

# Rayterton Housekeeping & Room Status

Housekeeping & Room Status is an integrated operational management system that connects standardized cleaning procedures, task execution, room inspections, maintenance coordination, linen control, lost and found documentation, and real time analytics in one continuous workflow.

## What Rayterton Housekeeping & Room Status covers

- Integration receives data from PMS and connected systems
- Task Assignment generates and allocates room tasks
- Mobile App supports field execution
- Inspections validates cleaning quality
- Maintenance Ticket manages technical issues
- Linen & Amenities tracks inventory usage
- Lost & Found records and manages guest belongings
- Dashboards provides real time operational visibility

## Housekeeping & Room Status Overview

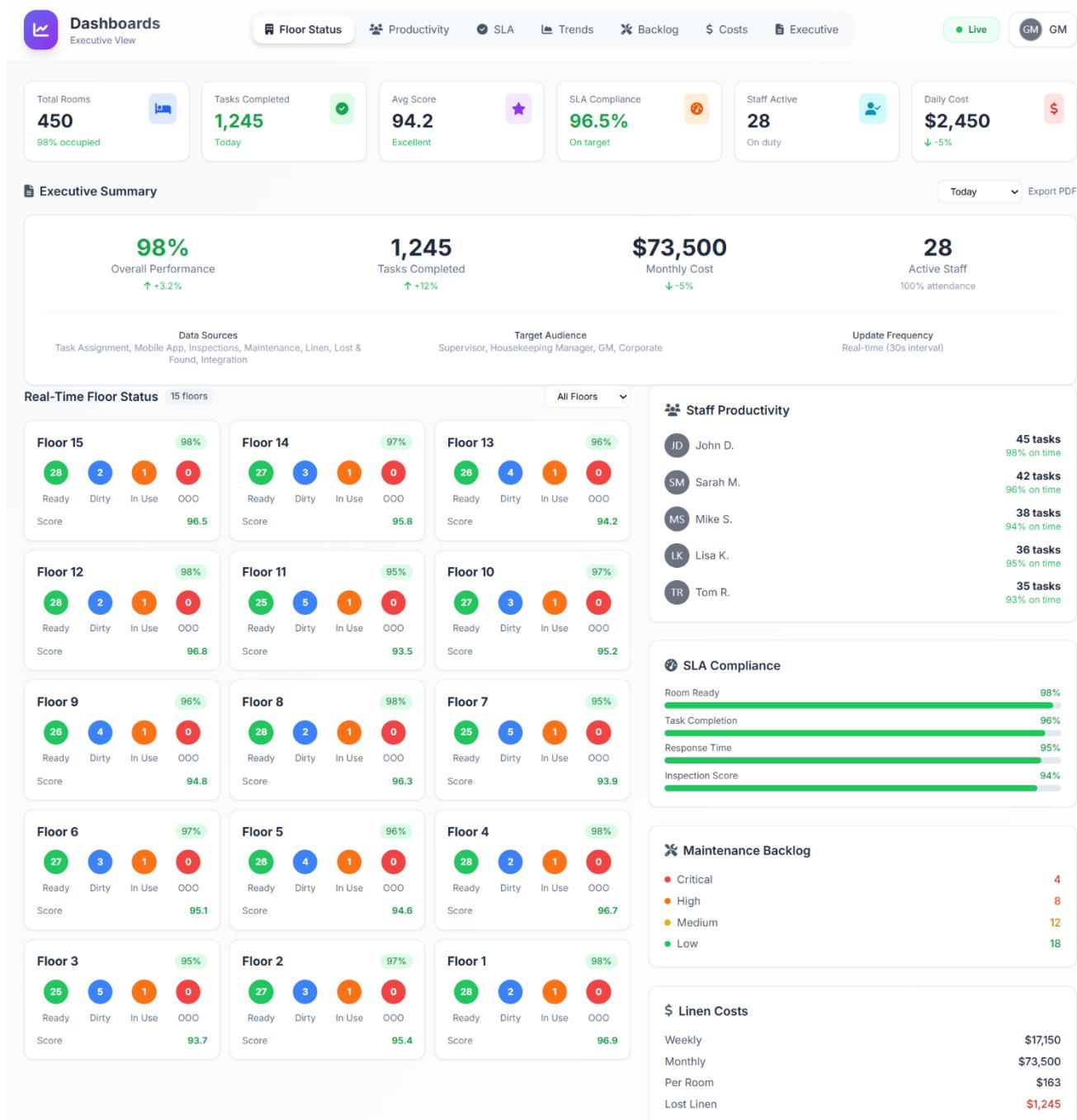
Housekeeping & Room Status is an integrated operational management platform designed to control room cleaning, inspection processes, maintenance coordination, linen tracking, lost and found management, and real time room visibility within a hotel environment. The system connects operational data from the Property Management System with housekeeping execution, quality validation, and engineering workflow in a single structured process. It supports daily operations from guest checkout to room readiness confirmation, ensuring that every operational step is recorded and measurable.

## End-to-end Operational Flow

The platform operates through a structured sequence that begins with system integration. Room and guest data are synchronized from the Property Management System, including checkout status, occupancy status, VIP indicators, and early check in information. Based on this data, tasks are automatically generated and prioritized. Housekeeping staff execute their assignments through the mobile application, supervisors validate cleaning quality through inspection processes, engineering teams resolve technical issues through the maintenance ticket workflow, and management monitors performance through real time dashboards. All modules are connected to ensure data continuity across departments.

## Dashboards

Dashboards module provides real time operational monitoring across departments. Management can view floor level room status, staff productivity, SLA compliance, inspection score trends, maintenance backlog, and linen consumption analytics. Executive level summaries provide performance visibility for General Managers and corporate teams. The dashboard consolidates data from all modules into a unified reporting interface, enabling data driven decision making.



## Task Assignment

The Task Assignment module manages automated task generation and staff allocation. Room cleaning tasks are created based on checkout, stayover, dirty room, and VIP status. A built in assignment engine distributes workload according to staff availability and operational priority. Supervisors can manually override assignments when necessary. SLA monitoring per room category ensures cleaning performance is measurable. The system automatically reassigns overdue tasks to maintain operational efficiency. This module supports balanced workload distribution and faster room turnaround.

Task Assignment

Housekeeping Management System

Active Tasks: 24 (up 12% vs yesterday)

SLA Compliance: 94.2% (Target: 95%)

Avg Turnaround: 18m (down 3m faster)

Staff Online: 8/12 (4 on break)

VIP Pending: 3 (Rush cleaning)

Auto-Assigned: 89% (System assigned)

Search room, guest, or staff... All Floors All Status All Priorities Export Run Auto-Assignment

**Pending Assignment** (5):

- 1508 (VIP) Deluxe Suite • Floor 15 (High) ETA: 14:00 Auto-Assign
- 1203 Standard • Floor 12 (High) SLA: 25m Auto-Assign
- 902 (RUSH) Deluxe • Floor 9 (High) Guest Complaint - Dirty Room URGENT Auto-Assign
- 607 (Medium)

**In Progress** (6):

- 1105 Presidential • Floor 11 (VIP) Maria C. | 12m elapsed On Track
- 802 Deluxe • Floor 8 (High) Budi S. | 8m elapsed On Track
- 1402 Suite • Floor 14 (SLA) Sari D. | 28m elapsed On Track

**Inspecting** (4):

- 1301 (VIP) Suite • Floor 13 (High) Maria G. (Cleaner) Supervisor (Inspecting) 3m inspecting
- 606 Standard • Floor 6 (High) Budi S. (Cleaner) Supervisor (Inspecting) 5m inspecting
- 1005 Deluxe • Floor 10 (High) Sari D. (Cleaner) Supervisor (Inspecting) 85% inspecting

**Completed** (9 today):

- 1201 (VIP) Suite • Floor 12 (Done) Maria G. 22m total 11:45 AM
- 503 Standard • Floor 5 (Done) Budi S. 18m total 11:30 AM
- 701 Standard • Floor 7 (Done) Sari D. 20m total 11:15 AM
- 301 (Done)

**Completed (More):** 504 Standard • Floor 5 (Low) Stayover - Light Clean Anytime today Auto-Assign

**Completed (More):** 1510 Standard • Floor 15 (High) Agus P. | 3m elapsed On Track

**Completed (More):** 411 Standard • Floor 4 (High) Dewi K. | 15m elapsed On Track

**Completed (More):** 405 Standard • Floor 4 (Done) Agus P. 19m total 10:45 AM

**Completed (More):** 908 (VIP) Deluxe • Floor 9 (Done) Dewi K. 24m total 10:30 AM + 3 more completed today

**Staff Workload View:**

- Maria G. Senior HK: 1 task 4 today 21m
- Budi S. HK Attendant: 1 task 3 today 19m
- Sari D. HK Attendant: 1 task 3 today 26m
- Rina W. HK Attendant: 1 task 2 today 22m

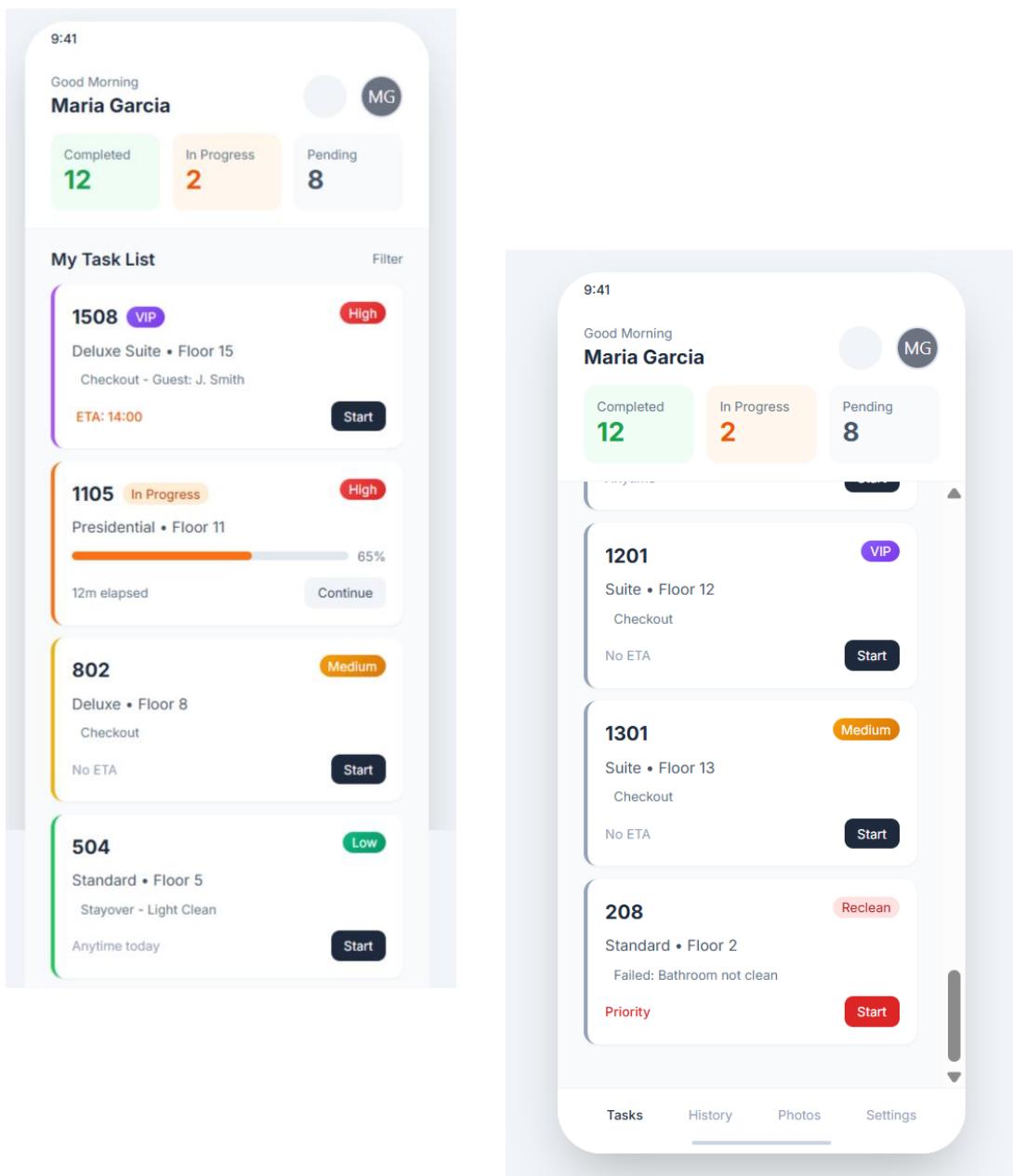
**System Insights:**

- Workload Imbalance Detected: Sari D. at 85% capacity. Consider reassigning Room 1402 to Maria G.
- SLA Alert: Room 1402 Room approaching 30m SLA limit. Early intervention recommended.
- Efficiency Up 12% Morning shift avg turnaround improved vs yesterday.

[View Full Analytics](#)

## Mobile App

The Mobile App supports housekeeping staff in field operations. Each staff member receives a personalized task list with detailed room information. Cleaning activities are tracked from start to completion. Photo documentation before and after cleaning provides visual evidence. Voice to text reporting enables faster note entry. QR code scanning ensures correct room identification. Issue reporting allows immediate escalation to engineering. The application supports offline operation with automatic synchronization when connectivity is restored. Multi language support and digital supervisor signatures enhance usability and accountability.



## Inspections

The Inspections module ensures consistent quality control. Supervisors use configurable checklist templates that are customized for different room categories. A weighted scoring system measures cleaning performance objectively. Random audit generation supports quality monitoring. If a room fails inspection, the system automatically triggers a rework process and returns the task to housekeeping. Inspection history and audit trails provide traceable quality records. When technical issues are identified, the system escalates them directly to the Maintenance Ticket module. This process ensures measurable cleaning standards and structured quality validation.

Inspections Quality Management System

Pending Inspections **15** 3 urgent

Completed Today **28** +5 vs yesterday

Avg Score **92.4%** Target: 95%

Failed Rate **4.2%** +0.8%

Rework Triggered **6** This week

Audit Coverage **87%** All rooms

Search room, inspector, or score... All Floors All Scores All Status Export + New Inspection

**Pending** 5

1508 VIP Waiting Start  
Deluxe Suite • Floor 15  
Maria G. (Cleaner)  
5 min ago

1105 Waiting Start  
Presidential • Floor 11  
Budi S. (Cleaner)  
8 min ago

802 Waiting Start  
Deluxe • Floor 8  
Sari D. (Cleaner)  
12 min ago

607 Waiting

**In Progress** 4

1201 VIP Inspecting Continue  
Suite • Floor 12  
Maria G. (Cleaner) + Inspector  
12/20 items

908 Inspecting Continue  
Deluxe • Floor 9  
Budi S. (Cleaner) + Inspector  
8/20 items

701 Inspecting Continue  
Standard • Floor 7  
Sari D. (Cleaner) + Inspector  
15/20 items

**Passed** 9

1301 VIP 96%  
Suite • Floor 13  
Maria G.  
Excellent 10:30 AM

503 Standard • Floor 5 84%  
Budi S.  
Excellent 10:15 AM

405 Standard • Floor 4 87%  
Sari D.  
Good 10:00 AM

1510 Standard • Floor 15 95%

**Failed** 2

208 Standard • Floor 2 55%  
Failed: Bathroom not clean  
Rina W. (Rework)  
Rework triggered View Details

902 Deluxe • Floor 9 48%  
Failed: Multiple issues  
Agus P. (Rework)  
Rework triggered View Details

**Top Fall Reasons**

Bathroom not clean	35%
Dust on surfaces	28%
Linen not changed	22%
Amenities missing	15%

**Recent Audit History**

Room	Inspector	Score	Status	Time
1508	Inspector A	98%	Passed	10:45
1105	Inspector B	88%	Passed	10:30
208	Inspector C	55%	Failed	10:15
902	Inspector D	48%	Failed	10:00
1201	Inspector A	94%	Passed	09:45

**Rework Stats**

Week	Rooms
This Week	6 rooms
Last Week	4 rooms

Top Rework Reasons

Reason	Percentage
Bathroom issues	40%
Dust & dirt	30%
Linen problems	20%
Amenities	10%

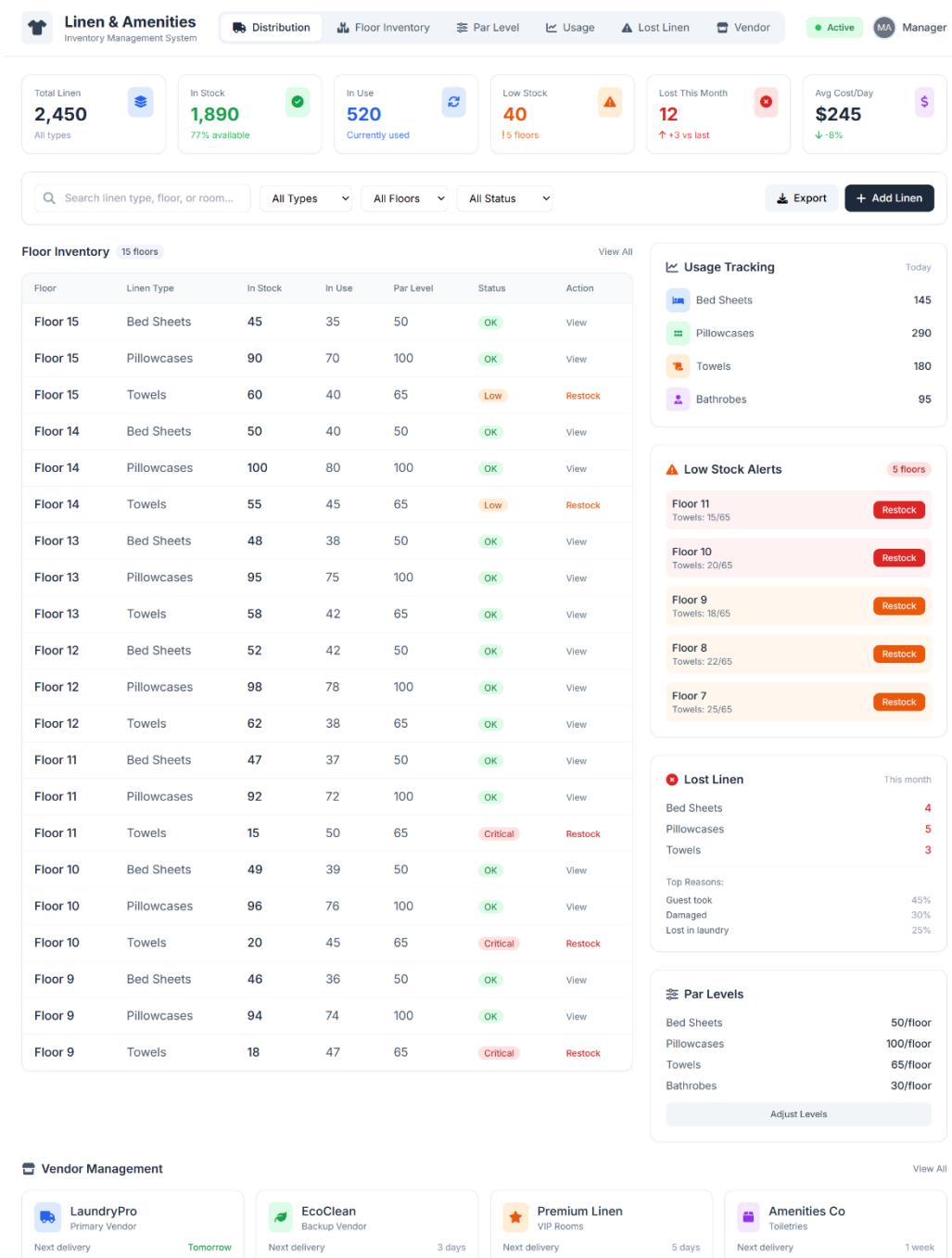
## Maintenance Ticket

The Maintenance Ticket module manages technical issue resolution. Tickets can be generated directly from the Mobile App or from inspection findings. Each ticket includes priority classification, engineer assignment, and work progress tracking. Root cause tagging and asset history tracking provide structured maintenance records. Downtime analysis and mean time to repair monitoring support performance evaluation. Integration with CMMS ensures continuity of engineering data. This module reduces room downtime and increases transparency in maintenance workflow.

The screenshot displays the Maintenance Ticket module interface. At the top, there is a navigation bar with icons for Open Ticket, Auto Ticket, Priority, Assign Engineer, Work Progress, Close Ticket, Root Cause, Active, and Engineer. Below the navigation bar are several performance metrics: Open Tickets (18, 14 critical), In Progress (12, 8 active work), Closed Today (8, +2 vs yesterday), Avg Resolution (2.4h, Target: 4h), Auto Tickets (65% from inspection), and MTTR (2.1h, -15%). A search bar and filter buttons for All Floors, All Priorities, and All Status are also present. The main area shows a grid of maintenance tickets categorized by status: Open (6), In Progress (8), Waiting Parts (3), and Closed Today (8). Each ticket card includes the ticket ID, priority, description, engineer assigned, work progress bar, and last update time. For example, T-1508 is a Critical ticket for AC Failure in Room 1508, assigned to John D. (Engineer) with 60% progress and 1h 30m elapsed. T-208 is a Closed Medium ticket for Room 208 assigned to John D. (Engineer) with 1h 45m elapsed. The interface uses a clean, modern design with color-coded priority levels (red for Critical, orange for High, yellow for Medium, green for Low) and a responsive layout.

## Linen & Amenities

The Linen & Amenities module controls inventory usage and cost management. Linen distribution is tracked at floor level, and par level configuration ensures stock adequacy. Usage tracking per room provides detailed consumption data. Lost linen records support shrinkage monitoring. Vendor integration and cost per room tracking support procurement planning. Consumption trend analysis provides data for operational optimization. This module increases inventory visibility and improves cost control.



The screenshot displays the Linen & Amenities module interface, which includes the following sections:

- Header:** Linen & Amenities, Inventory Management System, with navigation tabs: Distribution, Floor Inventory, Par Level, Usage, Lost Linen, Vendor, Active, Manager.
- Key Metrics:** Total Linen (2,450), In Stock (1,890, 77% available), In Use (520, Currently used), Low Stock (40, 15 floors), Lost This Month (12, +3 vs last), Avg Cost/Day (\$245, -8%).
- Search and Filter:** Search bar (Search linen type, floor, or room...), dropdowns for All Types, All Floors, and All Status, and buttons for Export and Add Linen.
- Floor Inventory:** 15 floors table showing Linen Type, In Stock, In Use, Par Level, Status, and Action (View or Restock).
- Usage Tracking:** Today data for Bed Sheets (145), Pillowcases (290), Towels (180), and Bathrobes (95).
- Low Stock Alerts:** 5 floors table for Floor 11, 10, 9, 8, and 7, each with a Restock button.
- Lost Linen:** This month data for Bed Sheets (4), Pillowcases (5), and Towels (3), with a breakdown of Top Reasons: Guest took (45%), Damaged (30%), and Lost in laundry (25%).
- Par Levels:** Configuration table for Bed Sheets (50/floor), Pillowcases (100/floor), Towels (65/floor), and Bathrobes (30/floor), with an Adjust Levels button.
- Vendor Management:** Vendor cards for LaundryPro (Primary Vendor, Next delivery Tomorrow), EcoClean (Backup Vendor, Next delivery 3 days), Premium Linen (VIP Rooms, Next delivery 5 days), and Amenities Co (Toiletries, Next delivery 1 week).

## Lost & Found

The Lost & Found module manages documentation and claim handling of guest belongings. Found items are registered with photo documentation and location tracking. Storage management ensures traceability. Claim verification workflows record guest requests and approval processes. Release documentation includes signature capture for accountability. Disposal logs and evidence history maintain structured records. This module improves item traceability and reduces dispute risk.

**Lost & Found**  
Item Management System

Register Photo Storage Verify Release Disposal

Active Supervisor

Total Found **156** This month

Verified **142** 91% processed

Claimed **98** 63% returned

Unclaimed **44** 28% pending

Released **95** With signature

Disposed **3** This month

Search item, location, or guest name

All Categories All Locations All Status

Export Register Item

Found Items 156 items

Grid List

Claim Verification

- Laptop - MacBook Pro Verified by Supervisor
- Blue Jacket - Nike Guest claim pending
- Leather Wallet Released with signature

Categories

- Electronics 35%
- Clothing 28%
- Personal Items 22%
- Accessories 10%
- Documents 5%

Disposal Log

- Socks Bundle Disposed 5 days ago
- Winter Coat Pending 30 days 30d left
- Baseball Cap Pending 28 days 28d left

Recent Activity

- Laptop registered 2 hours ago
- Wallet verified 3 hours ago
- Jacket released 5 hours ago
- Socks disposed 5 days ago

## Integration

The Integration module connects the platform with external systems such as PMS, CMMS, POS, and messaging platforms. Room status mapping and guest status synchronization ensure that housekeeping operations always reflect the latest occupancy conditions. API configuration and webhook support allow structured data exchange, while messaging integration enables operational notifications. Data export capabilities support business intelligence reporting and corporate level analysis. This module provides a reliable operational data foundation and eliminates manual reconciliation between systems.

**Integration** System Management

**PMS Connection**  
Oracle Opera Cloud • Last sync: 2 min ago

**Sync Events Today** 1,245 ↗ +12%

**Success Rate** 99.2% Excellent

**Failed Sync** 3 0.24% error

**API Calls** 8,542 This hour

**Avg Response** 45ms Target: 100ms

**Active Endpoints** 12 Configured

**Sync Events** Live

Time	Event Type	Room	Guest	Status	Response
10:45:32	Checkout	1508	J. Smith	Success	42ms
10:44:15	Occupied	1105	M. Johnson	Success	38ms
10:43:02	VIP Guest	1201	R. Williams	Success	45ms
10:42:18	Early Check-in	908	S. Davis	Success	41ms
10:41:35	Checkout	802	L. Brown	Success	43ms
10:40:52	Occupied	607	K. Miller	Success	39ms
10:39:28	VIP Guest	504	T. Anderson	Success	47ms
10:38:45	Occupied	1008	J. Smith	Success	40ms
10:33:28	VIP Guest	1301	J. Robinson	Success	48ms
10:32:45	Checkout	701	M. White	Success	41ms
10:31:22	Occupied	1510	S. Thompson	Success	39ms
10:30:35	Early Check-in	1203	K. Lewis	Success	46ms
10:29:52	Checkout	902	A. Clark	Success	44ms
10:28:18	Occupied	305	B. Harris	Failed	Timeout
10:27:35	VIP Guest	208	D. Young	Success	47ms
10:26:45	Early Check-in	503	F. Wright	Success	43ms
10:25:52	Checkout	411	G. Martin	Success	42ms
10:24:18	Occupied	1005	H. Jackson	Success	40ms
10:23:35	VIP Guest	606	R. King	Success	45ms
10:22:52	Checkout	1301	P. Adams	Success	41ms

**PMS Settings**

- Auto Sync On
- Sync Interval 30s
- Retry Attempts 3
- Timeout 5s

**API Config**

- PMS API URL ✓
- API Key ✓
- Webhook URL ✓
- Auth Token ✓

**Guest Sync**

- Guest Profile ✓
- Preferences ✓
- Loyalty Status ✓
- Payment Info ✓

**Active Endpoints**

- /api/rooms/status Active
- /api/guests/info Active
- /api/bookings/checkout Active
- /api/maintenance/tickets Active
- /api/inspections/results Active

**Messaging**

- SMS Gateway Connected
- Email Service Connected
- Push Notifications Connected

### Ready to Transform Your Housekeeping and Room Operations at the Enterprise Level?

Share your operational goals, service standards, and performance challenges with us today. We will configure the Housekeeping & Room Status platform to standardize cleaning procedures, automate task allocation, streamline inspections, coordinate maintenance workflows, and control linen and inventory usage across your property or portfolio.

This platform supports housekeeping leaders, operations managers, and executive teams who require full traceability, measurable service quality, and real time operational visibility. Partner with us to centralize your housekeeping governance into a structured digital system that ensures room readiness control, audit preparedness, and scalability across single or multi property environments.

#### Contact US:



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## About Rayterton

Established in 2003, Rayterton delivers comprehensive Best Fit Software Solutions, server and hardware products, and technology services to a wide range of industries and organizations. Our core expertise lies in Business Process Improvement (BPI), IT Infrastructure, and IT Management.

At Rayterton, we are committed to empowering our clients by enhancing their business operations through tailored IT and management solutions. We combine innovation, experience, and client collaboration to ensure long-term success and digital transformation.

## Our Competitive Strengths

100% Risk Free

Best fit to  
client  
requirements

Easy to  
customize

Software  
ownership

No Change  
Request (CR)  
fees during  
maintenance

For more information, visit [rayterton.com](http://rayterton.com)