



*Innovate your hotel operation  
and improve work efficiency*

- ✓ Increase guest satisfaction.
- ✓ Optimize staff workflow.
- ✓ Easily manage cleaning and maintenance tasks.
- ✓ Track the progress of operations, anywhere.
- ✓ Delegate tasks and confirm that they have been completed.
- ✓ Send messages and make free internal calls.
- ✓ Protect the environment (paperless operation).
- ✓ Save time and money.
- ✓ Multi language



# Optimizing hotel operation



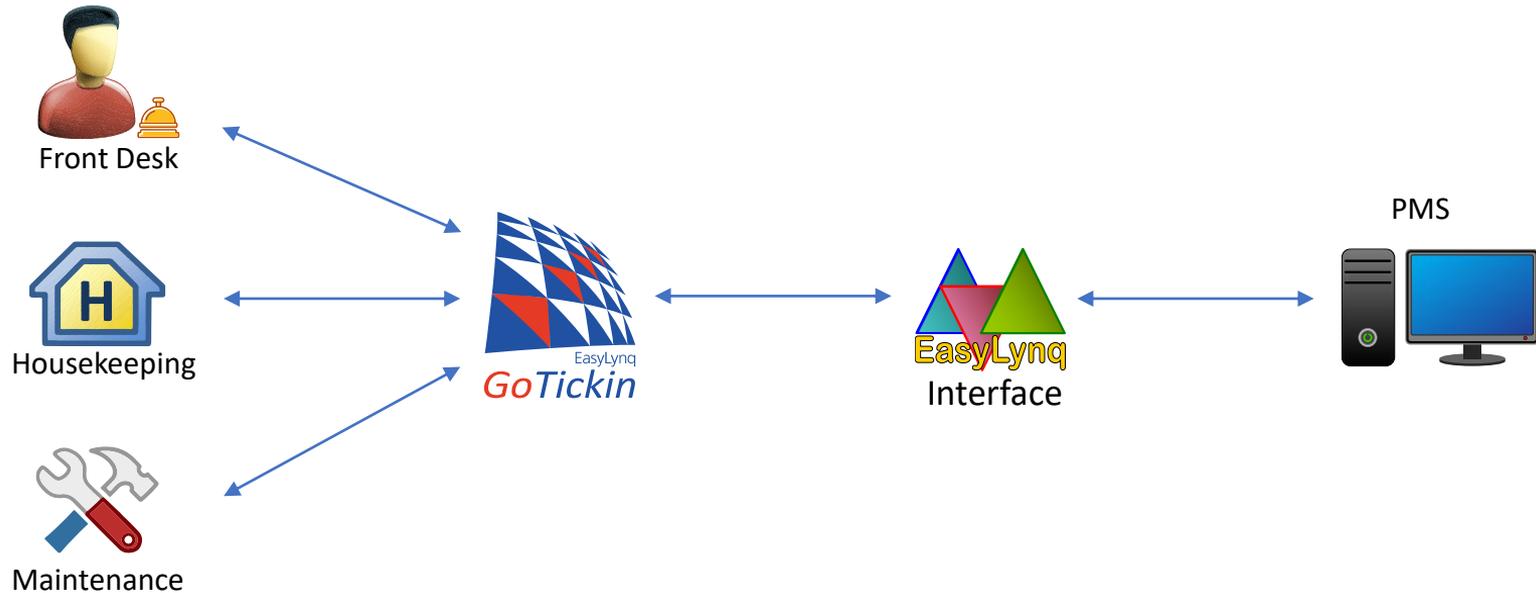
**GoTickin** is an advanced Cloud-based solution using latest technology that will **increase guest satisfaction** and **improve the service level** of the hotel.

Its **purpose** is to help you solving housekeeping and maintenance issues, enhance staff productivity, minimize operational issues and share important information between the various departments in fast mode.

With **GoTickin**, you can easily assign tasks and track the activity of the room attendants, prioritize/queue room cleaning, report problems, schedule maintenance tasks, make sure periodic cleaning is taken care of and track guest belongings that have been left behind in a Lost & Found register.

# Full integration with major PMS's

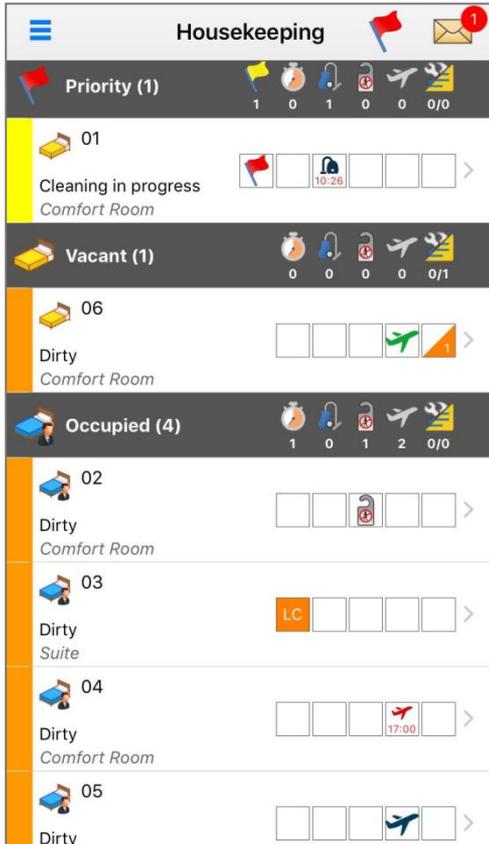
**Instant room-status updates from GoTickin to all major Property Management Systems**  
Ensure that guest check-in runs smooth and cleaning times are reached.



-  **Personalized list of assigned rooms**  
Each cleaning team or room attendant knows exactly which rooms to clean and tasks to perform, including periodicals.
-  **Advise of Do Not Disturb and late departure**  
Skips room cleaning and re-schedules the cleaning order of the rooms.
-  **Maintenance notifications**  
Report a technical problem to the maintenance department, with a description and photos attached as needed.
-  **Multi language is key**  
Dutch, English, Spanish, Portuguese, German, French, Italian, Polish, Hungarian, Turkish, Arabic

-  **Minibar and laundry posting**  
Charge minibar consumption and laundry articles directly to the room bill.
-  **Reports and statistics**  
Get a full picture of the cleaning progress, monitor and respond to the cleaning time of the rooms, and optimize resources.





The operation of **GoTickin** is performed through Apple iPhone/iPAD/iPOD and Android phones/tablets. Its friendly interface is designed for users with no computer skills, using simple but clear graphical design and multiple languages.

|   |   |  |   |                  |                        |
|---|---|--|---|------------------|------------------------|
|  |  |  |  | • Airplane green | (departed)             |
|   |   |  |  | • Airplane black | (expected departure)   |
|   |   |  |  | • Airplane red   | (late check out)       |
|   |   |  |  | • Linnen Change  | (stay-over)            |
|  | DND Card  |  |  | • Red flag       | (high priority)        |
|  | Start Cleaning  |  |  | • Orange flag    | (medium priority)      |
|   |   |  |  | • Yellow flag    | (low priority)         |
|  | Room Clean  |  |  | • Hoover         | (cleaning in progress) |
|  | Send Message  |  |   |                  |                        |
|  | Add Notes   |  |   |                  |                        |
|  | Out of service  |  |   |                  |                        |

# Cleaning progress in real-time



## Personalized list of assigned rooms

Each cleaning team or room attendant knows exactly which rooms to clean and tasks to perform, including periodicals.

## Advise of Do Not Disturb and late departure

Skips room cleaning and re-schedules the cleaning order of the rooms.

## Create new tasks and returning tasks

Easily create standard cleaning tasks and ad hoc tasks

## Real-time reports of cleaning progress

Get a full picture of the cleaning progress, monitor and respond to the cleaning time of the rooms and optimize resources.

| Attendant statistics today |            |            |            |                   |                |                        |          |            |          |             |               |            |                |            |          |               |                |             |                  |                  |
|----------------------------|------------|------------|------------|-------------------|----------------|------------------------|----------|------------|----------|-------------|---------------|------------|----------------|------------|----------|---------------|----------------|-------------|------------------|------------------|
| Attendant/Team             | Break time | Supervisor | Rooms      | Attendant credits | Out of service | Cleaned from yesterday | DND      | No service | Leftover | Found clean | To be cleaned | Check-out  | Late check-out | Stay over  | Tasks    | Linnen Change | Triple use S/O | Credits     | Est. time        | Cleaning pending |
| Shirley                    |            |            | 12         | 0                 | 0              | 0                      | 0        | 1          | 0        | 0           | 11            | 3          | 0              | 8          | 0        | 0             | 0              | 0.00        | 3:43:00          | 5                |
| Victoria                   |            |            | 14         | 0                 | 0              | 0                      | 0        | 0          | 0        | 0           | 14            | 6          | 0              | 8          | 0        | 0             | 0              | 0.00        | 4:56:00          | 8                |
| Yordanka                   |            |            | 12         | 0                 | 0              | 0                      | 1        | 0          | 0        | 0           | 11            | 4          | 0              | 7          | 0        | 0             | 0              | 0.00        | 4:23:00          | 7                |
| Yvan                       |            |            | 14         | 0                 | 0              | 0                      | 0        | 0          | 0        | 0           | 14            | 6          | 0              | 8          | 1        | 1             | 0              | 0.00        | 5:13:00          | 10               |
| Summary                    |            |            |            |                   |                |                        |          |            |          |             |               |            |                |            |          |               |                |             |                  |                  |
| Assigned                   |            |            | 308        | 0                 | 0              | 0                      | 3        | 3          | 0        | 0           | 302           | 115        | 0              | 187        | 5        | 5             | 0              | 0.00        | 121:53:00        | 188              |
| Unassigned                 |            |            | 1          | 0                 | 0              | 1                      | 0        | 0          | 0        | 0           | 0             | 0          | 0              | 0          | 0        | 0             | 0              | 0.00        | 0:00:00          | 0                |
| <b>Σ Total</b>             |            |            | <b>309</b> | <b>0</b>          | <b>0</b>       | <b>1</b>               | <b>3</b> | <b>3</b>   | <b>0</b> | <b>0</b>    | <b>302</b>    | <b>115</b> | <b>0</b>       | <b>187</b> | <b>5</b> | <b>5</b>      | <b>0</b>       | <b>0.00</b> | <b>121:53:00</b> | <b>188</b>       |
| Cleaning skipped           |            |            |            |                   |                |                        |          |            |          |             |               |            |                |            |          |               |                |             |                  |                  |
| Do Not Disturb             |            |            | 3          | 0                 | 0              | 0                      | 3        | 0          | 0        | 0           | 3             | 0          | 0              | 3          | 0        | 0             | 0              | 0.00        | 0:54:00          | 3                |
| No service                 |            |            | 3          | 0                 | 0              | 0                      | 0        | 3          | 0        | 0           | 3             | 0          | 0              | 3          | 0        | 0             | 0              | 0.00        | 0:56:00          | 3                |
| Leftover                   |            |            | 0          | 0                 | 0              | 0                      | 0        | 0          | 0        | 0           | 0             | 0          | 0              | 0          | 0        | 0             | 0              | 0.00        | 0:00:00          | 0                |
| Found clean                |            |            | 0          | 0                 | 0              | 0                      | 0        | 0          | 0        | 0           | 0             | 0          | 0              | 0          | 0        | 0             | 0              | 0.00        | 0:00:00          | 0                |
| <b>Σ Total</b>             |            |            | <b>6</b>   | <b>0</b>          | <b>0</b>       | <b>0</b>               | <b>3</b> | <b>3</b>   | <b>0</b> | <b>0</b>    | <b>6</b>      | <b>0</b>   | <b>0</b>       | <b>6</b>   | <b>0</b> | <b>0</b>      | <b>0</b>       | <b>0.00</b> | <b>1:50:00</b>   | <b>6</b>         |
| To be cleaned              |            |            |            |                   |                |                        |          |            |          |             |               |            |                |            |          |               |                |             |                  |                  |
| <b>Σ Total</b>             |            |            | <b>303</b> | <b>0</b>          | <b>0</b>       | <b>1</b>               | <b>0</b> | <b>0</b>   | <b>0</b> | <b>0</b>    | <b>302</b>    | <b>115</b> | <b>0</b>       | <b>187</b> | <b>5</b> | <b>5</b>      | <b>0</b>       | <b>0.00</b> | <b>121:53:00</b> | <b>188</b>       |

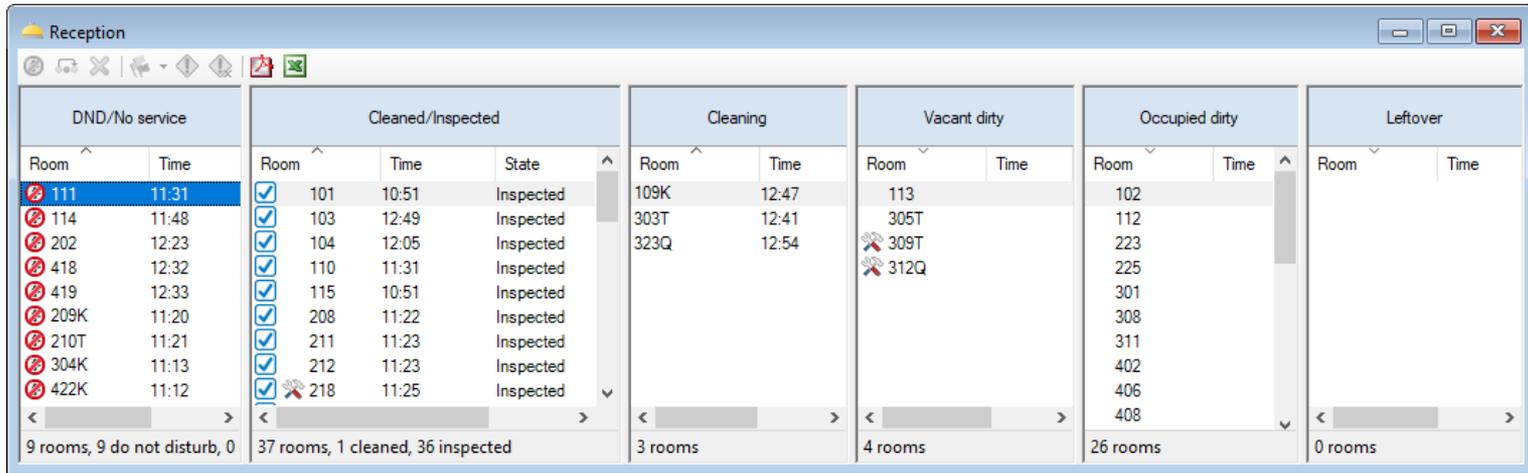
309 rooms: 302 to be cleaned (est. time: 121:53:00), 188 pending (est. time: 67:31:00), 114 cleaned (121:53:00)

1 selected

-  **Full featured reception dashboard**  
With an easy overview and live cleaning statuses you can inform guests with live information.
-  **Insight into cleaning tasks**  
Monitor the cleaning tasks in real-time and change room cleaning priority using multiple levels.
-  **No need for handwritten notes**  
Easily exchange messages between room attendants and/or management or, even better, make voice calls free of charge using Wi-Fi.
-  **Instant room-status updates from GoTickin to all major Property Management Systems**  
Ensure that guests are not being sent to a room that has not been cleaned yet.



# Front Desk dashboard



The screenshot shows a software interface titled "Reception" with a toolbar and six data panels. Each panel has a table of room information and a summary at the bottom.

| DND/No service |       | Cleaned/Inspected |       |           | Cleaning |       | Vacant dirty |      | Occupied dirty |      | Leftover |      |
|----------------|-------|-------------------|-------|-----------|----------|-------|--------------|------|----------------|------|----------|------|
| Room           | Time  | Room              | Time  | State     | Room     | Time  | Room         | Time | Room           | Time | Room     | Time |
| 111            | 11:31 | 101               | 10:51 | Inspected | 109K     | 12:47 | 113          |      | 102            |      |          |      |
| 114            | 11:48 | 103               | 12:49 | Inspected | 303T     | 12:41 | 305T         |      | 112            |      |          |      |
| 202            | 12:23 | 104               | 12:05 | Inspected | 323Q     | 12:54 | 309T         |      | 223            |      |          |      |
| 418            | 12:32 | 110               | 11:31 | Inspected |          |       | 312Q         |      | 225            |      |          |      |
| 419            | 12:33 | 115               | 10:51 | Inspected |          |       |              |      | 301            |      |          |      |
| 209K           | 11:20 | 208               | 11:22 | Inspected |          |       |              |      | 308            |      |          |      |
| 210T           | 11:21 | 211               | 11:23 | Inspected |          |       |              |      | 311            |      |          |      |
| 304K           | 11:13 | 212               | 11:23 | Inspected |          |       |              |      | 402            |      |          |      |
| 422K           | 11:12 | 218               | 11:25 | Inspected |          |       |              |      | 406            |      |          |      |
|                |       |                   |       |           |          |       |              |      | 408            |      |          |      |

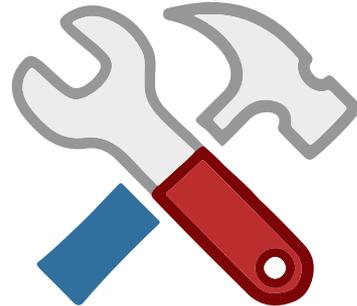
Summary statistics at the bottom of each panel:

- DND/No service: 9 rooms, 9 do not disturb, 0
- Cleaned/Inspected: 37 rooms, 1 cleaned, 36 inspected
- Cleaning: 3 rooms
- Vacant dirty: 4 rooms
- Occupied dirty: 26 rooms
- Leftover: 0 rooms

**Full featured reception dashboard showing current room status for all rooms**

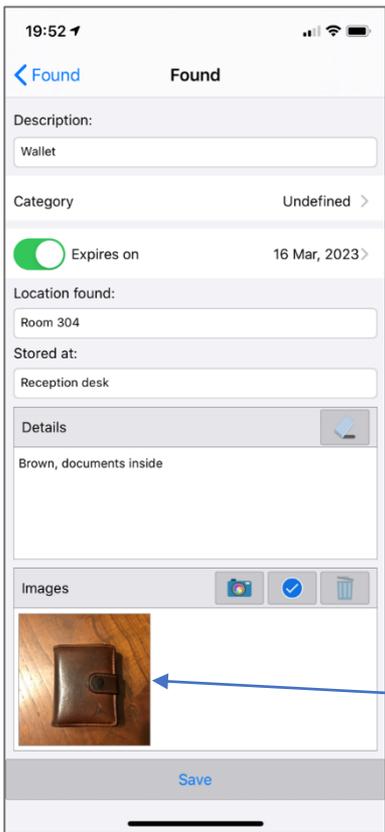
Monitor the cleaning tasks in real-time and change room cleaning priority using multiple levels.

-  **Instant alert of incoming notification**  
The maintenance department receives an e-mail or message to the handheld device as soon as the request is triggered.
-  **Task scheduling**  
The chief of the department assigns a priority to the request and allocates the required resources based on expertise.
-  **Accounting of expenses**  
Materials and workmanship are accurately calculated.
-  **Reports and statistics**  
Detailed reports of maintenance tasks already completed and reported faults in real-time, assessment of labor requirements and scheduling of recurring tasks for preventive maintenance.
-  **Automatic Legionella tasks**  
Make sure you automatic your legionella tasks and be done with endless paperwork



# Lost & Found module

Keep track of lost and found items, log details of storage location, guest contact info and uploaded photos. **GoTickin** stores return or disposal information and tracks how long an item has been missing or when it was found.



19:52

< Found Found

Description:  
Wallet

Category Undefined >

Expires on 16 Mar, 2023 >

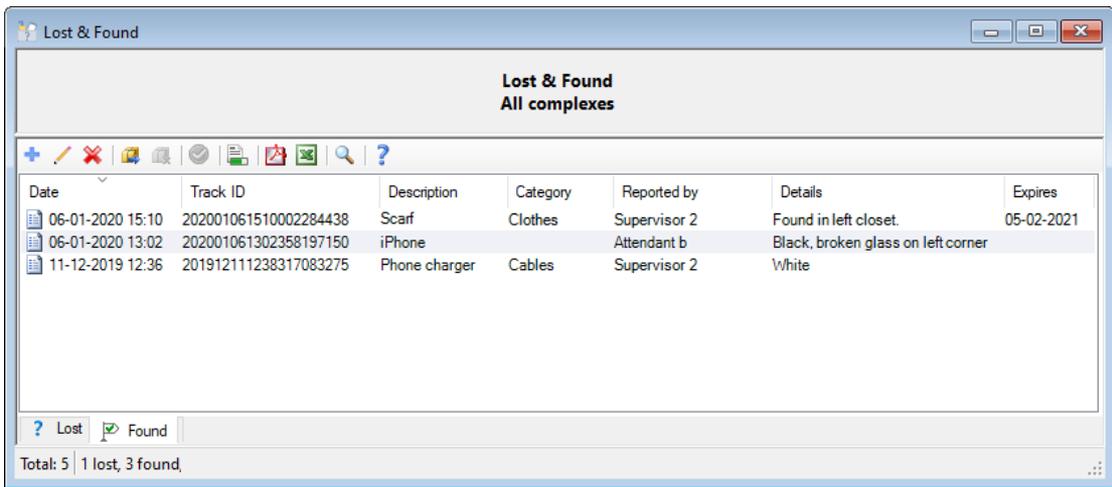
Location found:  
Room 304

Stored at:  
Reception desk

Details  
Brown, documents inside

Images  


Save



Lost & Found

Lost & Found  
All complexes

| Date             | Track ID              | Description   | Category | Reported by  | Details                            | Expires    |
|------------------|-----------------------|---------------|----------|--------------|------------------------------------|------------|
| 06-01-2020 15:10 | 202001061510002284438 | Scarf         | Clothes  | Supervisor 2 | Found in left closet.              | 05-02-2021 |
| 06-01-2020 13:02 | 202001061302358197150 | iPhone        |          | Attendant b  | Black, broken glass on left corner |            |
| 11-12-2019 12:36 | 201912111238317083275 | Phone charger | Cables   | Supervisor 2 | White                              |            |

? Lost Found

Total: 5 | 1 lost, 3 found

Take photos of found items and have guests send pictures of lost property to make identification easy.

## No handwritten notes required

Easily exchange messages with cleaning attendants and housekeepers, or better yet, make free voice calls over Wi-Fi.

## Safe on time and money with VoIP calling

Note

Title:

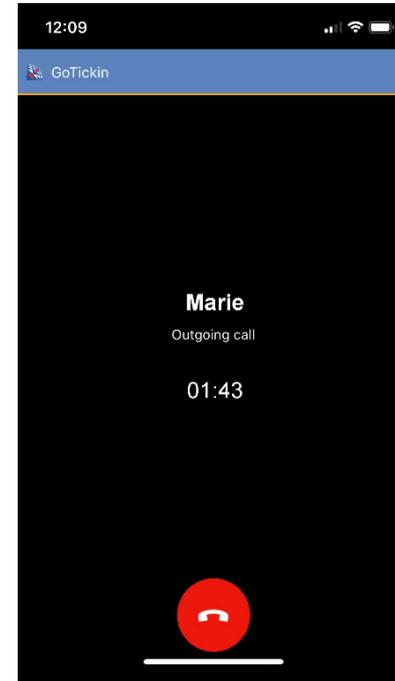
Type:

Description:

Images



< Back    Next >    Cancel



# GoTickin is your partner in Hotel Operations



## No special handheld devices

The operation of **GoTickin** is performed through Apple iPhone/iPad/iPod and Android phones/tablets. Its friendly interface is designed for users with no computer skills, using simple but clear graphical design and multiple languages. Communications are encrypted and carried over Wi-Fi (default) and/or mobile networks (3G/4G).

## Integrated SIP service for voice calls

**GoTickin** allows the staff to make internal voice calls for faster communication and avoids wasting their valuable time looking for a colleague that is somewhere else in the hotel. The software includes an easy-to-use SIP phone with a list of allowed contacts - no need to dial numbers that are easily forgotten.

## Green operation, almost paperless

**GoTickin** is able to generate automatic/on demand reports in Excel or PDF and send them by e-mail, using its advanced SMTP service.

Download on the  
App Store



ANDROID APP ON  
Google play

