



# Front Desk Guide

Learn how Quore can help your front desk staff.



Q Dashboard Holiday Inn Express Newport

Smart Team Inn Change Hot

101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128
129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	200	201	202	203	204	205	206	207	208	209	210
211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238
239	240	241	242	243	244	245	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320
321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345			

Response Time (Guest Related)

Guest Satisfaction (Last 30 days)

At a Glance August 2019

	Property	W. Orders	Rm. PMs	Other PMs	Deep Clean	HK. Inspec.	Guest Req.	Call Backs	Logs	Tasks	Mg. Inspec.	Resp. Time
2.	Smart Team Inn	5	4	1	3	6	2	1	3	2	0	13 mins
3.	Happy Guest Inn	8	3	6	3	5	3	2	4	1	0	15 mins

Log Book

+ Log Entry   + Service Complaint   + Room Notice

Actions

On Duty

# Agenda

Meet Quore **3**

Keeping Up With Logs **7**

Manage Your Daily Work **10**

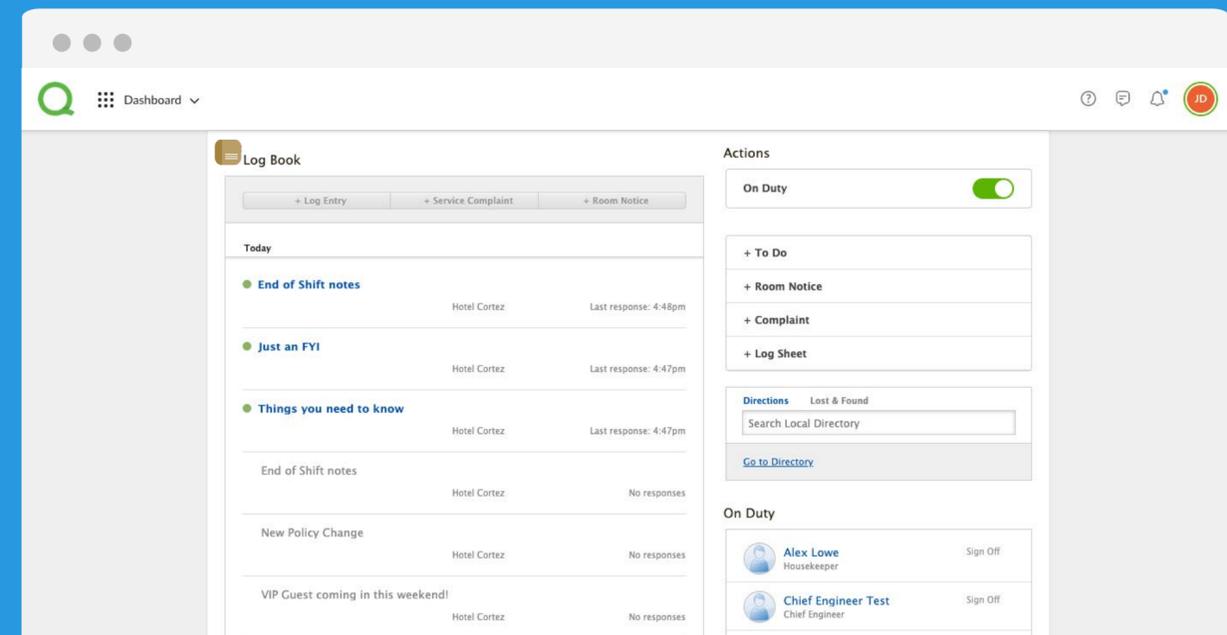
Track Guest Complaints **19**



*Quore makes it easy to communicate with all of the departments in the hotel. If a guest has a request or an issue, I can quickly get it to the right people. It also allows me to follow up with our guests to ensure their needs are met.*

# 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

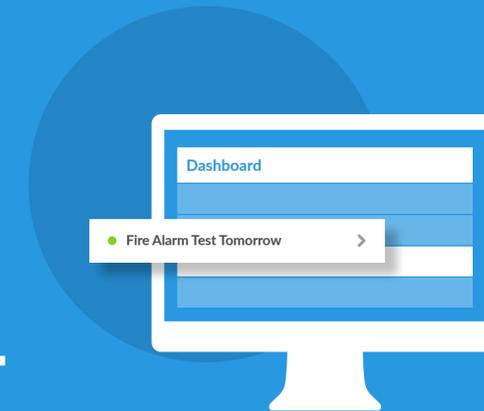
- ✓ Communicate with different departments
- ✓ Complete guest requests
- ✓ Make guest satisfaction calls
- ✓ Handle guest complaints

## PRO TIP

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

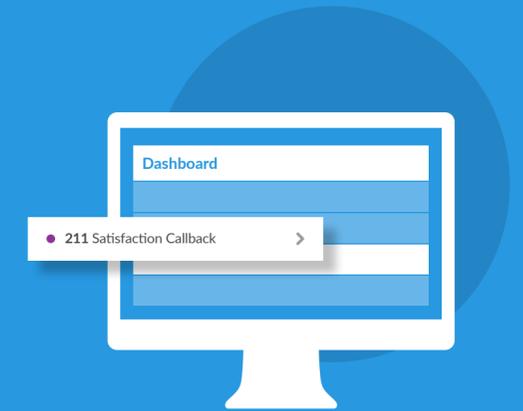
## The Quore **Front Desk** Routine

01



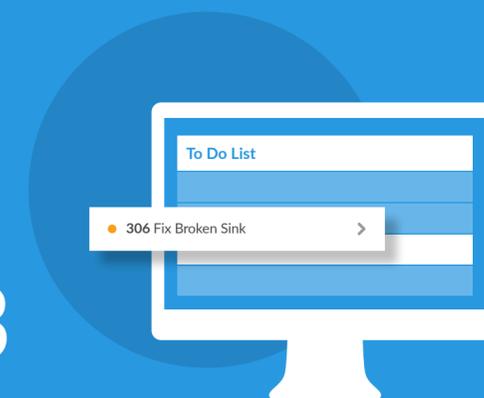
Check the Logs to see everything happening in the hotel today.

02



Check the Dashboard to see if any guest satisfaction calls are needed.

03



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

04



Use the Complaints app to see if there are any outstanding guest issues.

# Desktop Navigation

After logging in at [app.quore.com](https://app.quore.com), you can navigate the system by using the options in the right corner. Here are some details.

Use the App Switcher to easily navigate from one app to another.

Orange: Work Order

Maroon: Request

Clicking the question mark icon will allow you to access Quore Learn, the Support Center or Release Notes.

The bell icon shows you all open items relative to your job position.

Click on your initials/profile picture, you will find a menu with the On Duty switch, Account Settings and Log Out.

Green: Room Notice

Red: Complaint

Purple: Call Back Reminder

Returns you to the Dashboard.

The dialog box icon sorts your guest and staff messages. Guest messages will come in through the Connect App (an add-on feature in Quore) and staff messages can be sent and received the Mail app.

**PRO TIP**

Clicking on each color, will expand with more details about the item.

# Understanding the Desktop Dashboard

The Dashboard gives you a quick look of what is currently open in guestrooms and has shortcuts to create work for the team.

- 1 **Rooms Grid:** See what is currently open in guestrooms. Clicking on a guestroom will allow you to schedule a callback reminder.
- 2 **Response Time:** The time it takes from when a guest related Request or Work Order is posted to when it is started for the current year.
- 3 **Guest Satisfaction:** Guest Satisfaction levels from follow-up callbacks for the last 30 days.
- 4 **Log Book:** Use this to communicate information to the entire staff. Read posts appear in gray and unread in blue with a green dot. Clicking on an entry will display who has read it.
- 5 **Actions:** Mark yourself on duty, create a To Do, Room Notice, Complaint, Sales Lead, or a Log Sheet here. You can also search for directions or a lost & found item.
- 6 **On Duty:** See who is marked on duty. This is helpful when creating Work Orders or Requests because you will know who is available.

**Smart Team Inn** Change Hotel

101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128
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**Response Time (Guest Related)**

**Guest Satisfaction (Last 30 days)**

**At a Glance August 2019**

1.	Property	W. Orders	Rm. PMs	Other PMs	Deep Clean	HK. Inspec.	Guest Req.	Call Backs	Logs	Tasks	Mg. Inspec.	Resp. Time
2.	Smart Team Inn	5	4	1	3	6	2	1	3	2	0	13 mins
3.	Happy Guest Inn	8	3	6	3	5	3	2	4	1	0	15 mins

**Log Book**

Wednesday, 21 August 2019

- 116 – Dennis Larson Request (Smart Team Inn, Last response 1:45 pm)
- 213 – Jenny Pierce Complaint (Smart Team Inn, Last response 12:16pm)

Thursday, 22 August 2019

**On Duty**

- Alex Lowe, Housekeeper (Sign Off)
- Chief Engineer Test, Chief Engineer (Sign Off)
- Donovan Donovan, Assistant Manager (Sign Off)

**Directions** Lost & Found

Search Local Directory

[Go to Directory](#)

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Server Name: W1



LOGS APP

# Keeping Up With Logs

We recommend checking your Log Book to see what is happening at the hotel. The Log Book is great for passing information between shifts and quickly communicating to the entire staff.

Smart Team Inn

101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128
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Response Time (Guest Related)

Guest Satisfaction (Last 30 days)

At a Glance August 2019

Property	W. Orders	Res. PMs	Other PMs	Deep Clean	HW. Issues	Guest Req.	Call Backs	Logs	Tasks	Mgt. Issues	Resp. Time
Smart Team Inn	5	4	1	3	6	2	1	3	2	0	13 mins
Happy Guest Inn	8	3	6	3	5	3	2	4	1	0	15 mins

Log Book

Wednesday, 21 August 2019

- 116 – Dennis Larson Request  
Smart Team Inn  
Last response 1:45 pm
- 213 – Jenny Pierce Complaint  
Smart Team Inn  
Last response 12:16pm

Thursday, 22 August 2019

Actions

On Duty

+ To Do

+ Room Notice

+ Complaint

+ Sales Lead

+ Log Sheet

Directions

Search Local Directory

Go to Directory



# Understanding the Log Book

For front desk, we will highlight accessing it from the Dashboard.

Click + Log Entry button to create a new log.

Unread log entries appear in blue.

Click on a log entry to open. Read log entries appear in gray.

Original Post.

Click to submit reply.

See who has read this post.

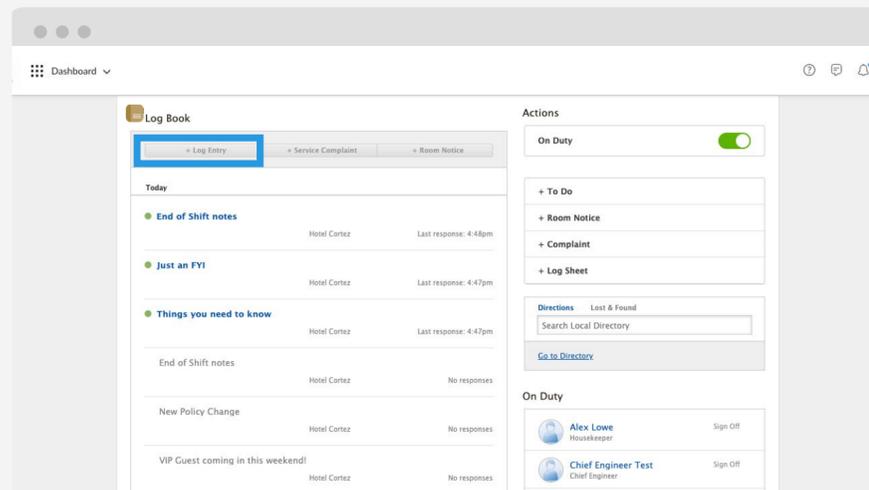
Navigate log entries.

# Creating a Log

Quickly create a log entry from the Dashboard. To search the logs or filter by keyword, go to the Logs app. Future log posts can be found here as well.

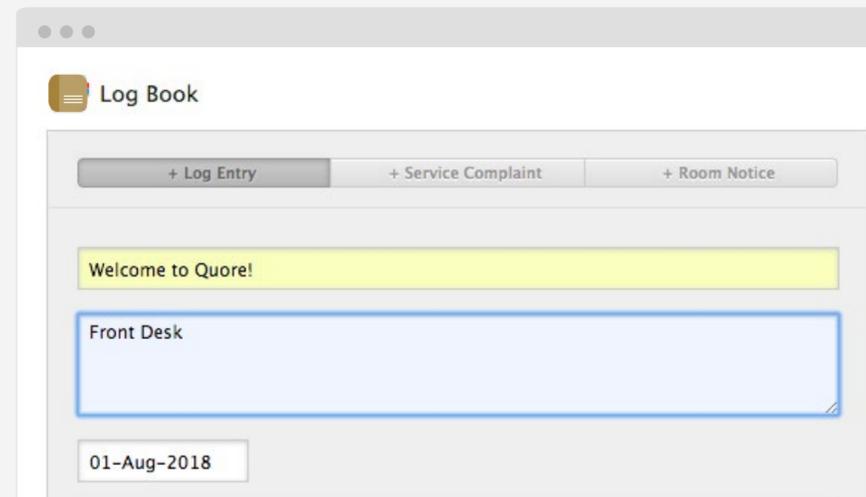
1

Click **+ Log Entry**.



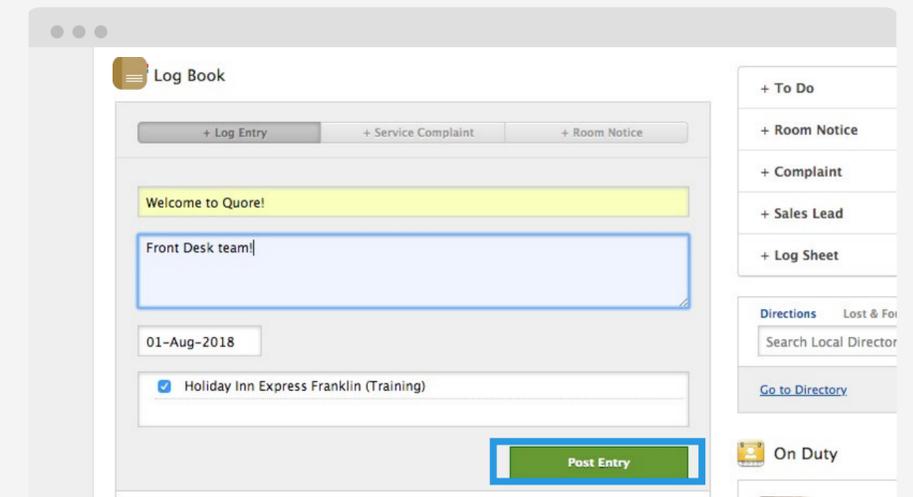
2

Enter a Headline, the body of the post, and pick a date for it to appear.



3

If you have more than one property select which property you would like it to appear. Click **Post Entry**.

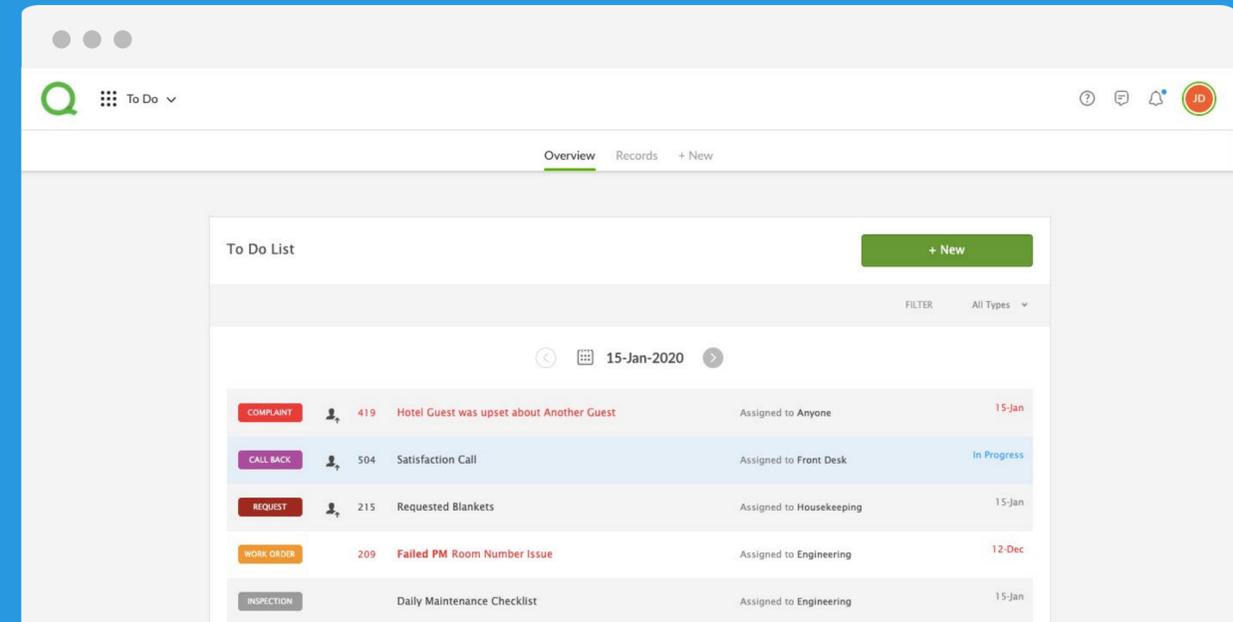




TO DO APP

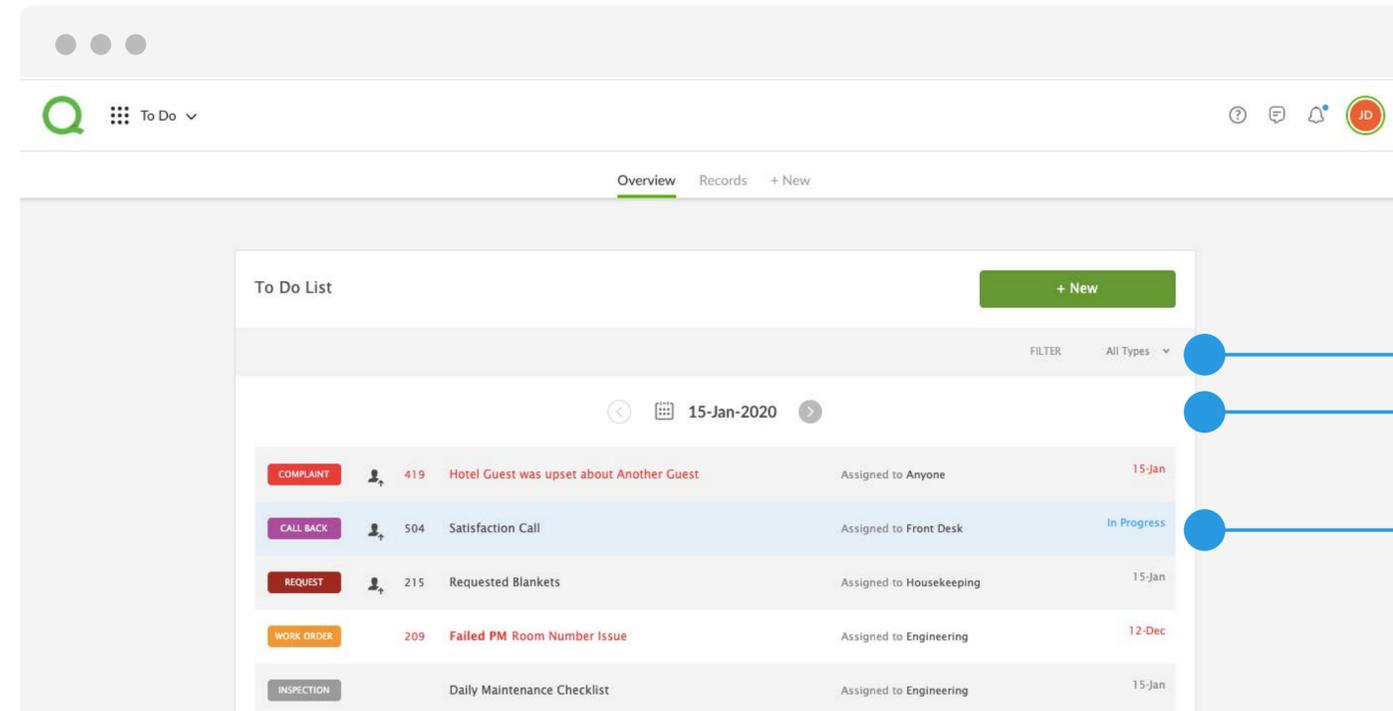
# Manage Your Daily Work

As a member of the front desk team, we recommend checking your To Do list at the start of each shift. This will allow you to see anything that is assigned to you, your department, or anyone. You will use the To Do app to handle requests.



# Understanding the To Do List

It all starts with the To Do List. Here is a desktop view helping you understand the page.



Filter by type.

View next day To Do List.

Blue means an item is in progress.

The tags represent the to do item type.

- Request
- Complaint
- Work Order
- Task

The date represents the due date. Red means an item is past due.

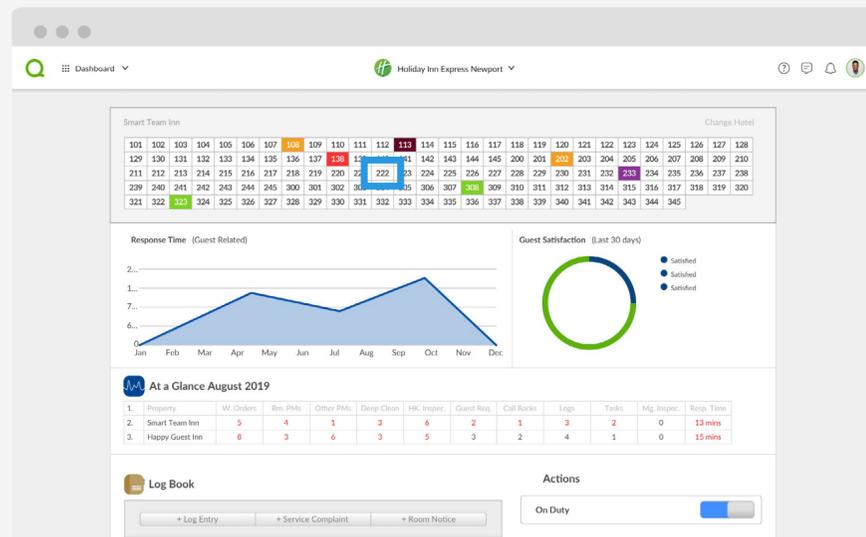


# Scheduling Callback Reminders

Callback reminders can be created directly from the Rooms Grid or automatically after Requests or Work Orders are completed. Here we show you how to create them from the Dashboard.

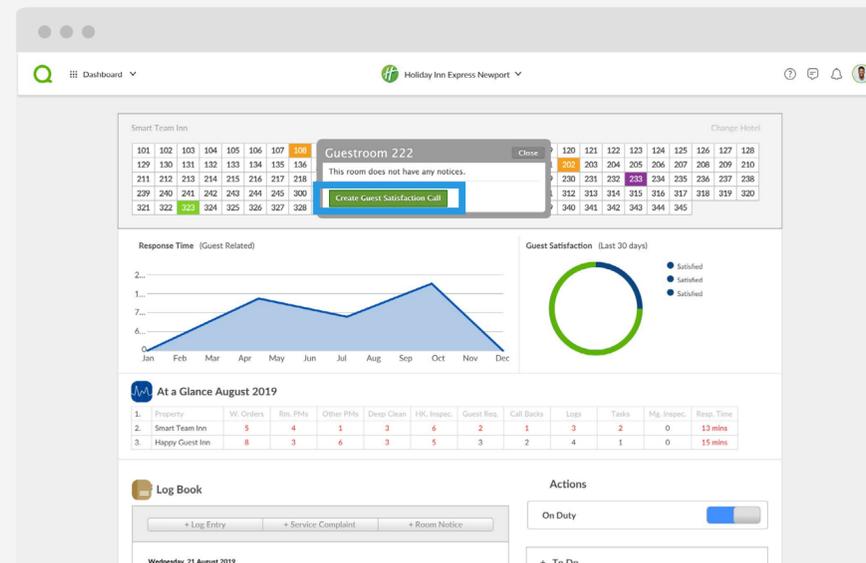
1

Click on a room from the Dashboard Rooms Grid.



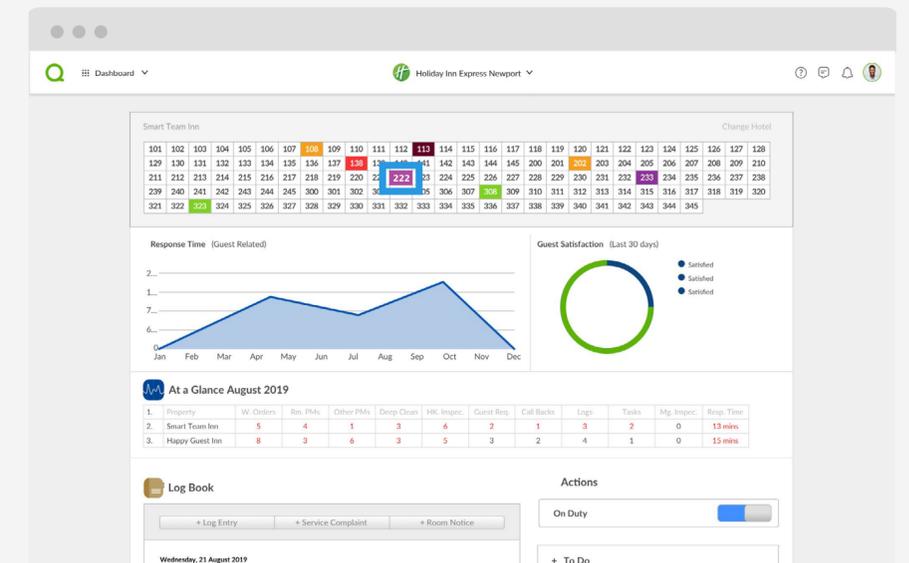
2

Click Create Guest Satisfaction Call.



3

Fifteen minutes later, the room will appear in purple on the grid to remind you to make the call.

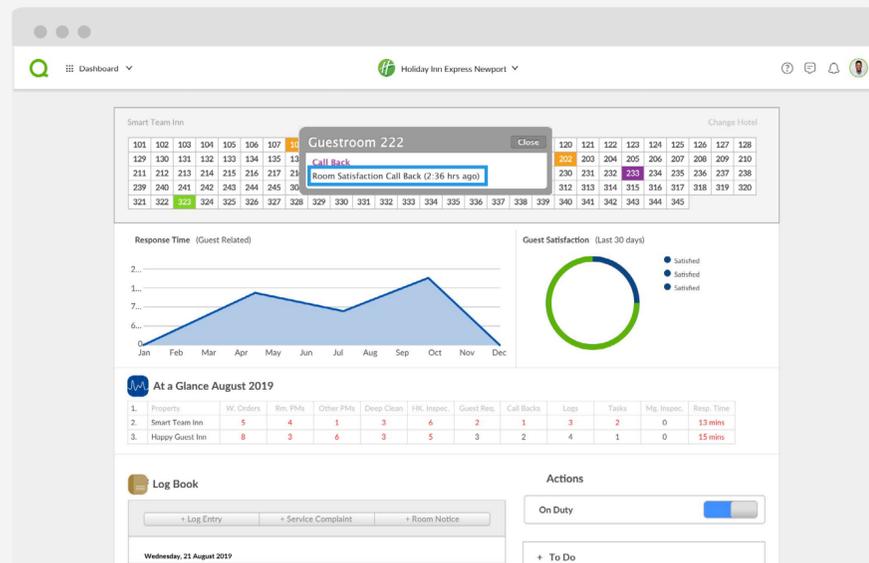


# Making a Guest Satisfaction Call

Follow these steps to make a satisfaction call. All completed callbacks are stored in the To Do records.

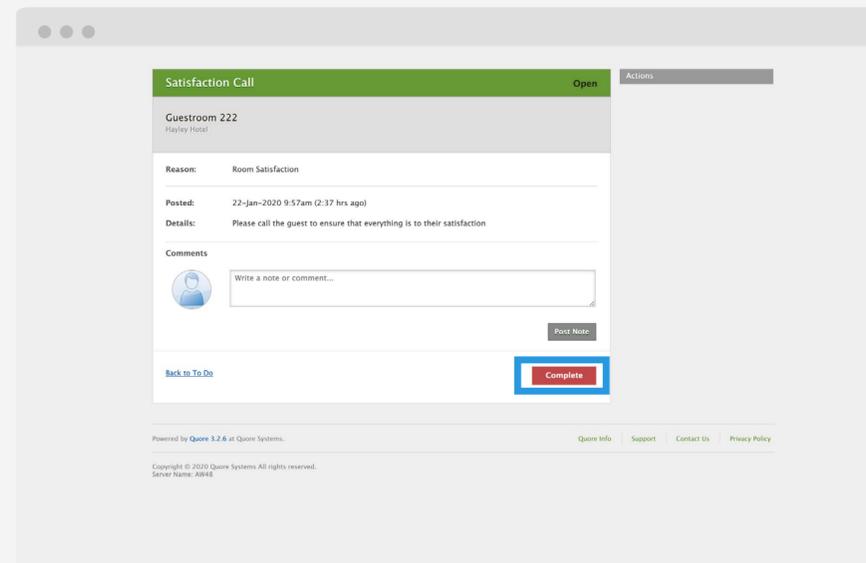
1

Click on the purple room then click the **Room Satisfaction Call Back** link.



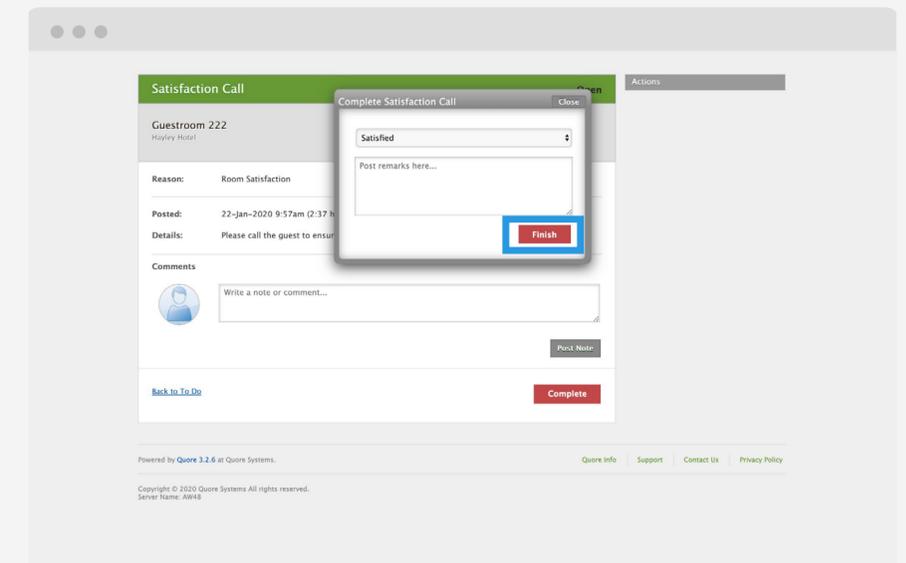
2

Click the **Complete** button after you make the call.



3

Mark the guest's satisfaction level, add and notes then click **Finish**.



# Understanding the Request Form

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

Select a location.

Select an item.

Add any relevant notes.

Click Post To Do to send the Request to the assignee.

The screenshot shows a 'New Request' form with the following fields and callouts:

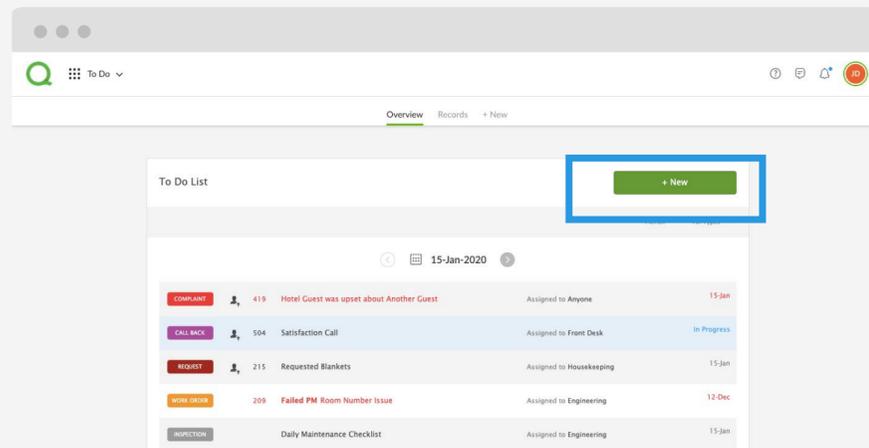
- Location:** A dropdown menu with 'Guestrooms' selected. A blue circle callout points to this field with the text 'Select a location.'
- Area:** A dropdown menu with '210' selected.
- Item:** A dropdown menu with 'Towels' selected and a '+ New Item' link. A blue circle callout points to this field with the text 'Select an item.'
- Requested by:** A dropdown menu with 'Hotel Guest' selected.
- Details:** A text area with the placeholder text 'Additional notes...'. A blue circle callout points to this area with the text 'Add any relevant notes.'
- Due Date:** A date field with '01-Aug-2018' entered.
- Assign to:** Two dropdown menus, the first with 'Department' and the second with 'Housekeeping' selected.
- Post To Do:** A green button at the bottom right. A blue circle callout points to this button with the text 'Click Post To Do to send the Request to the assignee.'

# Creating a Request

The Request To Do type will be selected when a guest needs towels, pillows or any other items commonly requested. Follow these steps to create a Request.

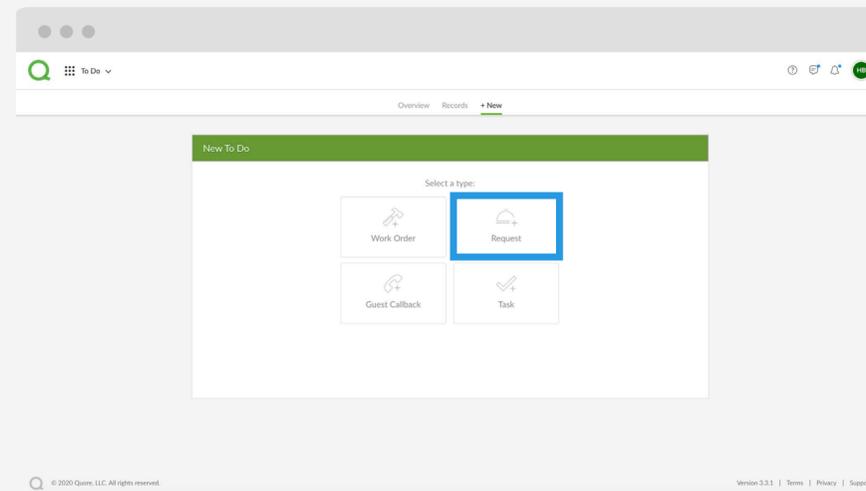
1

From the To Do app, select the + New page button.



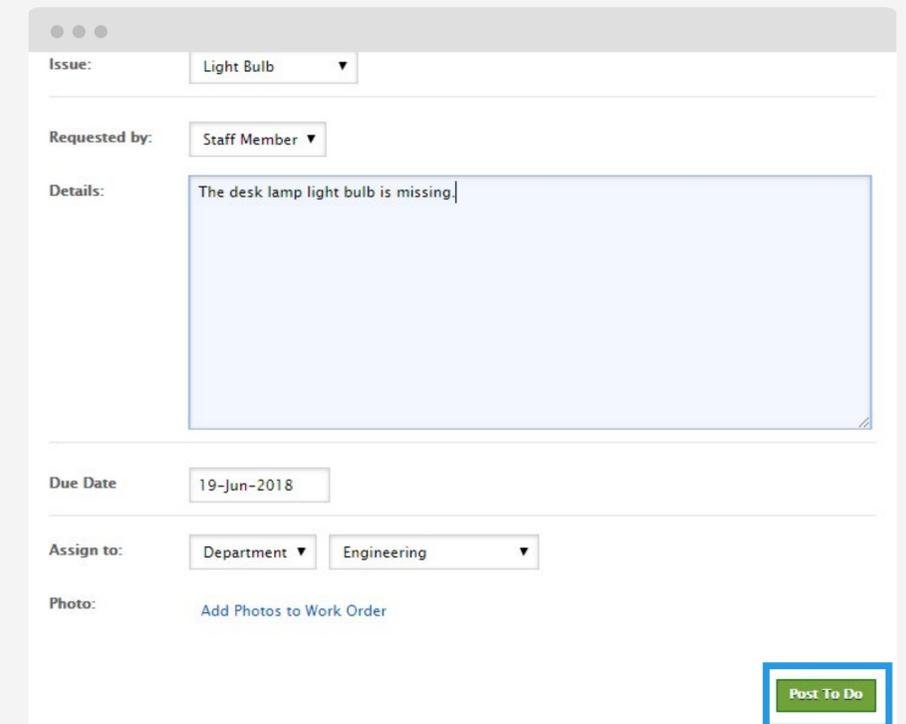
2

Click the Request icon.



3

Fill out necessary information. Click Post To Do.



# 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

Changing the Requested By dropdown from Staff Member to Hotel Guest 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 the 'New Work Order' form with the following fields and callouts:

- Location:** A dropdown menu with 'Guestrooms' selected. Callout: 'Select a location.'
- Area:** A dropdown menu with '107' selected.
- Item:** A dropdown menu with 'Desk Lamp' selected.
- Issue:** A dropdown menu with 'Light Bulb' selected. Callout: 'Select an issue.'
- Requested by:** A dropdown menu with 'Staff Member' selected.
- Details:** A large text area containing the text 'The desk lamp light bulb is missing'. Callout: 'Add any relevant notes.'
- Due Date:** A date field with '19-Jun-2018' entered.
- Assign to:** Two dropdown menus, the first with 'Department' and the second with 'Engineering' selected.
- Photo:** A link that says 'Add Photos to Work Order'.
- Post To Do:** A green button at the bottom right. Callout: 'Click Post To Do to send the Work Order to the assignee.'

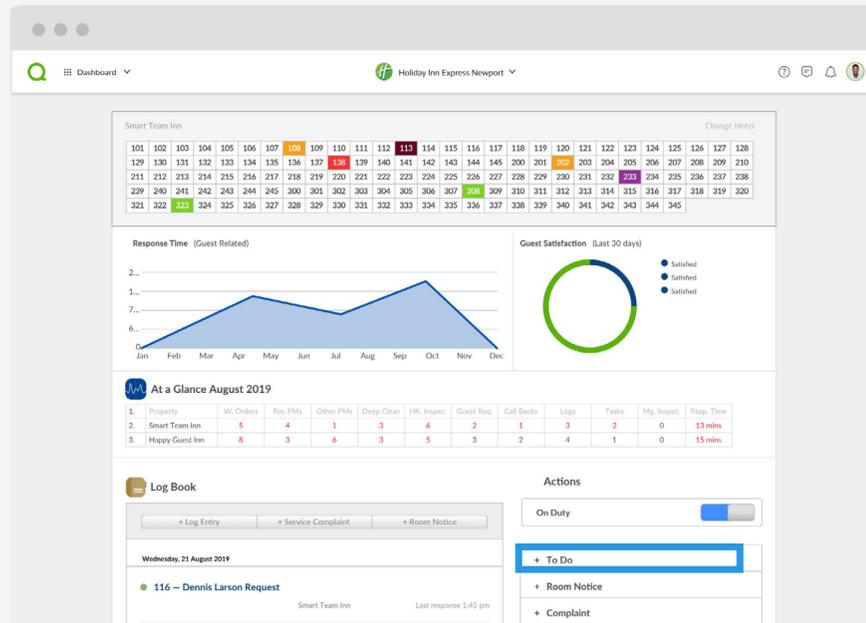


# Creating a Work Order

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

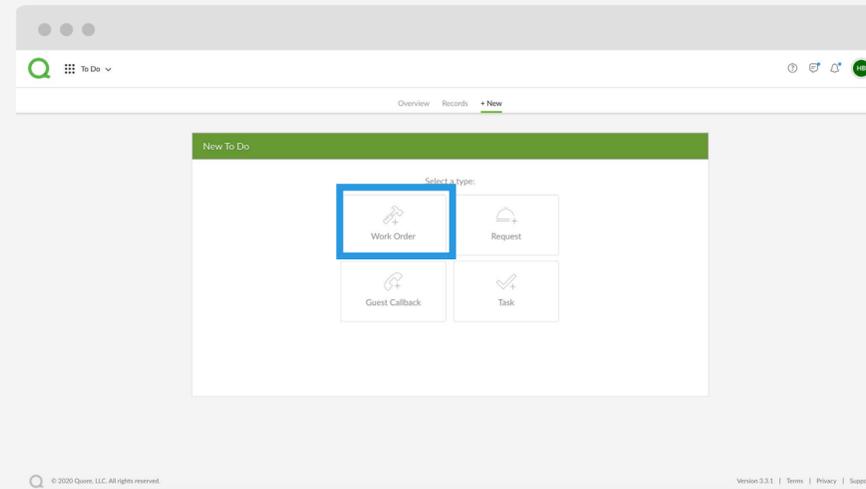
1

From the dashboard, click + To Do



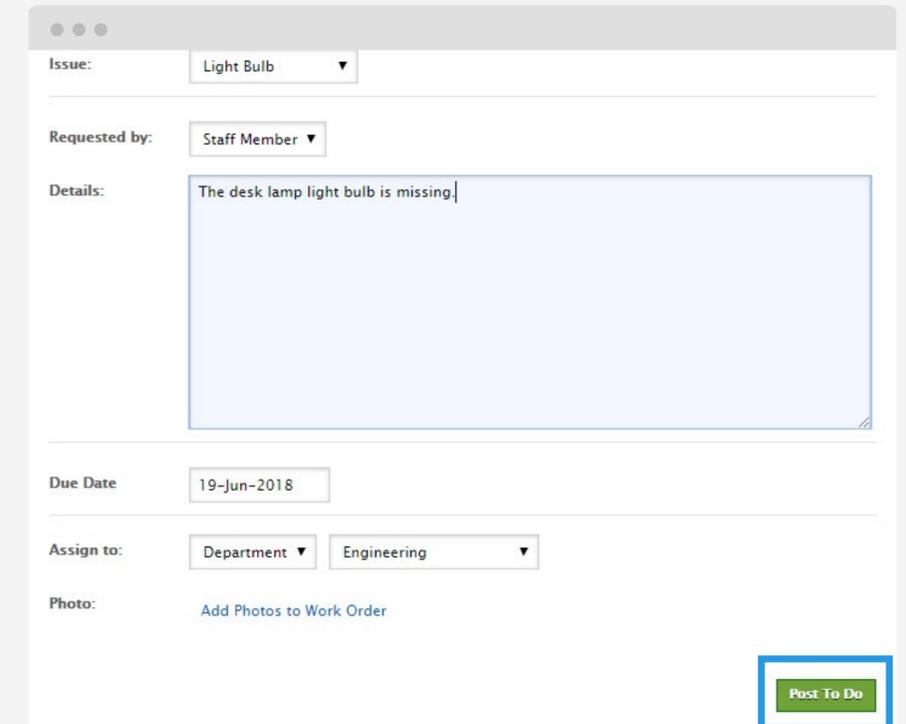
2

Click the Work Order icon.



3

Fill out the Work Order form. Click Post To Do.

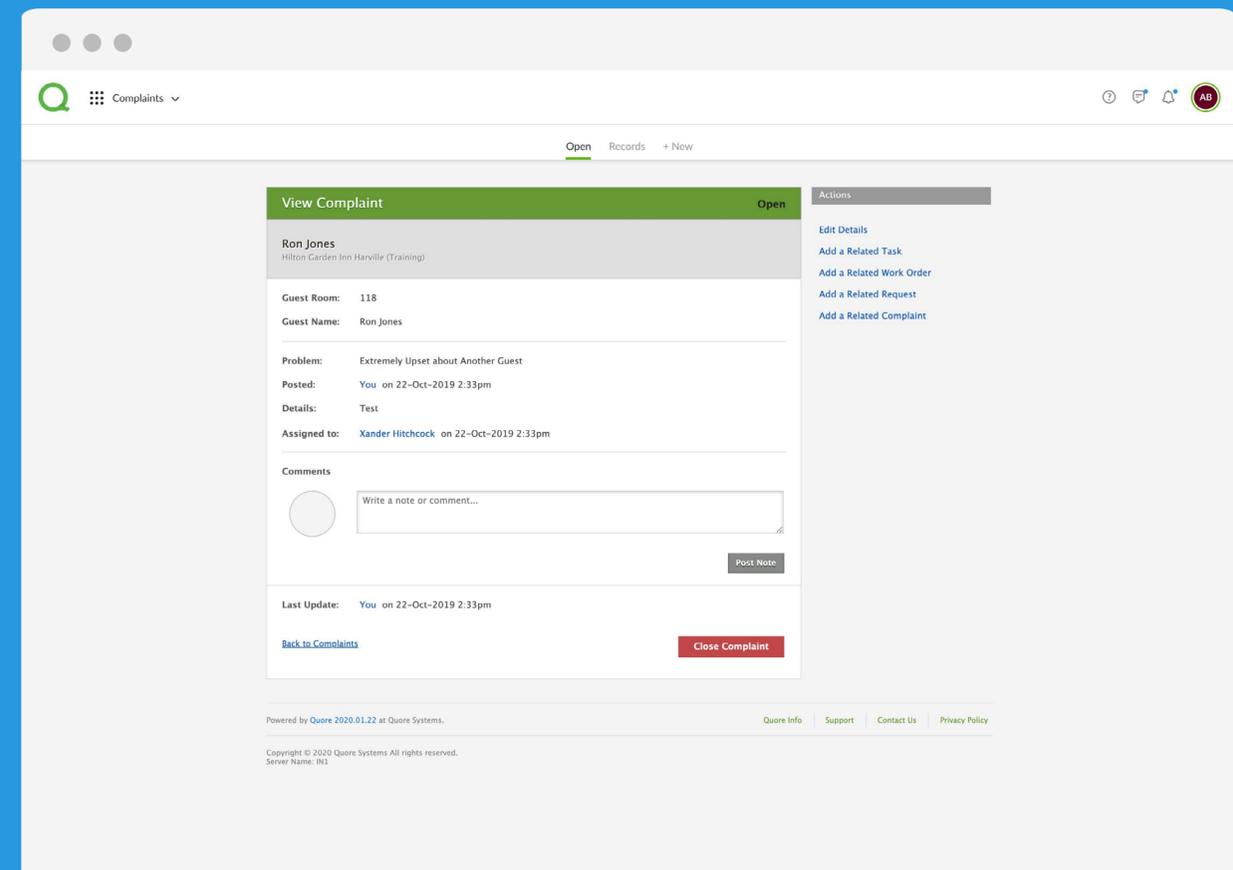




COMPLAINTS APP

# Track Guest Complaints

From the time a Complaint is reported to the follow up, Quore has you covered. When Complaints are posted, Quore will make the entire staff aware by texting, sending a push notification, or emailing management.



# Understanding the Complaints Form

Fill in these fields to create a Complaint. Here is an overview of the Complaint form.

Enter guest information with Guest Name, Guest Contact, and Guest Loyalty Number.

Select Check-In and Checkout Dates.

Select whether the guest is in house or not.

Select the problem or problems

Click Add Complaint to alert the assignees and to post the Complaint to the Dashboard.

The screenshot shows the 'Add Complaint' form with the following fields and callouts:

- Guest Name: \*** (Required): Text input field with placeholder 'Enter guest name'. Callout: 'Enter guest information with Guest Name, Guest Contact, and Guest Loyalty Number.'
- Guest Contact:** Two text input fields for 'Enter guest phone number' and 'Enter guest email'.
- Guest Loyalty Number:** Text input field with placeholder 'Enter guest loyalty number'.
- Check-in:** Text input field. Callout: 'Select Check-In and Checkout Dates.'
- Checkout:** Text input field.
- Guest Mood: \*** (Required): Dropdown menu with placeholder '-- Select most appropriate --'. Callout: 'Select whether the guest is in house or not.'
- In House:** Dropdown menu with 'No' selected. Callout: 'Select whether the guest is in house or not.'
- Problem: \*** (Required): Dropdown menu with placeholder 'Select problems identified by Guest'. Callout: 'Select the problem or problems'.
- Details:** Text area with placeholder 'Please describe the guest issue in detail and what they would like to happen...'. Callout: 'Select the problem or problems'.
- Assigned to: \*** (Required): Dropdown menu with 'Unassigned' selected. Callout: 'Click Add Complaint to alert the assignees and to post the Complaint to the Dashboard.'
- + Add "Reported By"**: Link to add a reporter.
- Back to Complaint View**: Link at the bottom left.
- Add Complaint**: Green button at the bottom right.

## PRO TIP

Leaving the complaint unassigned will still alert general managers, assistant general managers, operations managers, and front desk managers. Additionally, if you assign the complaint to a user outside of those roles, that person will also receive the notification.

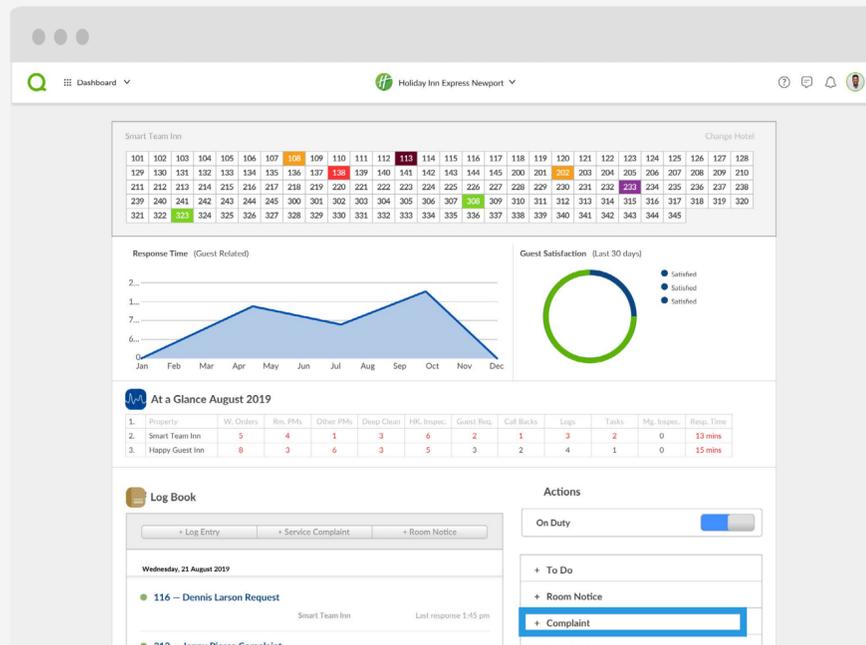


# Creating a Complaint

Here we will walk you through how to create a Complaint through the Complaints app.

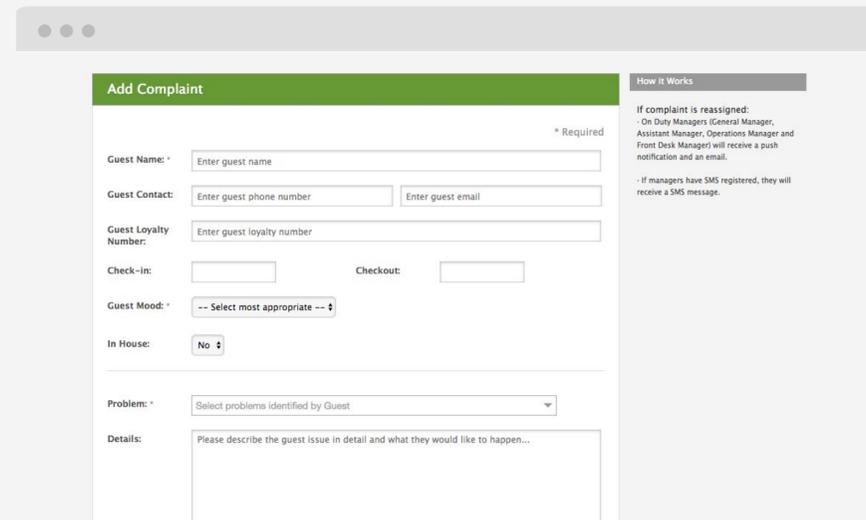
1

Create a new complaint by clicking + Complaint.



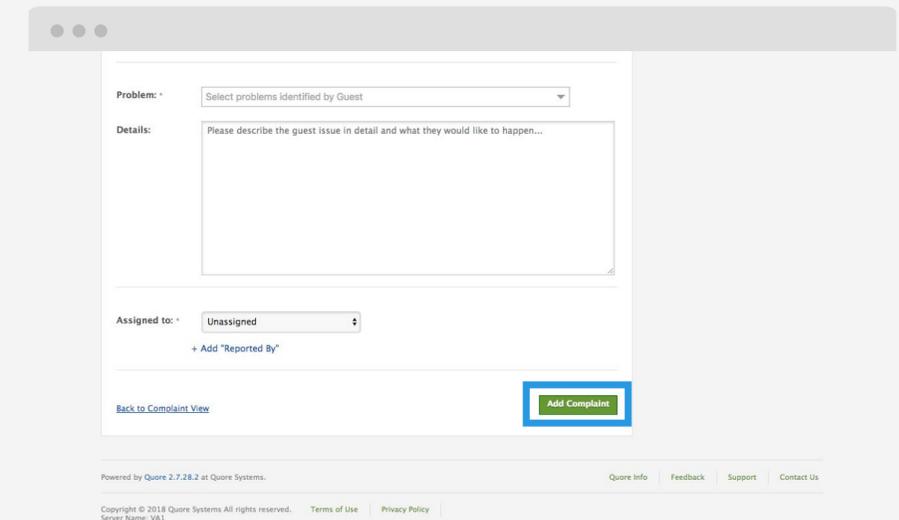
2

Complete the form.



3

Click Add Complaint.

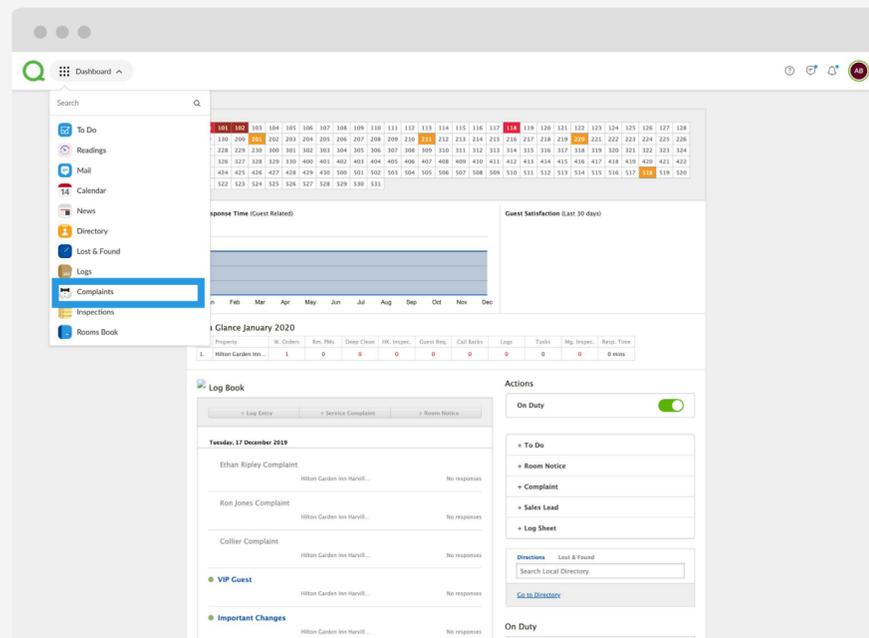


# Closing a Complaint

When a Complaint is closed in Quore, you will be able to mark if the guest was given anything for their trouble, the revenue lost, their mood, and any notes. You can also create a follow-up task to contact them before they leave.

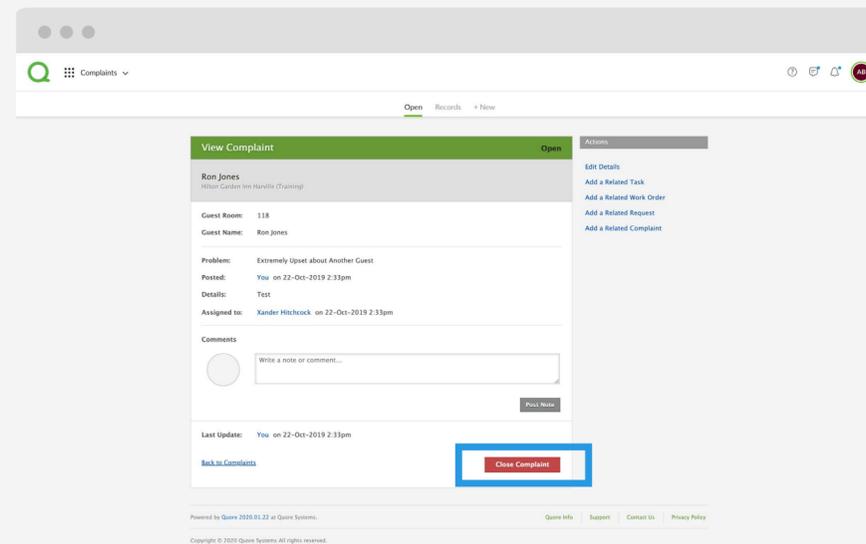
1

Open the **Complaints** app.



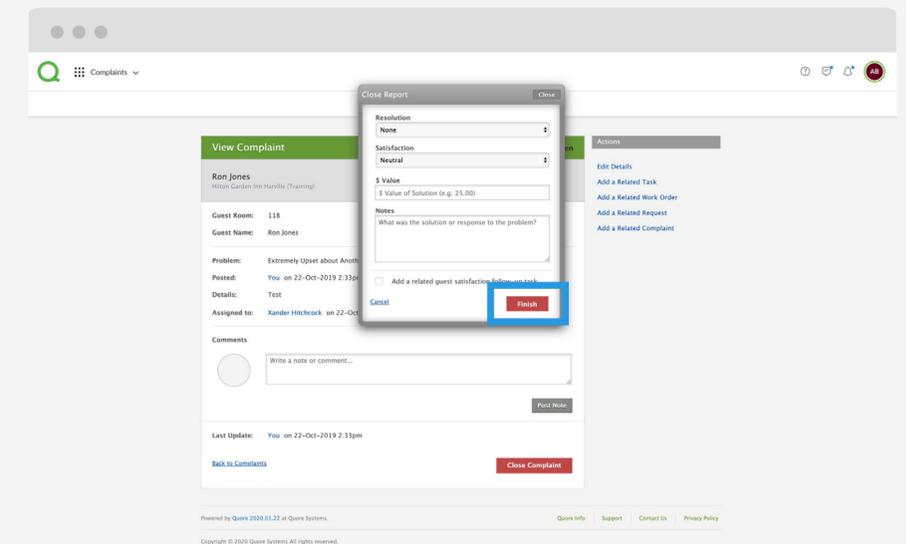
2

Open the resolved Complaint and click **Close Complaint**.



3

Fill in the resolution details and click **Finish**. *If giving reward points, be sure to put the value and not the number of points on the value line.*



# You're Trained!

Now that you have completed the front desk 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!

## Questions?

Visit Quore Learn at [learn.quore.com](https://learn.quore.com) to search by keyword. Contact our support team 24-7 at [+1 \(877\) 974-9774](tel:+18779749774) or [support@quore.com](mailto:support@quore.com).

## 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.