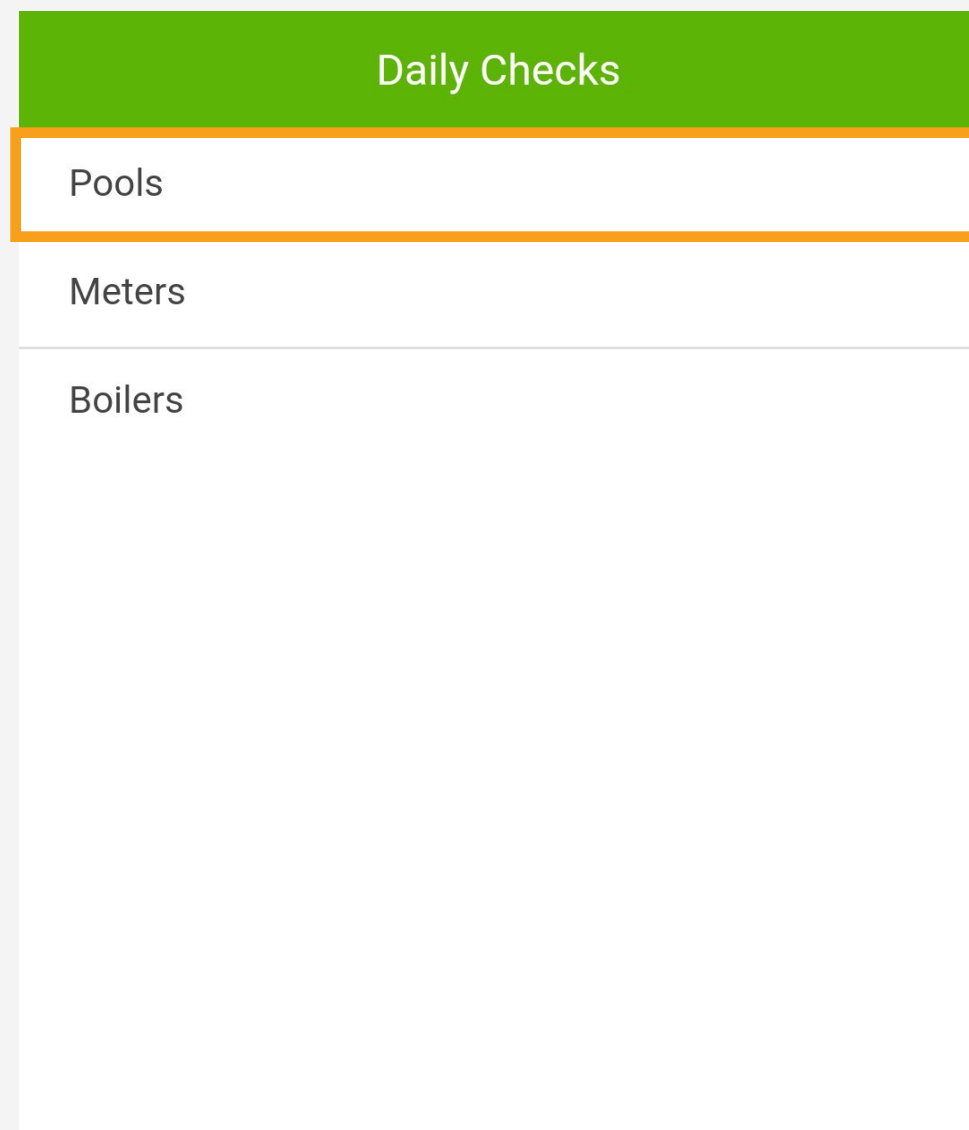


Adding a Reading

Open the Readings app to begin entering your readings. Here is an example of a pool reading. For more on meter and boiler readings, please visit learn.quore.com/readings.

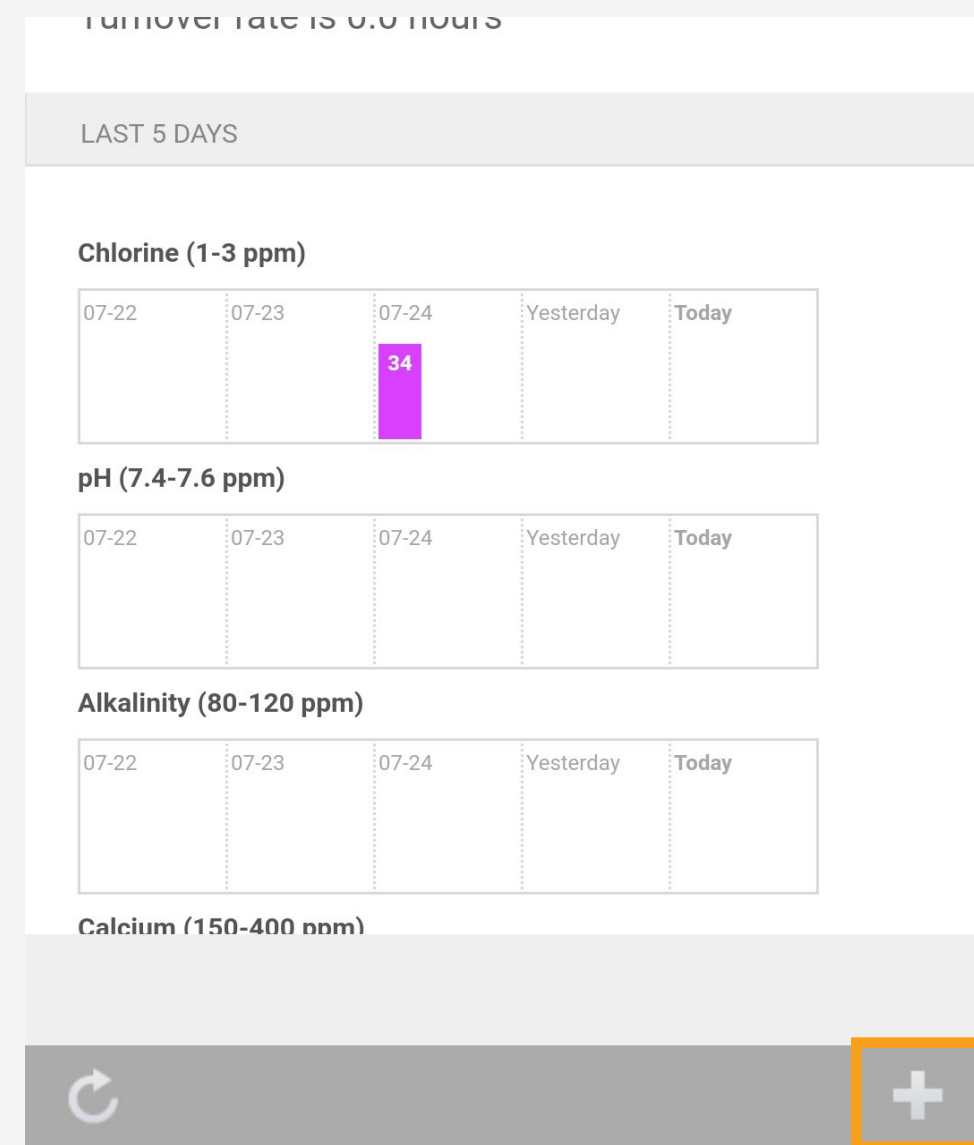
1

From the **Readings** app, select the reading you are going to enter.



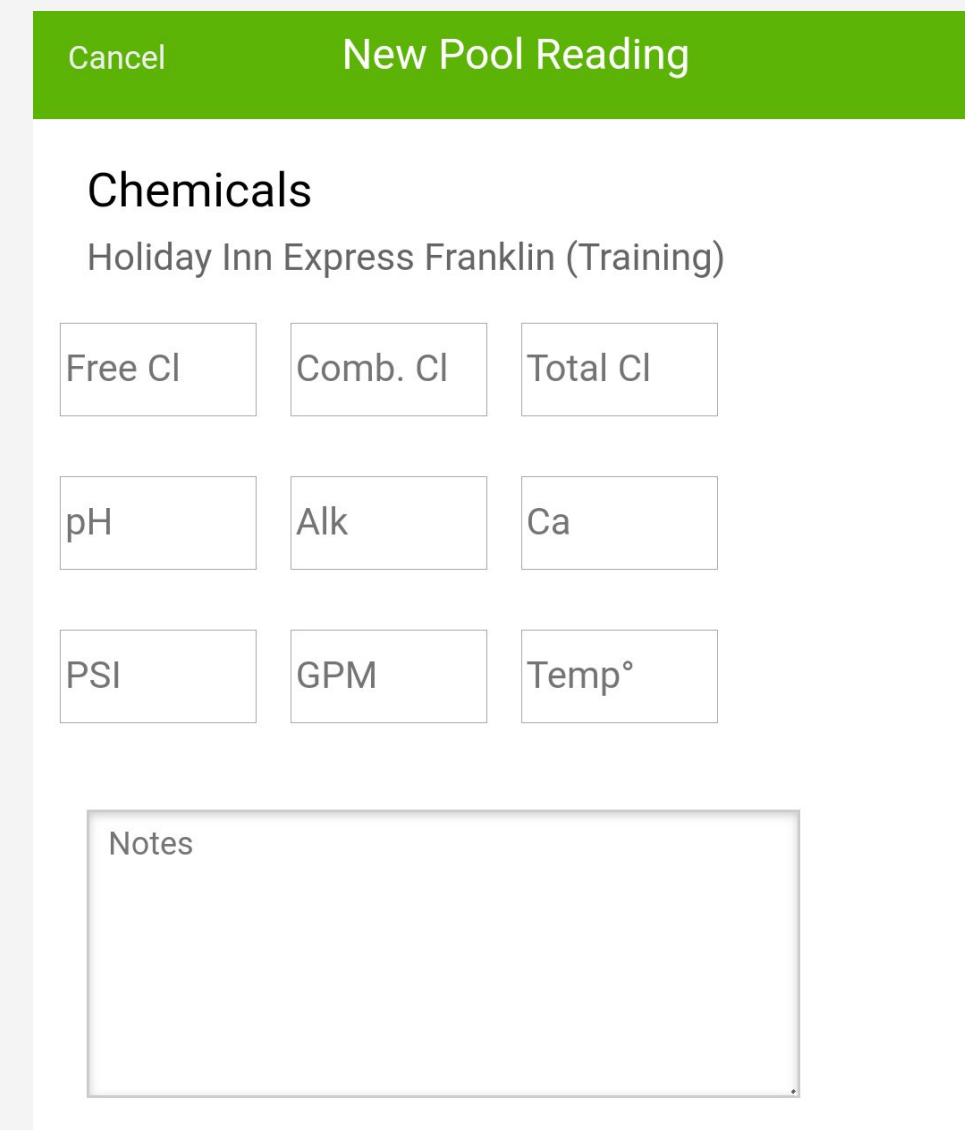
2

Click the **+** icon to add a new reading.



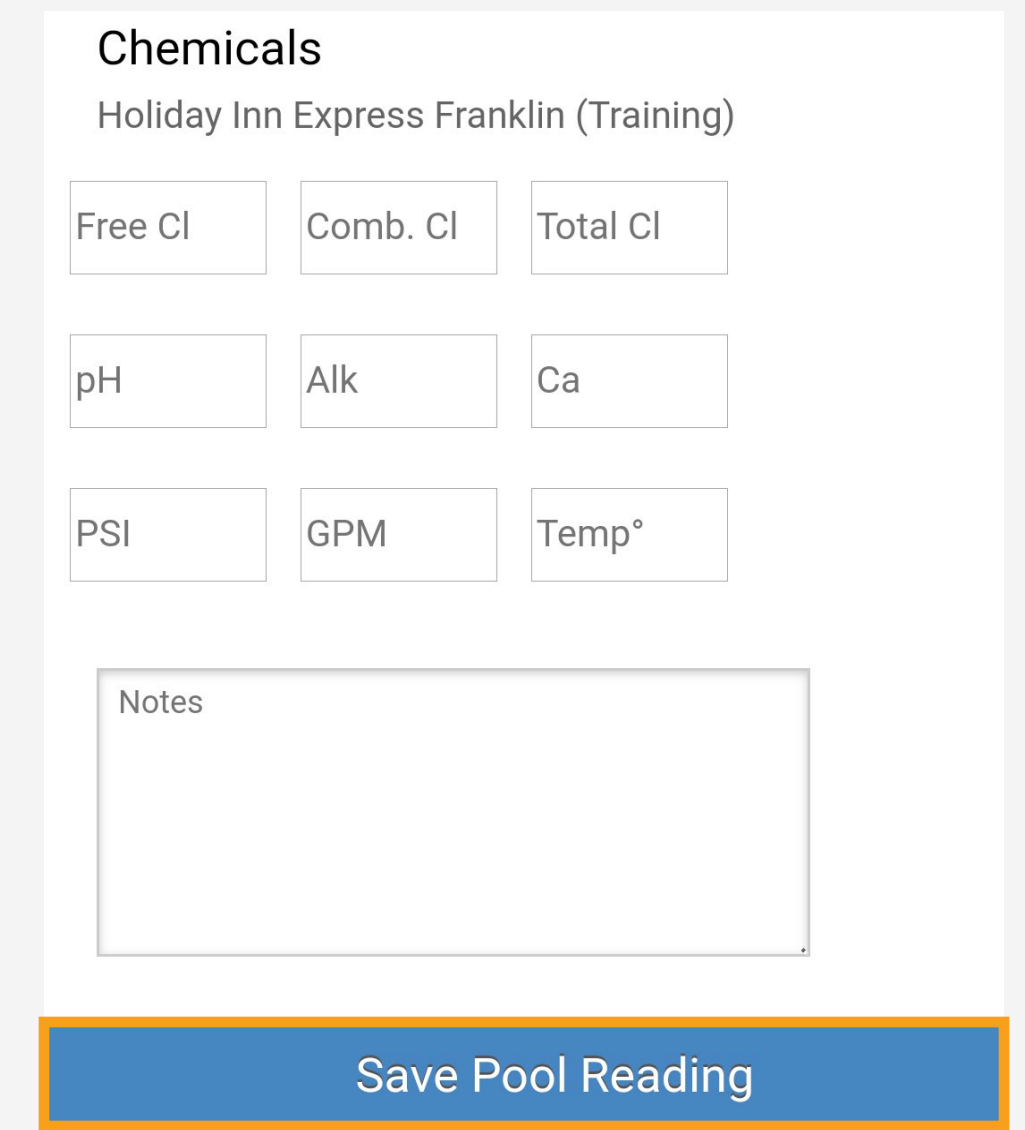
3

Tap each box to enter the reading.



4

Click **Save Pool Reading**.



You're Trained!

Now that you have completed the engineering training, log on the desktop and go to the My Account section to update any important information including time zone, preferred language or your password. Get ready to experience the Quore difference!

About Quore

Quore is a service optimization platform that helps hotels use to run their day-to-day operations more efficiently. Our product improves communications between guests and staff by streamlining housekeeping, guest relations, engineering and every other aspect of running a hotel.

Questions?

Visit Quore Learn at learn.quore.com to search by keyword. Contact our support team 24/7 at +1 (877) 974-9774 or support@quore.com.

