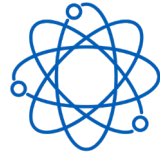
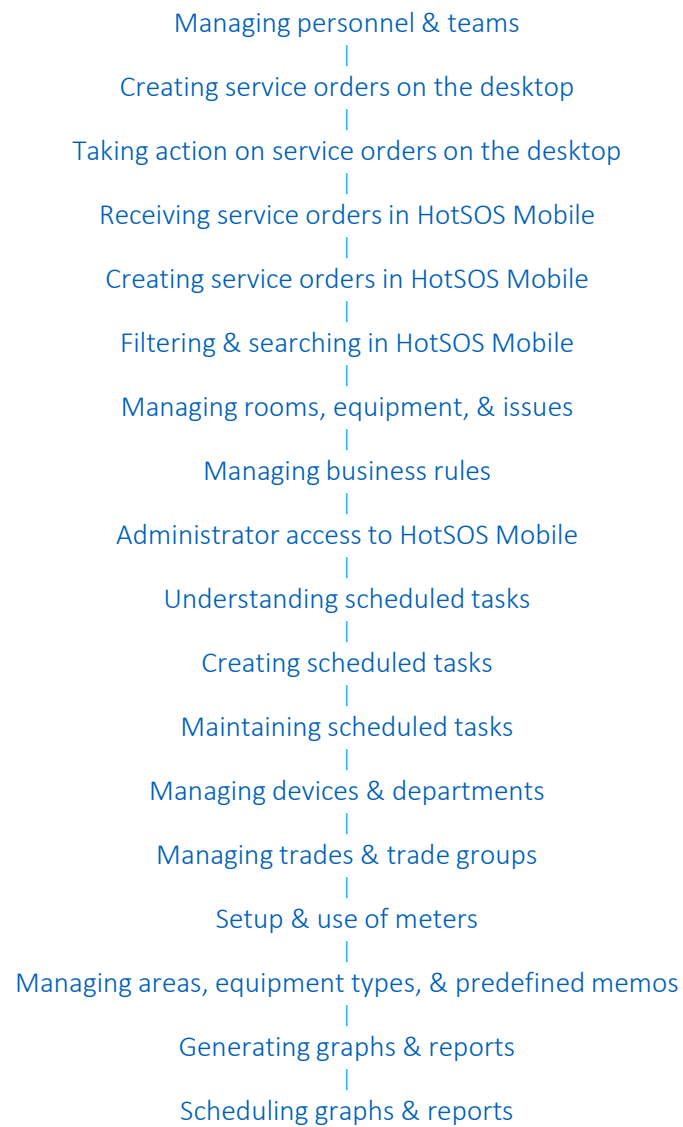




Will you manage HotSOS Select? i.e.: users, issues, locations, business rules, devices, etc.  
Follow the appropriate education path based on your role at your property.



**I manage the configuration of HotSOS Select. I am the HotSOS Select administrator.**





## Do you work directly with guests throughout their stay at your property?

Follow the appropriate education path based on your role at your property.



I am a front desk manager/supervisor.



I am a front desk agent.

Managing personnel & teams

Creating service orders on the desktop

Taking action on service orders on the desktop

Receiving service orders in HotSOS Mobile

Creating service orders in HotSOS Mobile

Filtering & searching in HotSOS Mobile

Managing rooms, equipment, & issues

Managing business rules

Administrator access to HotSOS Mobile

Understanding scheduled tasks

Creating scheduled tasks

Maintaining scheduled tasks

Managing devices & departments

Managing trades & trade groups

Setup & use of meters

Managing areas, equipment types, & predefined memos

Generating graphs & reports

Scheduling graphs & reports

Managing personnel & teams

Creating service orders on the desktop

Taking action on service orders on the desktop

Receiving service orders in HotSOS Mobile

Creating service orders in HotSOS Mobile

Filtering & searching in HotSOS Mobile

Managing rooms, equipment, & issues

Managing business rules

Administrator access to HotSOS Mobile

Understanding scheduled tasks

Creating scheduled tasks

Maintaining scheduled tasks

Managing devices & departments

Managing trades & trade groups

Setup & use of meters

Managing areas, equipment types, & predefined memos

Generating graphs & reports

Scheduling graphs & reports

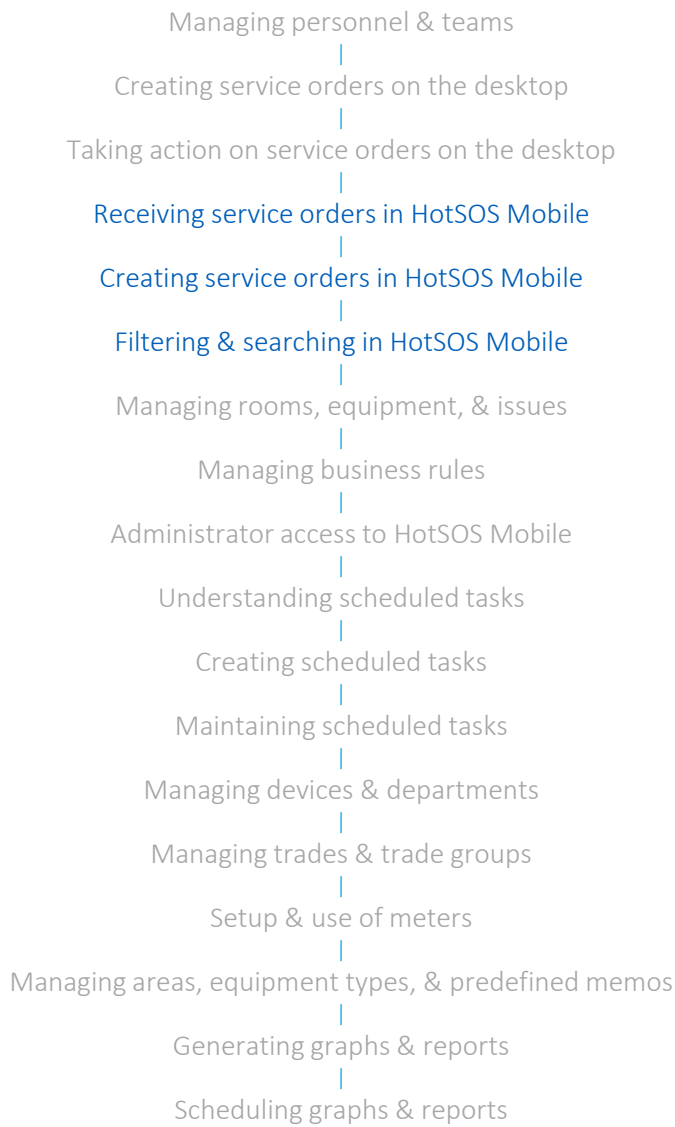


## Do you work directly with guests throughout their stay at your property?

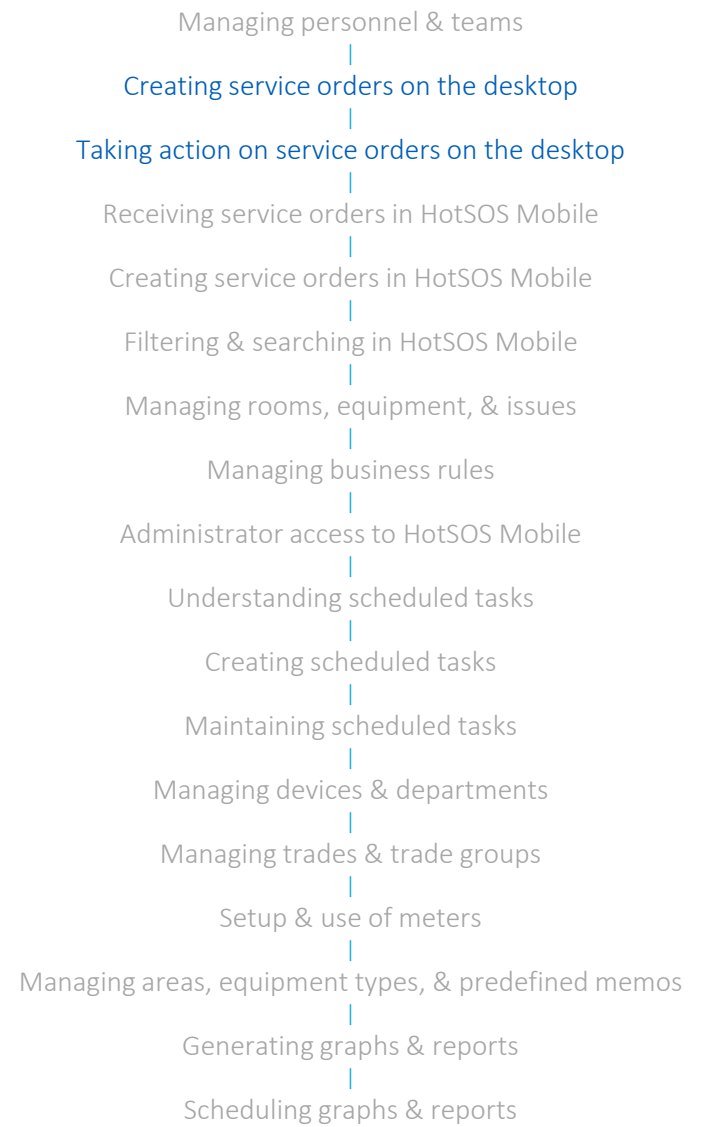
Follow the appropriate education path based on your role at your property.



**I work in bell and/or valet services.**



**I work in concierge.**





# Do you fix maintenance items, or perform scheduled tasks/preventive maintenance? Follow the appropriate education path based on your role at your property.



**I am an engineering manager/supervisor.**

- Managing personnel & teams
- Creating service orders on the desktop
- Taking action on service orders on the desktop
- Receiving service orders in HotSOS Mobile
- Creating service orders in HotSOS Mobile
- Filtering & searching in HotSOS Mobile
- Managing rooms, equipment, & issues
- Managing business rules
- Administrator access to HotSOS Mobile
- Understanding scheduled tasks
- Creating scheduled tasks
- Maintaining scheduled tasks
- Managing devices & departments
- Managing trades & trade groups
- Setup & use of meters
- Managing areas, equipment types, & predefined memos
- Generating graphs & reports
- Scheduling graphs & reports



**I am an engineer.**

- Managing personnel & teams
- Creating service orders on the desktop
- Taking action on service orders on the desktop
- Receiving service orders in HotSOS Mobile
- Creating service orders in HotSOS Mobile
- Filtering & searching in HotSOS Mobile
- Managing rooms, equipment, & issues
- Managing business rules
- Administrator access to HotSOS Mobile
- Understanding scheduled tasks
- Creating scheduled tasks
- Maintaining scheduled tasks
- Managing devices & departments
- Managing trades & trade groups
- Setup & use of meters
- Managing areas, equipment types, & predefined memos
- Generating graphs & reports
- Scheduling graphs & reports



# Do you manage how rooms are serviced and monitor housekeeping staff?

Follow the appropriate education path based on your role at your property.



## I am a housekeeping manager/supervisor.

- Managing personnel & teams
- Creating service orders on the desktop
- Taking action on service orders on the desktop
- Receiving service orders in HotSOS Mobile
- Creating service orders in HotSOS Mobile
- Filtering & searching in HotSOS Mobile
- Managing rooms, equipment, & issues
- Managing business rules
- Administrator access to HotSOS Mobile
- Understanding scheduled tasks
- Creating scheduled tasks
- Maintaining scheduled tasks
- Managing devices & departments
- Managing trades & trade groups
- Setup & use of meters
- Managing areas, equipment types, & predefined memos
- Generating graphs & reports
- Scheduling graphs & reports



## I am a housekeeping coordinator.

- Managing personnel & teams
- Creating service orders on the desktop
- Taking action on service orders on the desktop
- Receiving service orders in HotSOS Mobile
- Creating service orders in HotSOS Mobile
- Filtering & searching in HotSOS Mobile
- Managing rooms, equipment, & issues
- Managing business rules
- Administrator access to HotSOS Mobile
- Understanding scheduled tasks
- Creating scheduled tasks
- Maintaining scheduled tasks
- Managing devices & departments
- Managing trades & trade groups
- Setup & use of meters
- Managing areas, equipment types, & predefined memos
- Generating graphs & reports
- Scheduling graphs & reports

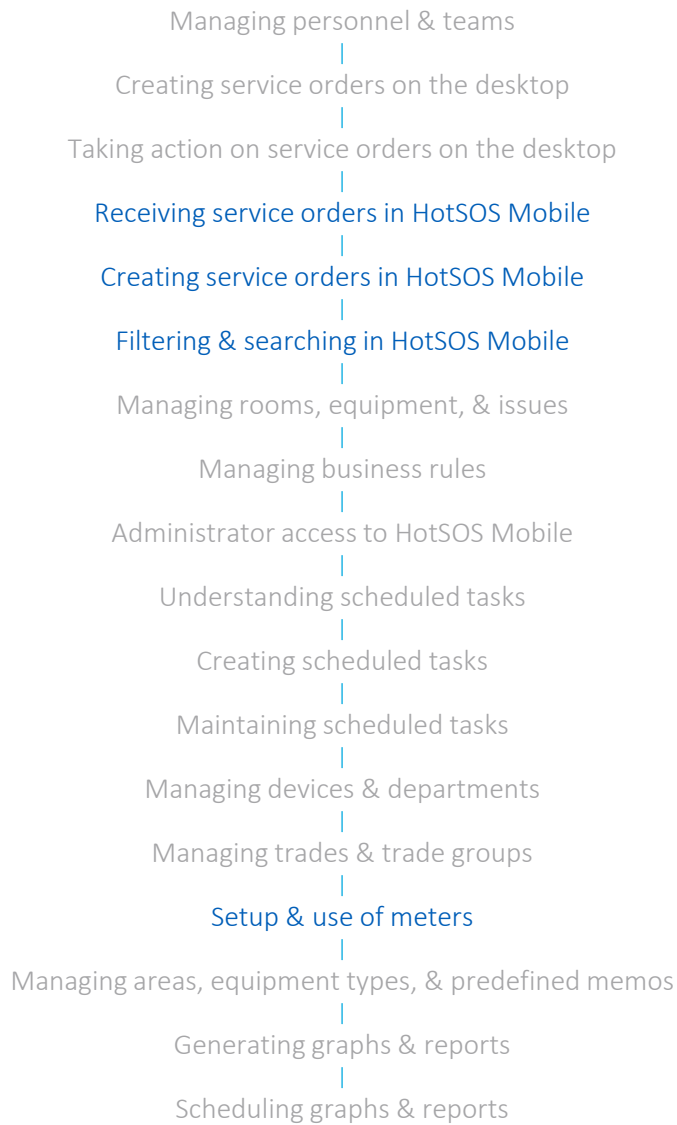


## Do you manage how rooms are serviced and monitor housekeeping staff?

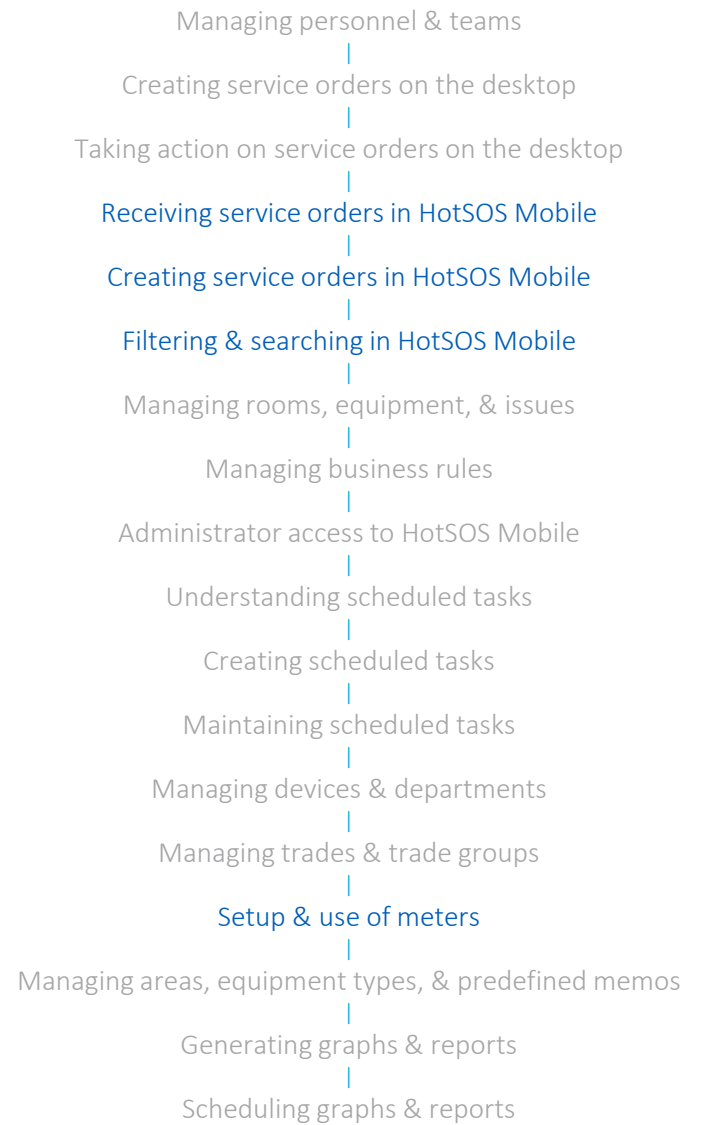
Follow the appropriate education path based on your role at your property.



### I am a housekeeping runner/houseperson.



### I work in laundry.

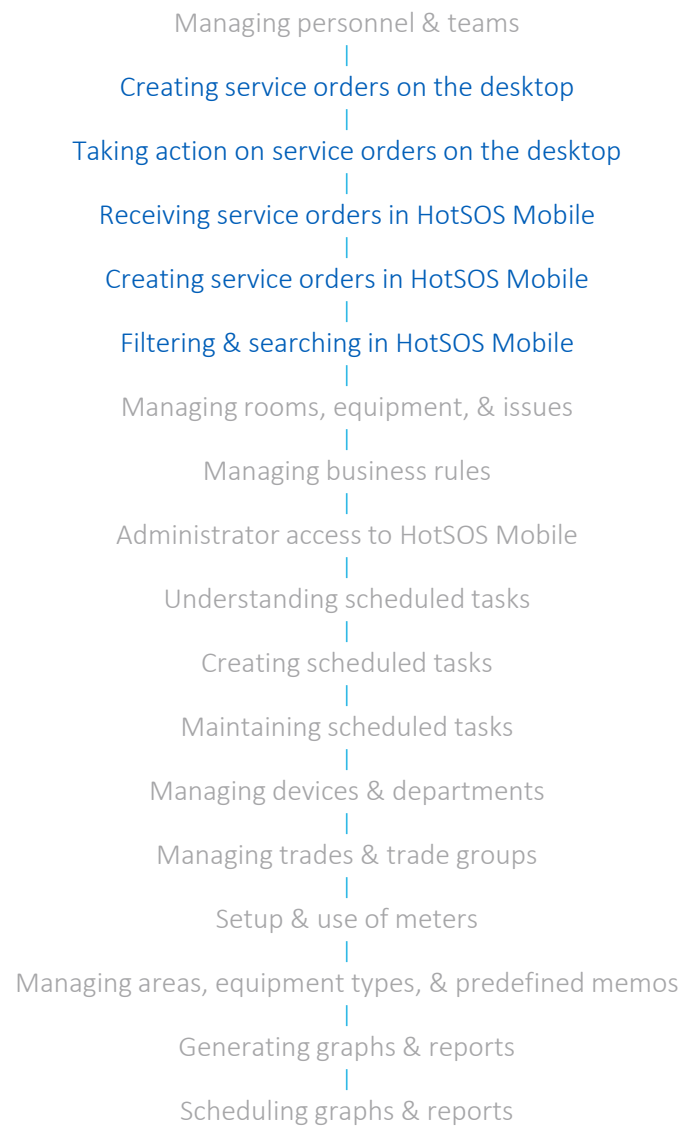




**Do you deliver food to guests and/or pick up tray tables?**  
Follow the appropriate education path based on your role at your property.



**I work in in-room dining.**





**Do you work in the spa, accounting, retail outlets, etc.?**  
Follow the appropriate education path based on your role at your property.



**I work in a retail outlet or another department that will use HotSOS Select.**

