QUICK AUDITS HOTEL - USER GUIDE

This guide will walk you through the basics of configuring an account and using Quick Audits in your hotel/s

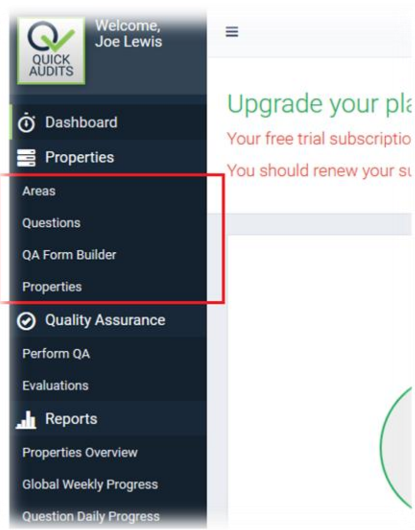
The main two objectives of the tool are to simplify the way your guests share their opinion and to create awareness among employees about what guests are saying and what needs improving.

We kept the configuration somewhat flexible in order to make the tool more powerful and versatile, which makes the configuration process a bit less friendly at first. Not to worry! …… This guide contains all you need to know and we are always glad to help you. Feel free to email us at any time at support@quickaudits.io if you need assistance.

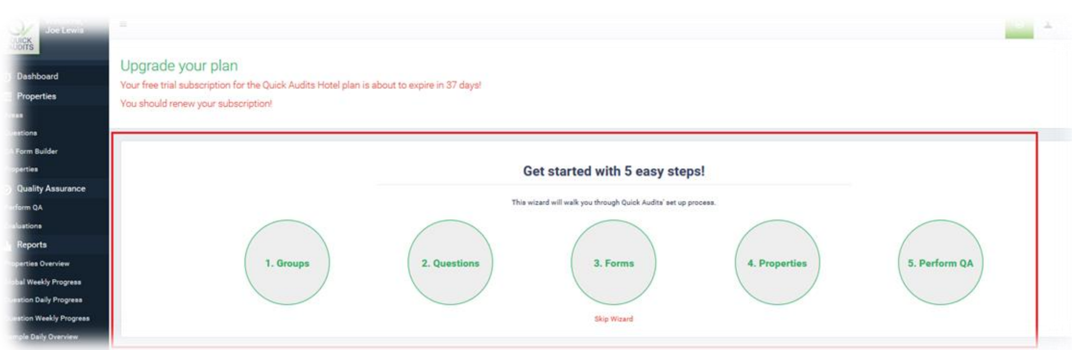
In order to use our tool you will need to create an account, which will create the first user and this user will be a Manager *(Administrator).*

On your first log in you will also need to create the following *(it is best to create in this order)*:

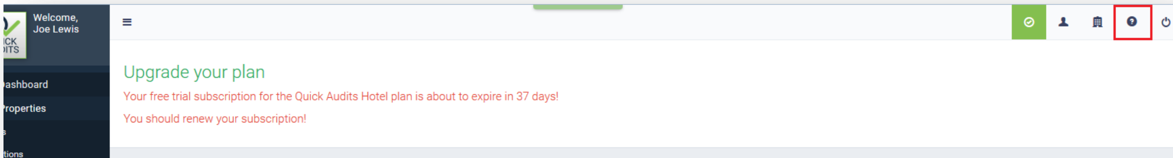
1. Areas / Groups
2. Questions
3. Forms
4. Properties



The tool includes a help wizard that can help you with this process.

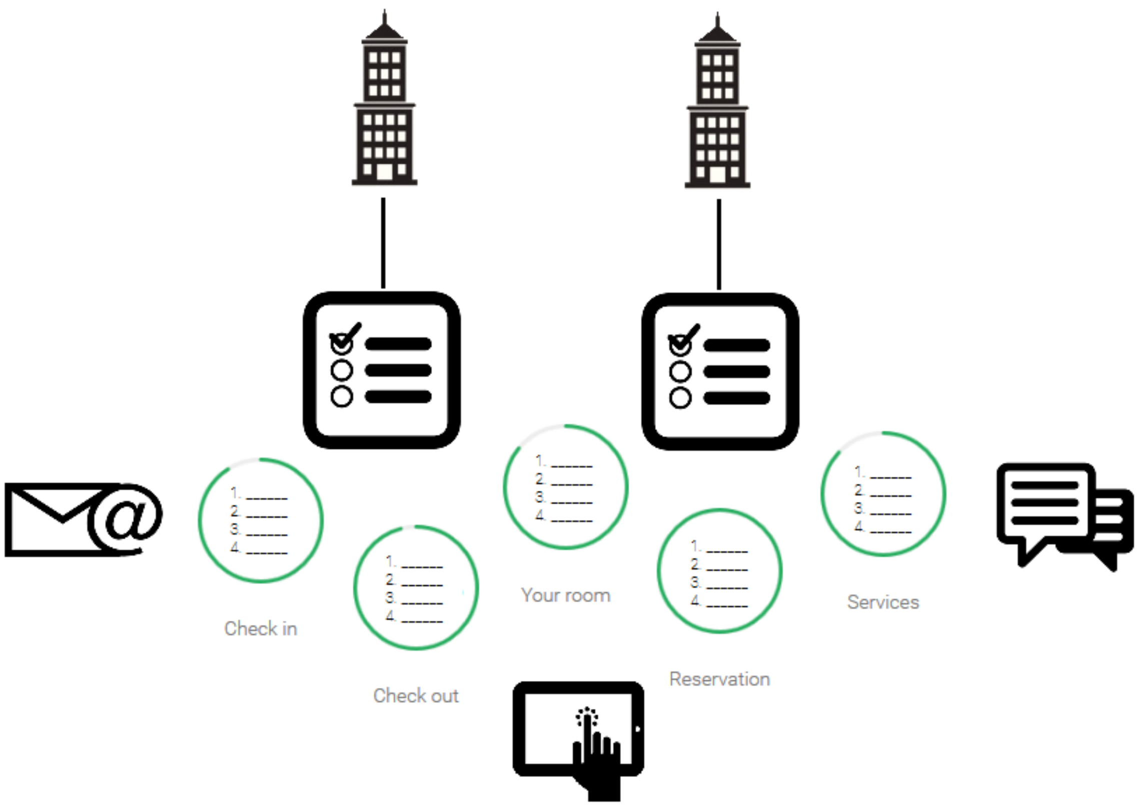


You can close the help wizard by clicking “Skip Wizard” and can re-open it by clicking the question mark on the top menu.

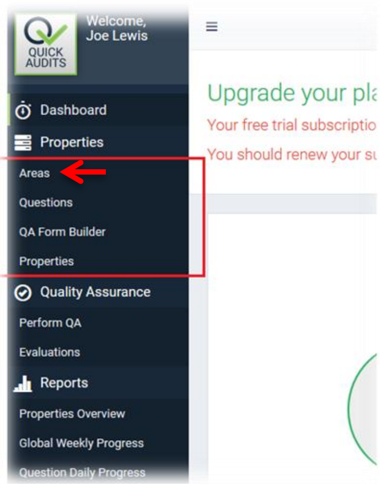


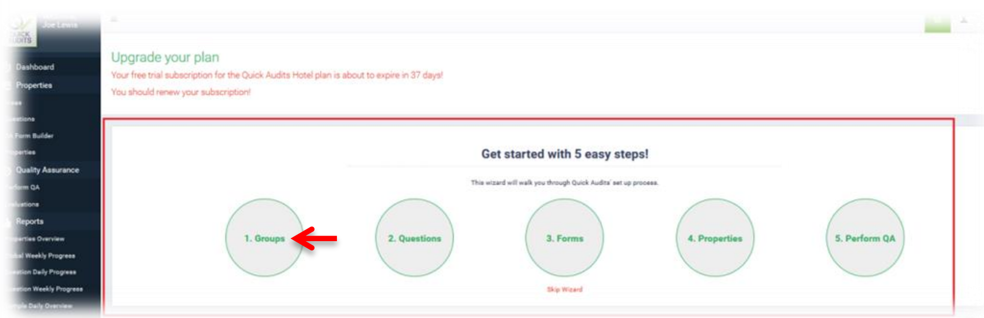
Quick Audits Hotel allows you to manage multiple properties, have different areas within each property, evaluate these through different channels and use different evaluation forms if you wish to do so.

Each **property** needs at least one **channel** of evaluation *(Phone, Email, Chat or Mobile Device)* each channel needs an evaluation **form**, each evaluation form is composed of different **areas (groups)** and each area contains **questions**.

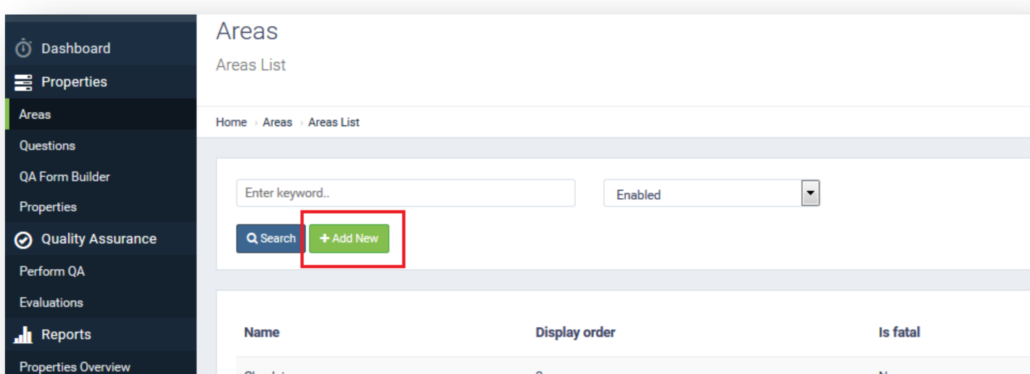


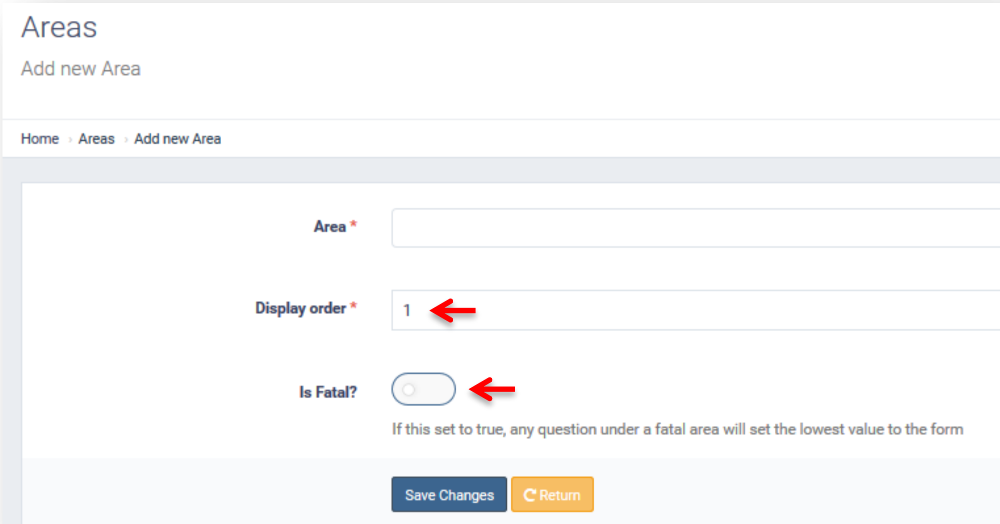
1 Areas / Groups: You should create one area per sector you wish to evaluate *(e.g. Check in, Breakfast, Room, Spa, etc.)*. You can do so by clicking on "Areas" on the menu on the left or "Groups" in the wizard.





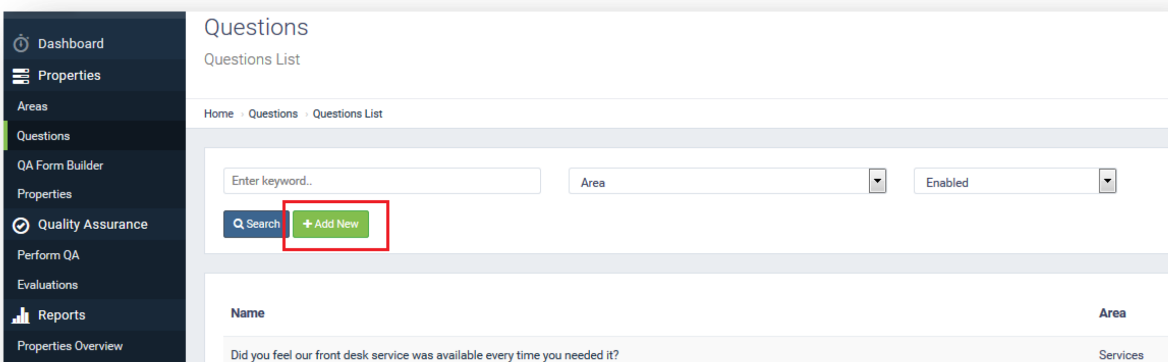
Here you will be able to modify existing area templates or create a new area / group by clicking the "Add new" button. During the creation process you will need to indicate the order in which the areas will be displayed in the evaluation form and whether or not each area or group is **"Fatal".** If you make an area fatal, any question with a negative answer will set the entire evaluation form to **Zero**. *This is used to put emphasis on areas that are absolutely mandatory (e.g. giving customers a receipt).*





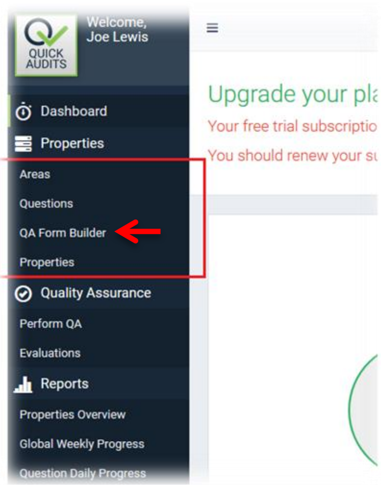
You can create questions for this area right away, but we recommend that you create all of your areas first.   Repeat the process *(by clicking on "Areas" on the menu on the left → clicking the "Add new" button)* until all of your areas are created.

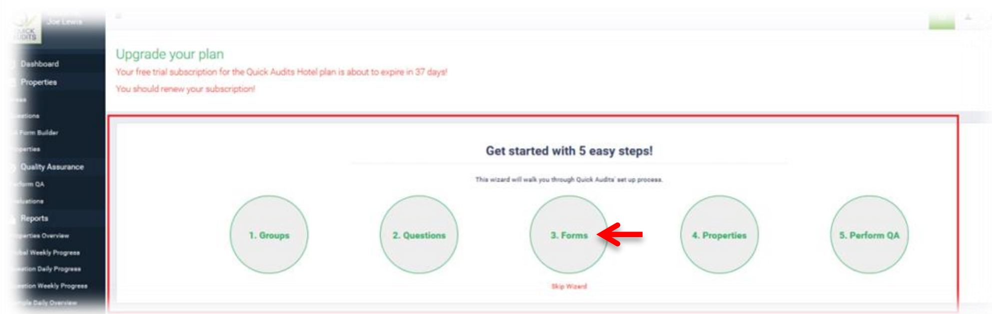
2 Questions: Once you created your areas you can go ahead and create your questions. Again, you can modify existing questiontemplates or create new questions by clicking the "Add new" button.   Note that you will need to indicate the area or group each question belongs to *(this is why it is best to create all areas first).*



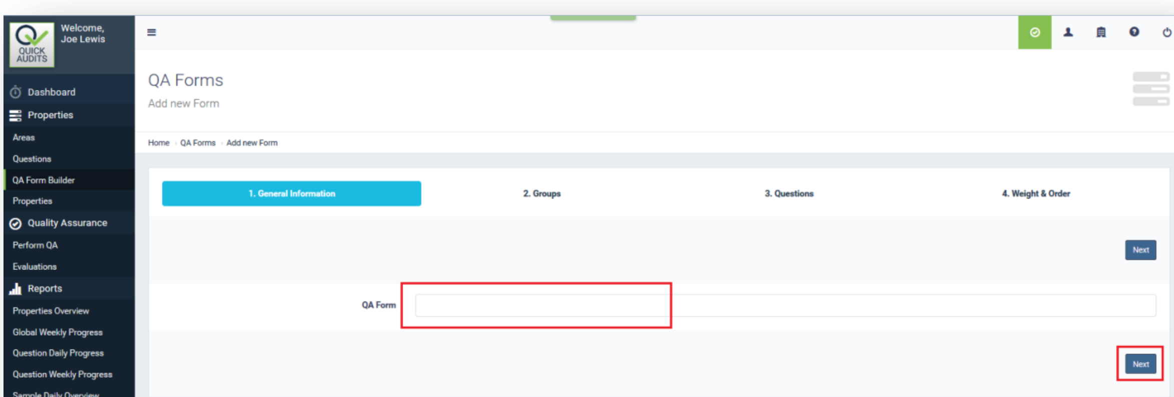
Repeat the process *(by clicking on "Questions" on the menu on the left → clicking the "Add new" button)* until all of your questions are created.

3 Forms: So you know what areas of your hotel or services you want to ask your guests about and you have the exact questions. It is now time to decide the arrangement and importance of your questions as well as the type of answer you are looking for. You will do this by clicking on the 3rd circle of the wizard (Forms) or choosing “QA form builder” from the menu on the left and following the 4 steps in the builder.

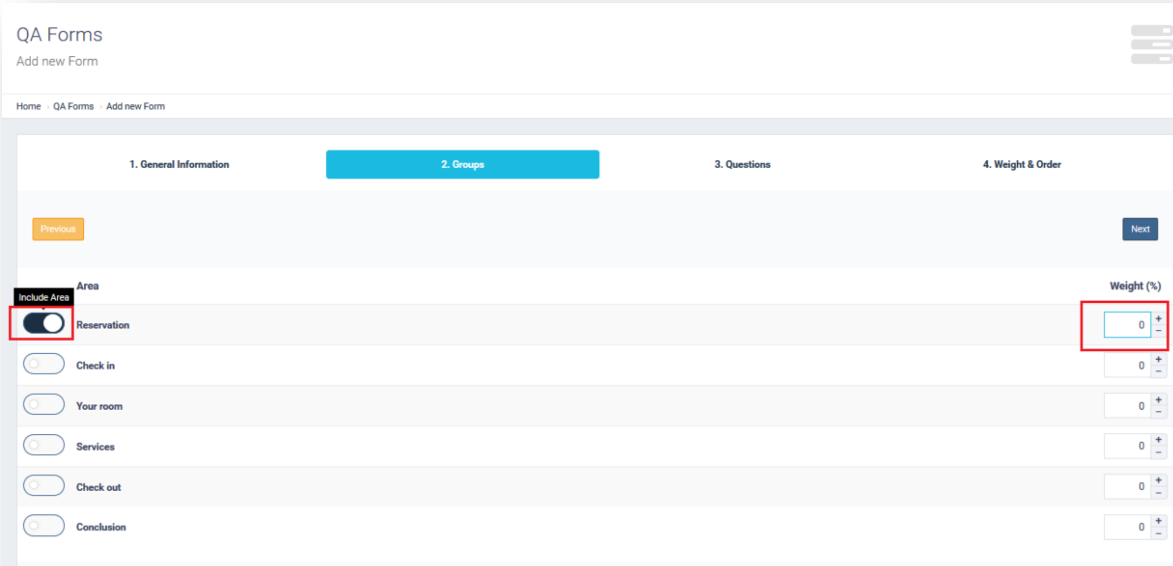




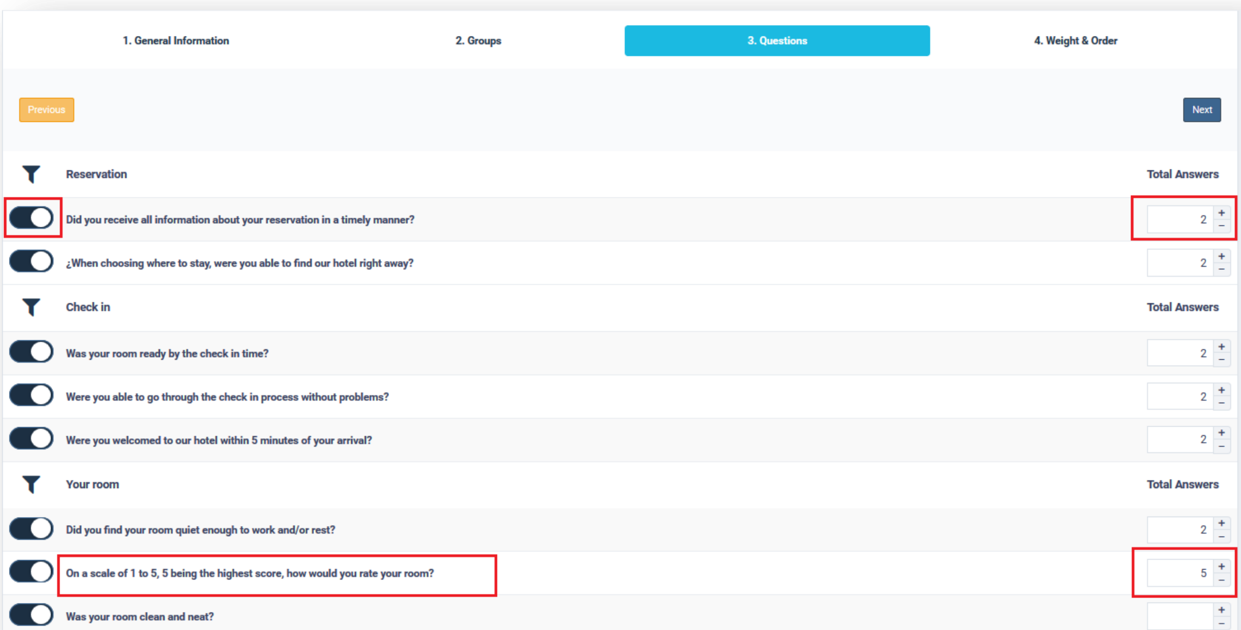
Step Ⅰ: Give your form a name and click next *(you can build several forms using the same groups and questions or you can use different groups and questions for other forms).* You will identify each configuration by the name you give each form.



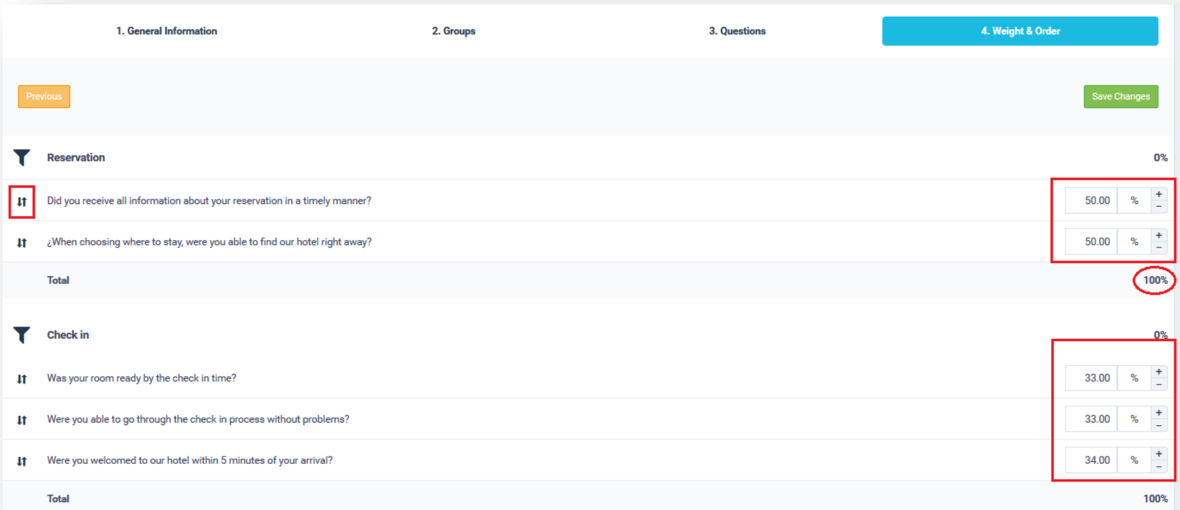
Step Ⅱ: Decide which of the areas / groups you created will be in this form by clicking on the button to the left of each of them, assign each area a weight or importance on the boxes to the right ***(Note that the weights must add 100%)*** and click next.



Step Ⅲ: Decide which of the questions you created will be in this form by clicking on the button to the left of each of them, indicate how many answers to each question on the boxes to the right ***(a value of "2" will offer the guest a "yes" or "no" answer, any higher value will offer the guest a scale to answer your question)*** and click next.



Step IV: The last step on the form builder will allow you to re arrange the order of your questions *(they are displayed in alphabetical order by default)* within the question group or area *(remember that you set the display order of the areas when you created them).* To do this, click on the question and drag it to de desired order. You also have to give each question a specific weight according to its importance **(Note that questions of each question group or area must add 100%).**



<u>Click "Save changes" when you are done, to save this survey.</u>

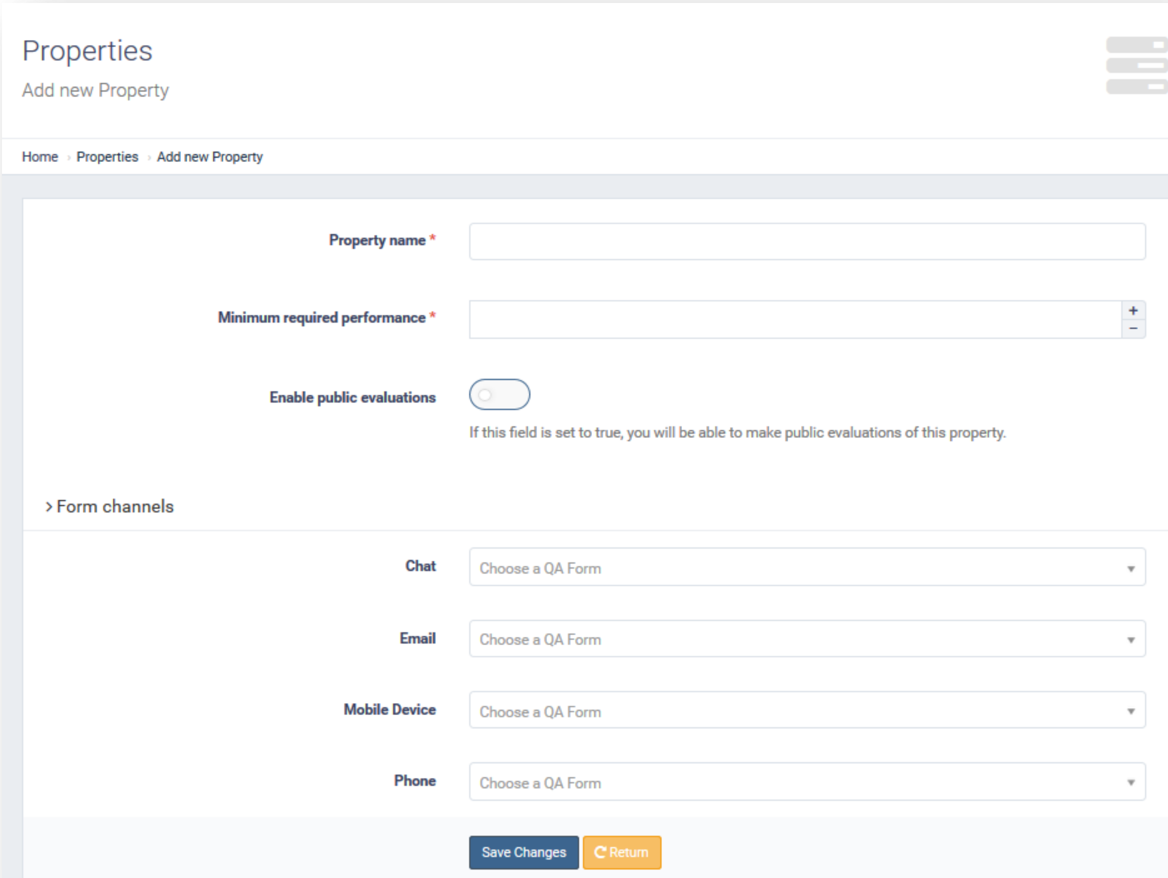
You now have a survey form ready to use, which will be listed under "Forms" in the QA form builder section.

4 Properties: This is the last step of your account configuration. We trust that by now, you know that you can access properties from the menu on the left or the wizard.

You should create one property for each branch of your hotel or each hotel *(if you are evaluating multiple hotels within a holding).*

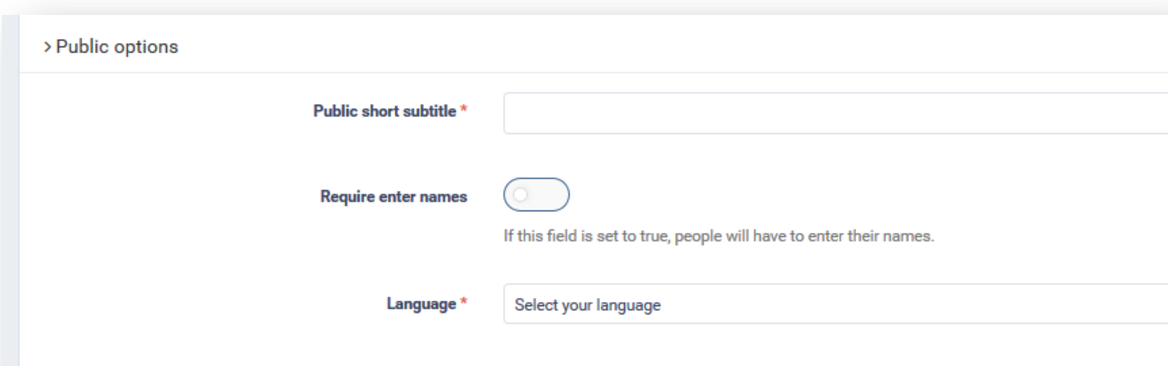
As you did before, you create properties by clicking on the green "Add new" button. When creating properties you will need to do the following:

- Give your property a name
- Indicate the performance level you want to set as a target (number value 1 to 100)
  - This is the percentage resulting from your customers'evaluations
- Indicate whether or not you will allow public evaluations
  - Enabling this will let you generate a URL and a QR code so it can be access by the general public *(to be sent via email or printed on signs / stationary)*
- Choose a survey form *(the ones created in step 3)* for each channel of evaluation you wish to use *(you may want to ask different questions or in different fashion depending on the channel of communication)*.

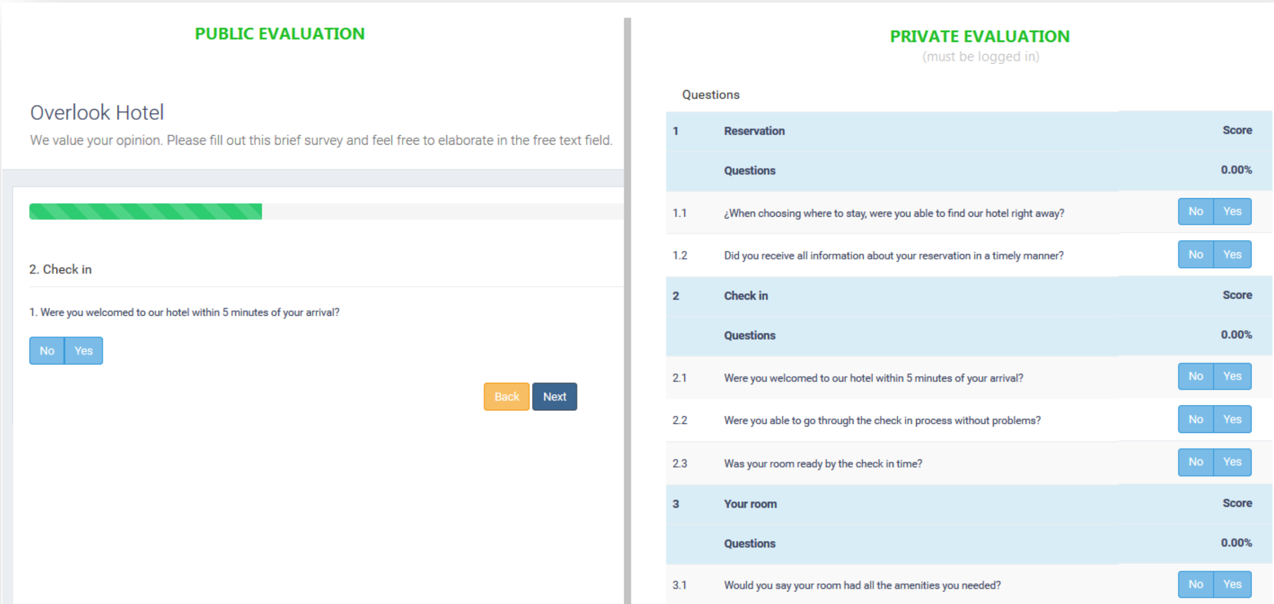


If you choose to enable public evaluations you will have to configure the "public options" by:

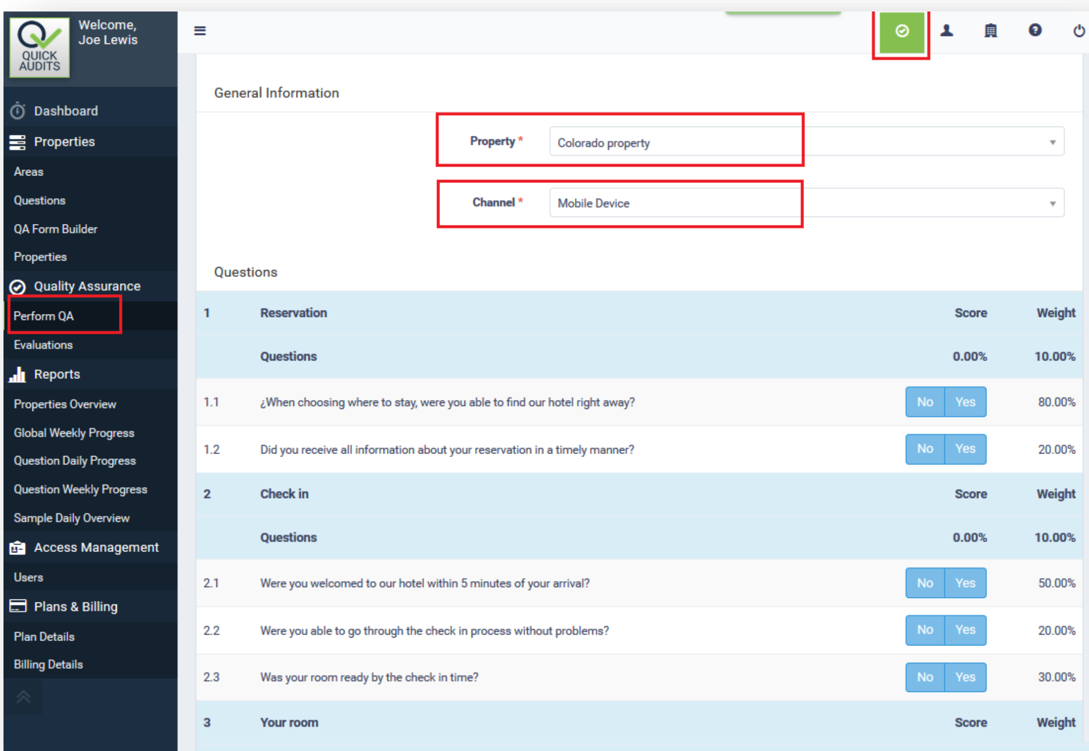
- Entering a short subtitle to be displayed in the public evaluation (e.g. *"We value your opinion. Please fill out this brief survey and feel free to elaborate in the free text field"*)
- Indicating whether or not it is mandatory for customers to enter their names
- Selecting a language for the public evaluation



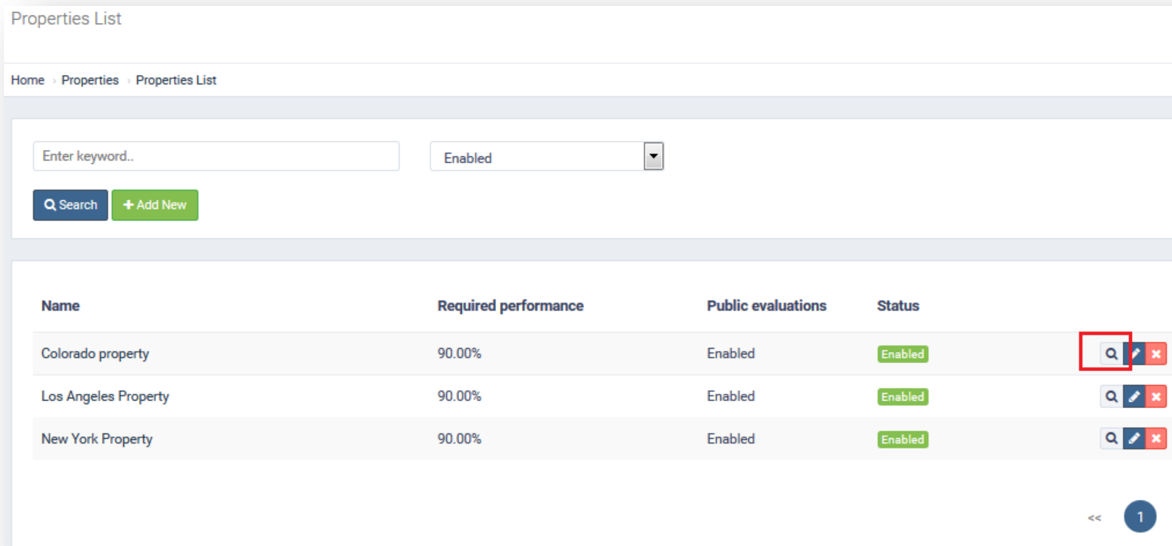
This is how the evaluations will look like:



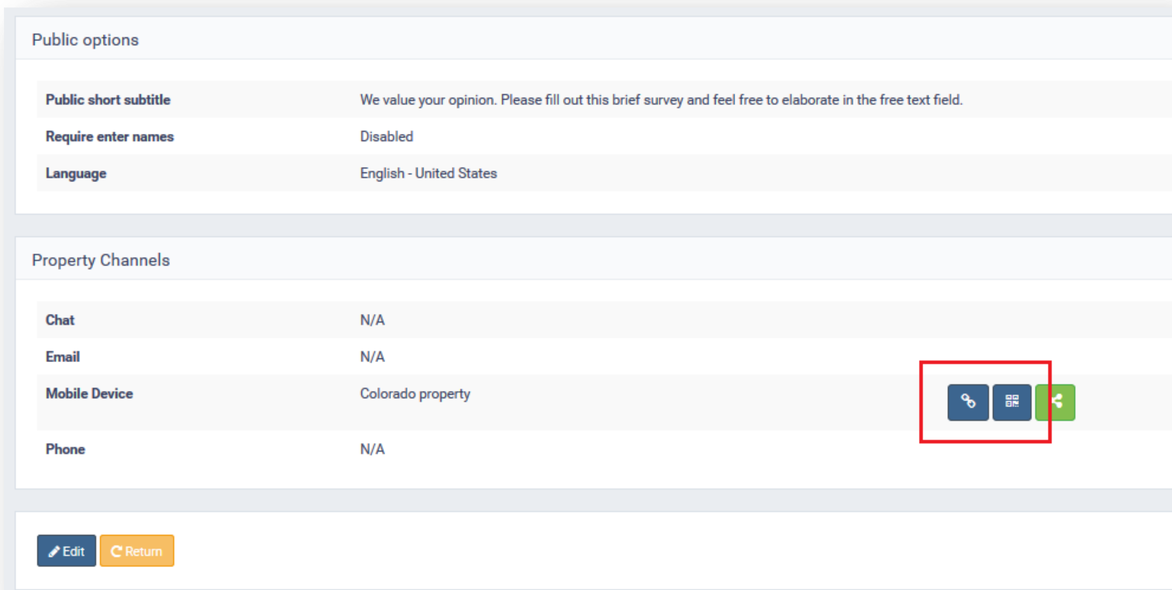
You are now ready to start surveying your guests. If you wish to do it **on site** you can make a tablet available to them and click on the green checkmark on the top bar or “Perform QA” on the left menu. <u>Make sure to the right property and channel is selected.</u>



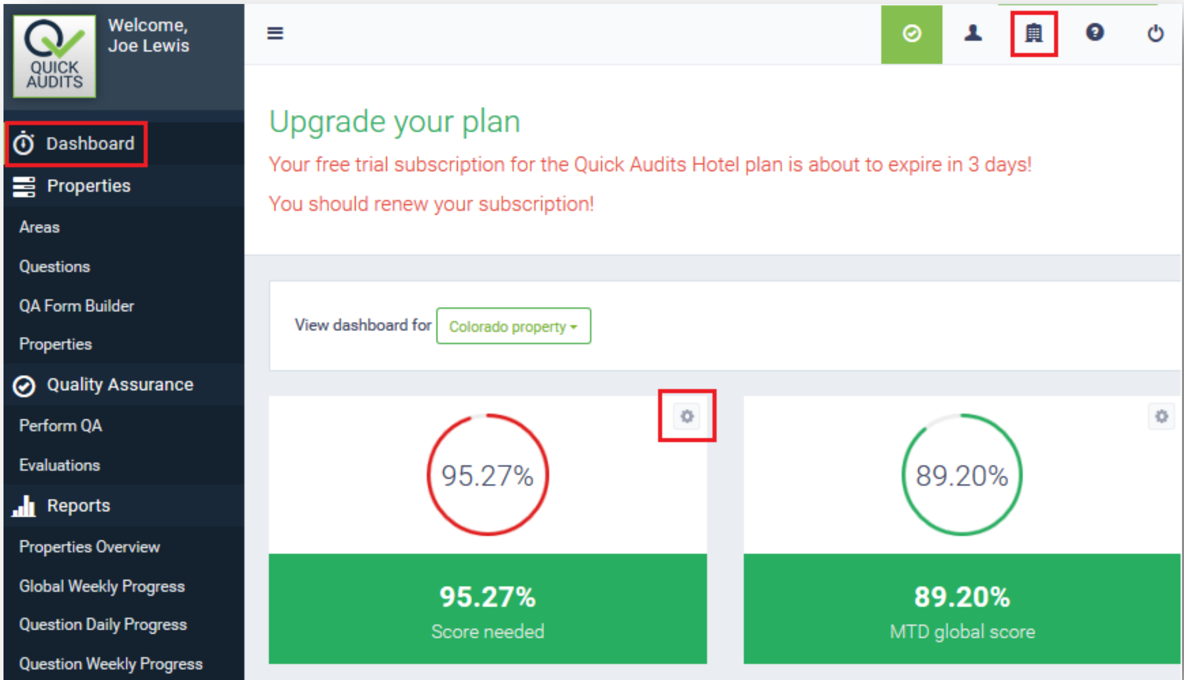
If you wish to generate a link to be sent via email or a QR code for your guests to scan you will have to go into your desired property, by clicking properties in the left menu and then clicking on the magnifying glass to the right of your property.



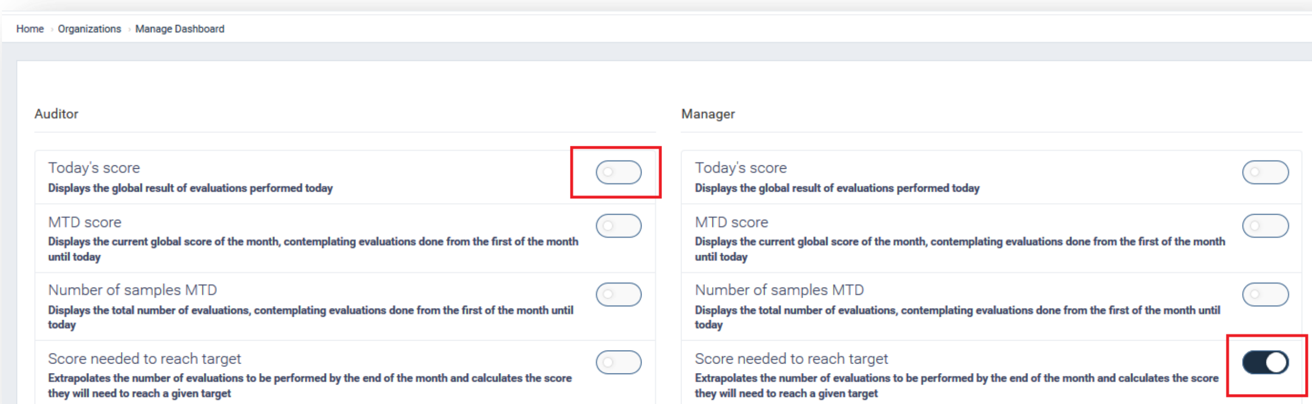
This will display the details of the property and from here you can generate a link or QR code for public evaluations.



The results of your guests' evaluations will be reflected in our dashboards and reports. As a manager you will be able to decide which dashboards each role has access to. Reports are predetermined for each role.   In order to manage dashboards you can go to “Dashboard” on the left menu and click on any of the cogwheels or by clicking on the organization icon on the top menu and clicking “manage dashboards”.



In this panel you will see which dashboard item is active and inactive for each role. You can activate and deactivate by clicking on the toggle switch next to them.



You can add users and assign them a role and properties by going into the “users” area on the left menu and clicking add new. For additional assistance please write to us at [support@quickaudits.io.](mailto:support@quickaudits.io)