

Room Status in Front Desk Dashboard vs. Housekeeping Room Status

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Applies to:  StayNTouch Cloud PMS StayNTouch PMS Overlay




Room Status in Front Desk Dashboard vs. Housekeeping Room Status

Front Desk and Housekeeping are two different departments within a hotel that manage two different functions. The Front Desk is related to the guest reservation; whereas, Housekeeping is related to the guest room. Therefore, the information concerning the **Room Status** in these two modules is different.

The Front Desk puts emphasis on the **Reservation Status** of the guest (**Expected Arrival**, **In-House**, etc.) but also shows a **Room Status** of clean, dirty, etc.

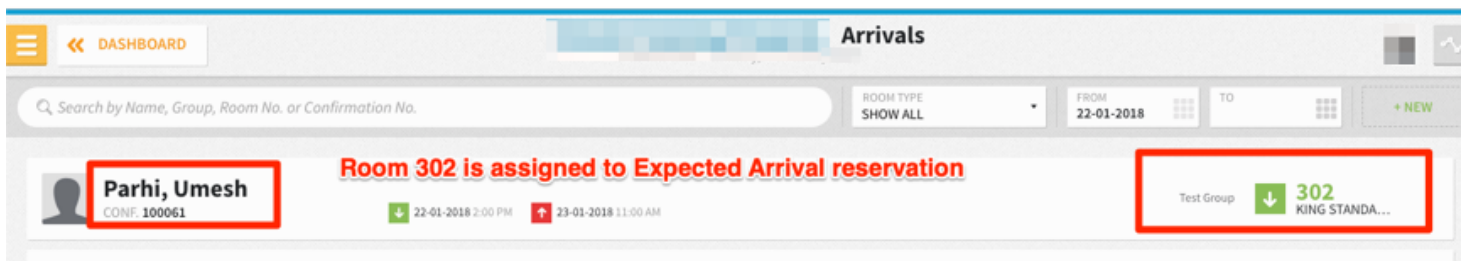
Housekeeping puts emphasis on the **Room Status** (clean, dirty, etc.) but also shows whether there is a reservation for that room. If there is a reservation, it will indicate whether the guest is expected or has already arrived.

If we go by this logic, the Front Desk dashboard will show the name of the guest with the **Arrival** and **Departure** dates, and on the right-hand side, it will show the current **Reservation Status** with **Arrival**, **Departure**, or **In-House** indicators.

Arrival	Departure	In-House
		

In addition to this, if the room number is assigned, it will show the room number in the appropriate color based on the **Housekeeping Status**. The room number will display in green if the room is **CLEAN** or **INSPECTED**, in red if the room is **DIRTY**, and in gray if the room is **OUT OF ORDER**. When the guest is **In-House**, the room number will appear in black with the **In-House** indicator.

As you can see below, room 302 is **CLEAN** and assigned to a guest, and the guest is an **Expected Arrival**. Therefore, the room displays in green with an **Arrival** indicator.



The screenshot shows the 'Arrivals' section of the StayNTouch Front Desk Dashboard. A search bar at the top allows filtering by name, group, room number, or confirmation number. Below the search bar, a card displays the guest's name 'Parhi, Umesh' with a confirmation number 'CONF. 100061'. To the right, a red banner states 'Room 302 is assigned to Expected Arrival reservation'. Below this, the arrival date and time are shown: '22-01-2018 2:00 PM'. On the far right, a green box highlights the room number '302' with a green downward arrow icon, indicating the room is clean or inspected.

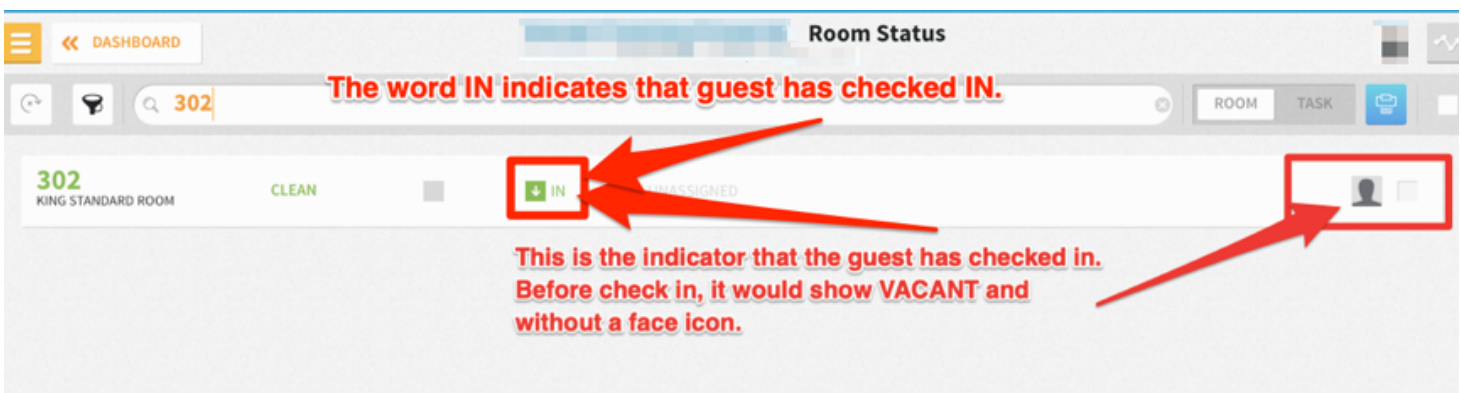
In the next screenshot, you can see the guest has checked in, and therefore the room number is shown in black with an **In-House** indicator.



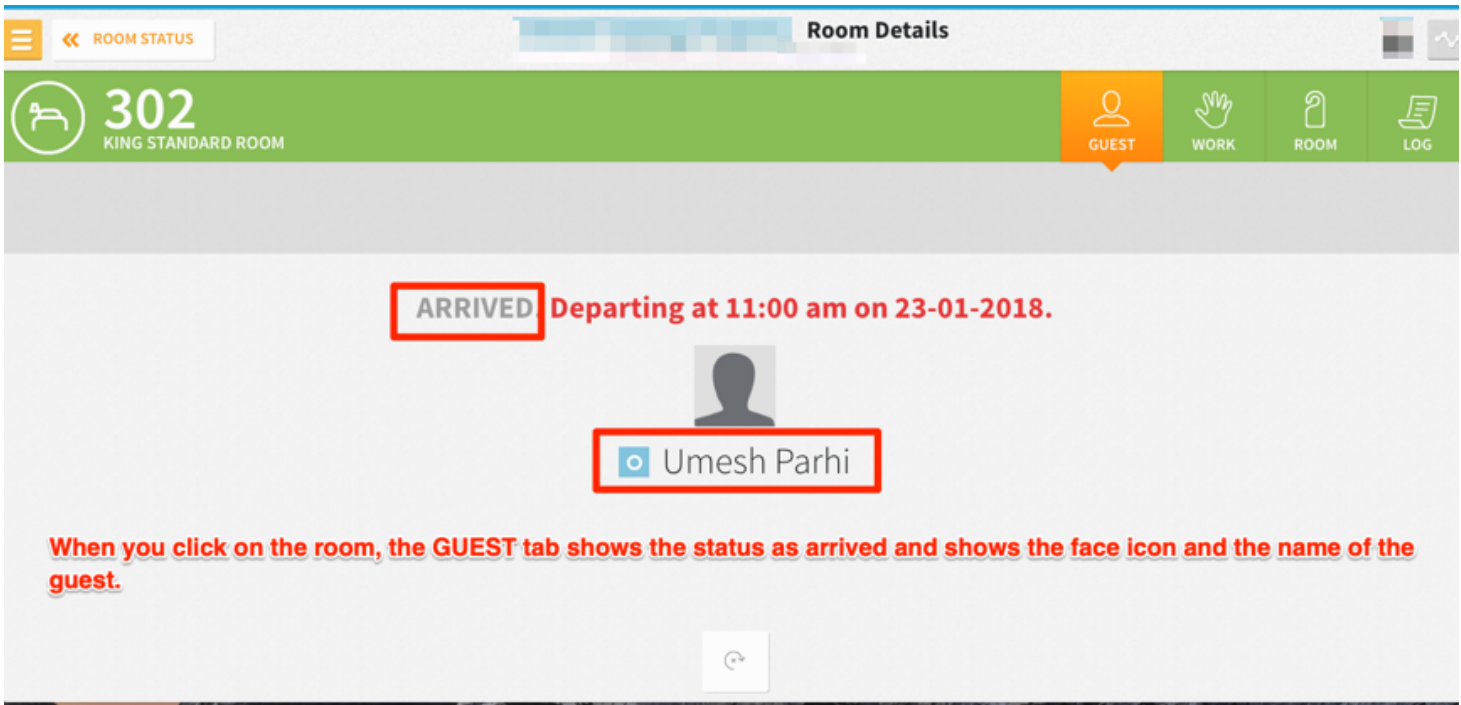
In the Housekeeping module, the emphasis is on the physical **Room Status**. Therefore, the room number is displayed in green with the keyword **CLEAN** next to it. Guest name will not display, as that is not important to Housekeeping employees. However, if a guest is expected to arrive in that room, the **Arrival** indicator will display alongside the expected arrival time. To the right-hand side of the record, the **Room Status** from an occupancy perspective is displayed as **VACANT**.



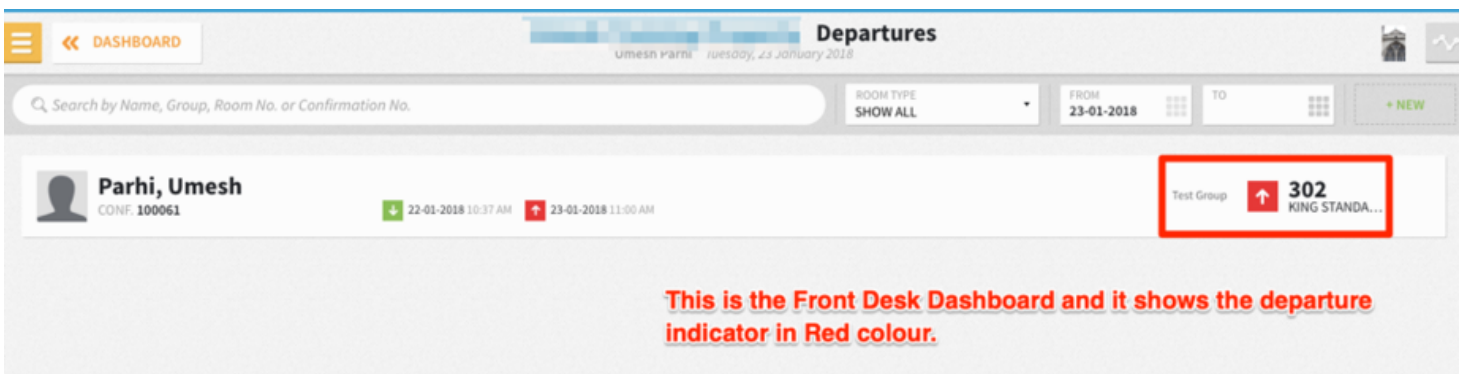
Once the guest checks into the room at the Front Desk, StayNTouch Guest Kiosk, or online via StayNTouch Guest Mobility, the status is immediately updated as per the screenshot below. Next to the **Arrival** indicator, the keyword **IN** will appear, indicating the guest has checked in. To the far right, you will not see the word **VACANT** anymore, and instead there will be a face icon indicating the guest has arrived and checked in. The **In-House** indicator will not display; however, it will appear after End of Day when the status is considered **STAYOVER**.



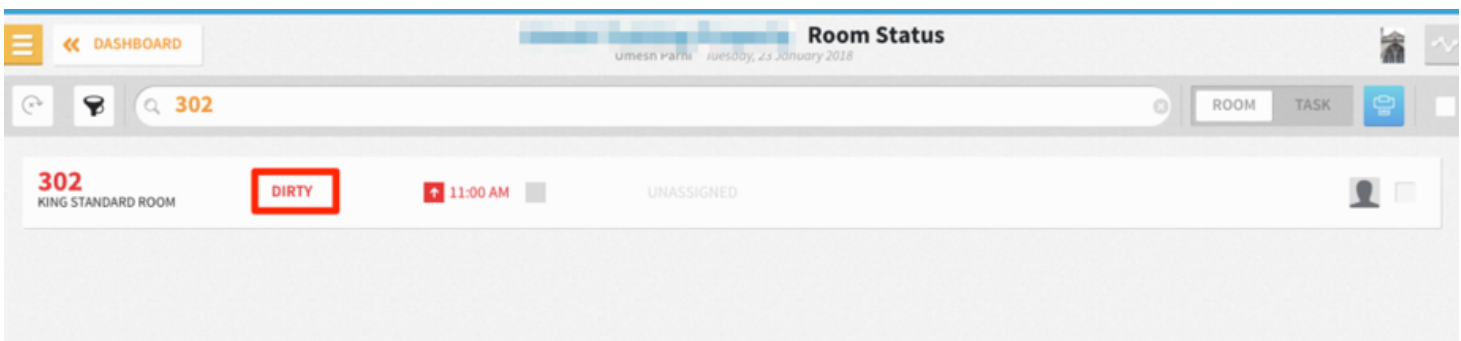
Upon clicking the room number from the Housekeeping **Room Status** screen, you will be directed to the **GUEST** tab, which shows the status as **ARRIVED** alongside the departure time and date. Under that, you will see the face icon and guest name (both of which are pulled from the Front Desk **Stay Card**). Because the **Room Status** is **In-House**, a light blue square will display.



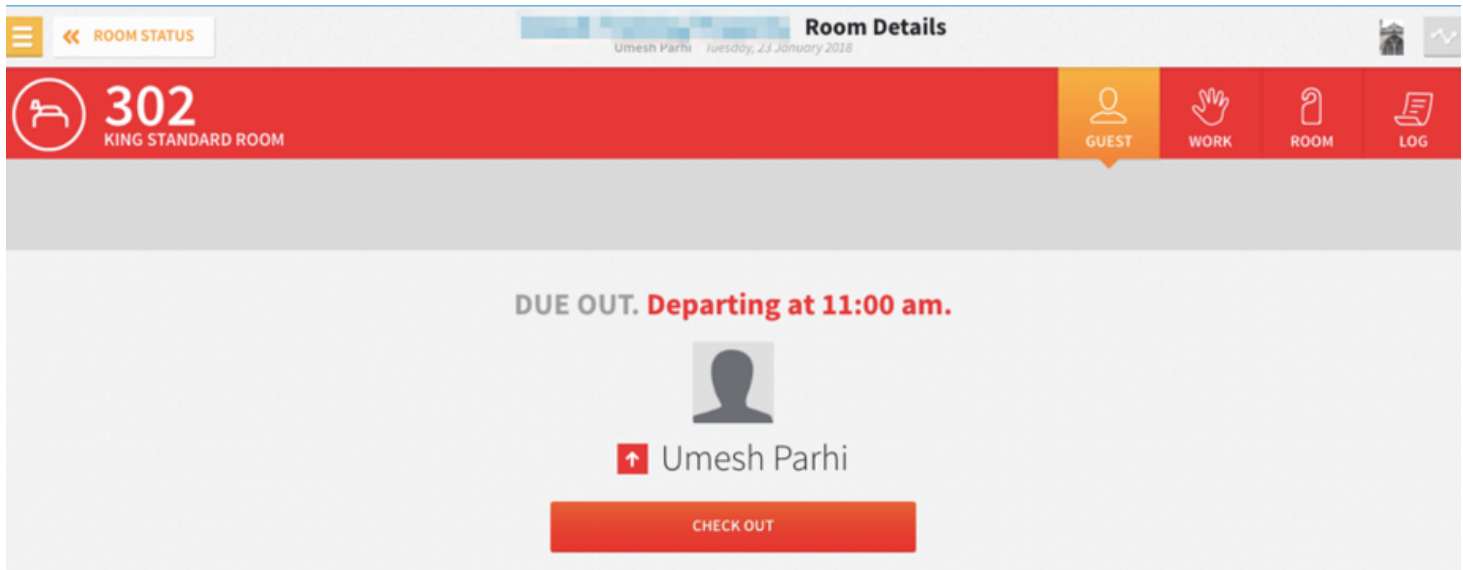
When the guest is expected to depart, the Front Desk dashboard will show the room number in black alongside the **Departure** indicator.



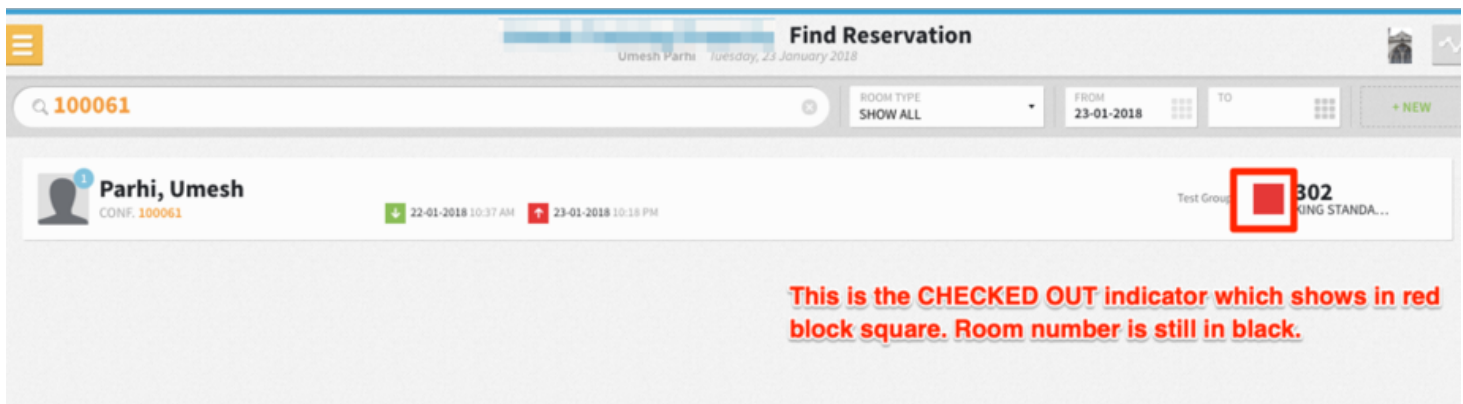
The Housekeeping module will show the room number in red, as the **Room Status** is now **DIRTY**. On the far right, you will see the face icon, indicating the guest is still **In-House**.



From the **Room Details** screen, you will see additional information about the room and guest.



Once the guest checks out, the **Reservation Status** will display a red block **Checked-Out** indicator next to the room number.



In the Housekeeping module, the room number will appear in red alongside the keyword **DIRTY** and the **Departure** indicator. The keyword **OUT** indicates the guest has already departed. In addition, the room will now show as **VACANT**.

Please note, the **Room Status** update between the Front Desk and Housekeeping modules is automatic and instant. When the status changes in one module, the corresponding information in the other module is updated, too.