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# Housekeeping Management Application

## SAP Fiori UX Design and Build Challenge

May 12, 2015

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### STORY

The application presented below is intended to serve as a management tool for the housekeeping department in a hotel. It is meant to organize and provide reports about the tasks performed by the housekeeping staff. The maids cleaning the hotel rooms can report on any status regarding the rooms assigned to them, and the supervisor can easily navigate, assign, respond, and review the work he or she is responsible for using this app. It displays the latest updates reported by the staff, and it also allows the supervisors to assign work and monitor the progress.

**Segmentation:**

This app is designed for the hotel industry where status updates on room availability is needed regularly, with focus placed on the cleaning and maintenance processes.

**Targeting:**

As described in the introduction above, the direct users of this application are the people part of the housekeeping staff.

**Positioning:**

Every hotel uses a big system that manages the information pertaining to room availability. This big system is used by multiple departments. The application presented here breaks down the mega transaction handled by the main system and isolates the tasks pertaining only to the housekeeping department. Their jobs very often rely on general reports that exclude relevant information pertaining specifically to housekeeping tasks. In turn, housekeeping staff has to prepare additional manual reports to allocate work and to communicate relevant information about room status before they perform their duties and after. Many of them keep paper notes throughout the day about any issues or updates that need to be reported. That information then has to be entered into the general system so that other department can access it.

By isolating the work process for the housekeeping department, this application centralizes the information associated with the housekeeping work flow in one tool and provides a real-time updates that are easy to manage and review.

### PERSONA

The app is role-based on the tasks performed by a housekeeping supervisor and his or her service team.

**Name:**

Supervisor 1

**Job Title:**

Floor Supervisor

**Background:**

BA Business Administration, Certificate in Hospitality Management, 5-year experience in hotel management

**“For me, I would like to”:**

I would like to be able to receive summary reports at a glance so that I can respond promptly to issues requiring my immediate attention.

**Job Responsibilities:**

- Receive and inspect room status reports
- Allocate work and personnel per floor
- Oversee the housekeeping process as per assigned floors and rooms
- Assist Front Desk with information about room availability and possible issues

**Main Goals:**

- To improve the room status reports in terms of relevance and usefulness
- To allow housekeeping staff to have a better communication and updates about work flow and tasks throughout the day on a real-time basis
- To simplify the way updates are reported
- To reduce the amount of manual notes and inputs

**Needs:**

- The supervisor needs to be able to assign personnel to rooms according to need
- The summary reports at the beginning of the day need to reflect all the information the staff needs before going to the assigned rooms for cleaning
- Housekeeping needs an improved way of managing reports to facilitate better communication with other departments

**Pain Points:**

- Lack of a centralized system to allow housekeeping personnel to communicate task-specific updates
- Relying on reports created by hand

**Stakeholders:**

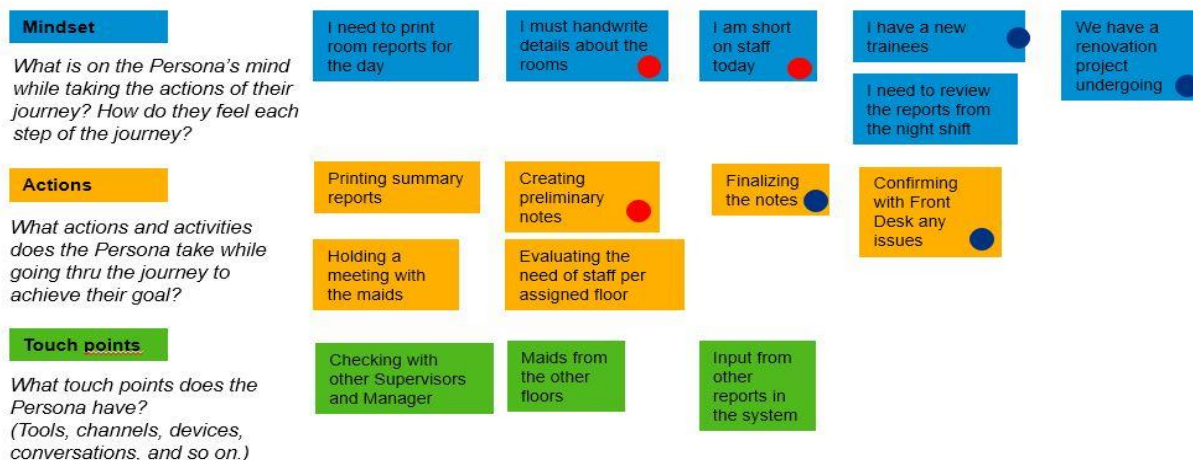
- Housekeeping staff
- Reception

**Competencies:**

The intended audience for this app will be considered Power User, Proactive, Work in Team, Local Focus, Innovative

**USER EXPERIENCE JOURNEY****Design Thinking**

## User Experience Journey

**Current User Experience Journey****Duration of the Journey: 1 hr.**

## MOCK UP

The first snapshot represents the design of the application – the first page. The supervisor will be presented with a report summary of the work scheduled for the day. The supervisor will be able to see what floors are assigned to him or her, the check-out status for each room on those floors, the progress updates, and the personnel assigned to those rooms.

### Page 1 of Mock Up

ROOM STATUS			
Assigned Supervisor: Supervisor 1		Search by Floor	
Assigned Floors: 1 & 2		SEARCH	
Room Number	Check Out Status	Status	Assigned Staff
Room 101	Due Out	NOT CLEAN	Maid 1 >
Room 102	Due Out	NOT CLEAN	Maid 1 >
Room 103	Stay Over	CLEAN	Maid 1 >
Room 104	Due Out	CLEAN	Maid 1 >
Room 105	Off Market	RENOVATION	Maintenance >
Room 201	Due Out	NOT CLEAN	Maid 2 >
Room 202	Stay Over	NOT CLEAN	Maid 2 >
Room 203	Due Out	NOT CLEAN	Maid 2 >
Room 204	Stay Over	CLEAN	Maid 2 >
Room 205	Off Market	REPAIRS	Maintenance >
Room 206	Off Market	RENOVATION	Maintenance >
Room 207	Due Out	CLEAN	Maid 2 >

If the supervisor needs additional details about a room, let's say the room is Off Market due to renovation, the supervisor can click on that room and go to the detailed page of the applications – the second page. There, the service staff can provide additional notes related to the work in progress. The page also contains more information about the room. For instance, whether the room is Single or Double and whether it was upgraded. These parameters allow the supervisor to estimate the cleaning needs for those type of rooms. Renovated rooms may require less time to be cleaned. So do single rooms.

Please refer to the graph on the next page.



## Page 2 of Mock Up

← SERVICE INFORMATION

Room 101	Room Status: Not Clean
Room Type: Single	Assigned Staff: Maid 1
Room Upgrades: Not Renovated	

Service Notes

The room requires maintenance – broken tiles in bathroom.

Please continue to the next page.



## SAP WEB IDE APPLICATION

The application looks very close to the mock up created for it. One issue during the creation process was that SAP currently offers only three templates, so the app had to be adjusted according to the available choices. Some of the headers belong to the original template, and they have to be changed. This can be challenging, however, for people who are not familiar with coding. But the mock data illustrates the idea of the app. Basically, instead of the title Sales Document, the title should be Room Number. And the same applies for the rest of the titles.

Page 1 of Application

### ROOM STATUS

SOHeaders

Q

Sales Document	Sales Doc. Type	Sales Org.	Division
Room 101	Due Out	NOT CLEAN	Maid 1 >
Room 102	Due Out	CLEAN	Maid 1 >
Room 103	Stay Over	NOT CLEAN	Maid 2 >
Room 104	Off Market	RENOVATION	Maintenance >
Room 105	Stay Over	NOT CLEAN	Maid 2 >
Room 201	Stay Over	NOT CLEAN	Maid 3 >
Room 202	Due Out	CLEAN	Maid 3 >
Room 203	Due Out	NOT CLEAN	Maid 4 >
Room 204	Off Market	REPAIRS	Maintenance >
Room 205	Stay Over	NOT CLEAN	Maid 4 >

### Housekeeping Schedule

Supervisor:

Assigned Floors:

Please continue to the next page.

Page 2 of Application

The screenshot shows a Fiori application interface for 'SERVICE INFORMATION'. At the top left is a back arrow icon. The main content area is light blue and contains the following text:

- Room 202** (left) and **CLEAN** (right)
- Check Out Schedule: Due Out (left) and Maid 3 (right)
- Room Type: Single (left)
- Room Upgrades: Renovated (left)

Below this information is a section titled 'SOItems' followed by a table with 10 empty rows. The table has a light blue header row and a light grey body row.

Out of the three available Fiori Templates, the SAP Fiori Full Screen Template was selected for this application. Although it is meant to serve the purposes of a sales order application, the template was manipulated to change several elements to reflect the design of the mock up.