



## Innovate your hotel operation and improve work efficiency.

- ✓ Increase guest satisfaction.
- ✓ Optimize the work flow of the staff.
- ✓ Easily manage housekeeping and maintenance tasks.
- ✓ Follow the progression of the daily operation, anywhere.
- ✓ Delegate new tasks and confirm they have been completed.
- ✓ Send messages and make free Wi-Fi calls to the staff.
- ✓ Protect the environment (paperless operation).
- ✓ Save time and money.



## 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.

## Front Desk

### **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.

### **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**

Ensures that guests are not being sent to a room that has not been cleaned yet.

## Housekeeping

### **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.

### **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.



## Maintenance

### 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

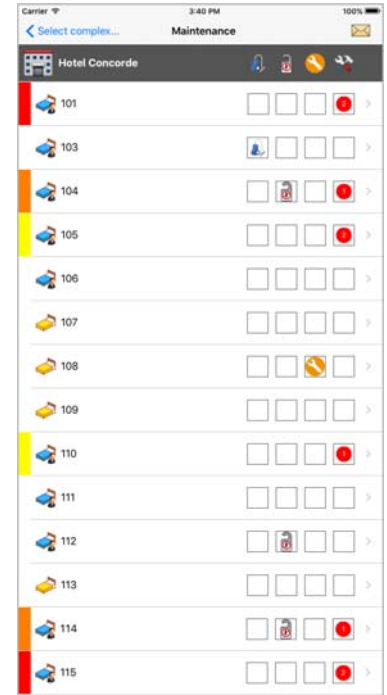
The chief of the department assigns a priority to the request and allocates the required resources based on expertise.

### 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.



## Key features

### No special handheld devices

The operation of **GoTickin** is performed through Apple iPad/iPod and Android 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.



## Support

Our helpdesk and technical support can be reached on business days from 09:00 to 16:00. The helpdesk will respond to all the problems and questions, from users' questions to specific technical support questions.

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