



PROPERTY CHAMPION GUIDE

Introduction



As a Property Champion, you play a critical role in ensuring your property gets the most out of ALICE. This guide is designed to provide you with the tools, strategies, and insights needed to drive operational success and enhance team collaboration.

A Property Champion is a key leader who:

- Acts as the primary point of contact for ALICE at their property.
- Supports their team in using ALICE effectively and consistently.
- Monitors performance metrics to identify trends and opportunities for improvement.
- Provides actionable insights to leadership and improves accountability

Your role bridges the gap between your team and the platform, ensuring that ALICE becomes a vital tool for day-to-day operations and long-term success.

What You Will Learn



This guide is structured to help you:

1. **Understand Metrics That Matter:** Learn the key metrics that drive operational success and how to monitor them.
2. **Adopt Best Practices:** Discover actionable strategies to align your team's behaviors with operational goals.
3. **Leverage Key Features:** Explore ALICE's features that support team performance and improve efficiency.
4. **Utilize Reports:** Gain insights into essential reports that help you track progress and address challenges.
5. **Foster Adoption:** Build engagement and accountability within your team.
6. **Troubleshoot Effectively:** Address common challenges and escalate issues when necessary.

Metrics That Matter



Metrics are the foundation for driving operational success with ALICE. By monitoring and improving these key performance indicators, Property Champions can ensure their teams are performing efficiently, meeting goals, and enhancing the guest experience.

Module	Metrics
Service Delivery (Tickets)	<ul style="list-style-type: none">● Tickets Created: Tracks whether all actionable tasks are logged into ALICE for visibility.● Tickets Accepted and Assigned: Measures team accountability and ownership.● Tickets Closed: Indicates task resolution rates across departments.● Tickets Closed on Time: Highlights the efficiency of task completion and service quality.
Guest Services (Concierge)	<ul style="list-style-type: none">● Number of Tickets Created: Monitors the volume of guest requests logged.● Number of Itineraries Created: Tracks planning efficiency for guest activities and services.● Number of Glitches: Monitors the number of guest complaints logged.
Guest Messaging	<ul style="list-style-type: none">● Number of Conversations: Evaluates guest engagement through messaging.● Average Response Time: Tracks responsiveness and communication efficiency.
Housekeeping	<ul style="list-style-type: none">● Average Time to Clean: Measures room turnover speed.● Number of Inspections: Tracks quality control efforts.● Average Inspection Scores: Assesses the quality and consistency of room preparation.

Why They Matter



Improved Accountability

Metrics like “Tickets Accepted” ensure tasks have clear ownership.



Enhance Team Efficiency

Metrics like “Tickets Closed on Time” highlight areas where workflows can be improved



Improve Guest Satisfaction

Metrics like “Average Response Time” could directly impact guest experiences. The Glitch Report also allows tracking and resolution for guest complaints.



Support Leadership Insights

Metrics provide actionable data for property champions to make informed decisions.

Features That Drive Metrics



Unlock the Tools to Improve Efficiency, Accountability, and Guest Satisfaction

ALICE is equipped with powerful features designed to streamline workflows and empower your team. As a Property Champion, you play a key role in ensuring these tools are used effectively to drive operational success and achieve key metrics. This section highlights actionable features and their practical applications, guiding you on how to maximize their potential.

What You Will Learn

This section is organized into five actionable categories, each focusing on specific challenges and the ALICE features that address them.

Prioritizing and Managing Tasks

Tools to ensure all tasks are visible, tracked, and completed on time.



Included Features: Alerts, Notifications, Escalations, Roll Over, Glitch Report.

Impacted Modules: Service Delivery (Tickets), Guest Services (Concierge) and ALICE PM

Tracking Room Turnovers and Inspections

Features to improve time tracking, quality control, and room turnover.



Included Features: Cleaning Workflow, Inspections and Checklists.

Impacted Modules: Housekeeping

Streamlining Guest Communication

Tools to maintain organized communication, improve response times, and ensure inbox clarity.



Included Features: Conversation Workflows, Message Automation and Templates

Impacted Modules: Guest Messaging

These categories are designed to address the most common challenges Property Champions face. Dive into each section to learn how ALICE features can help you and your team succeed.

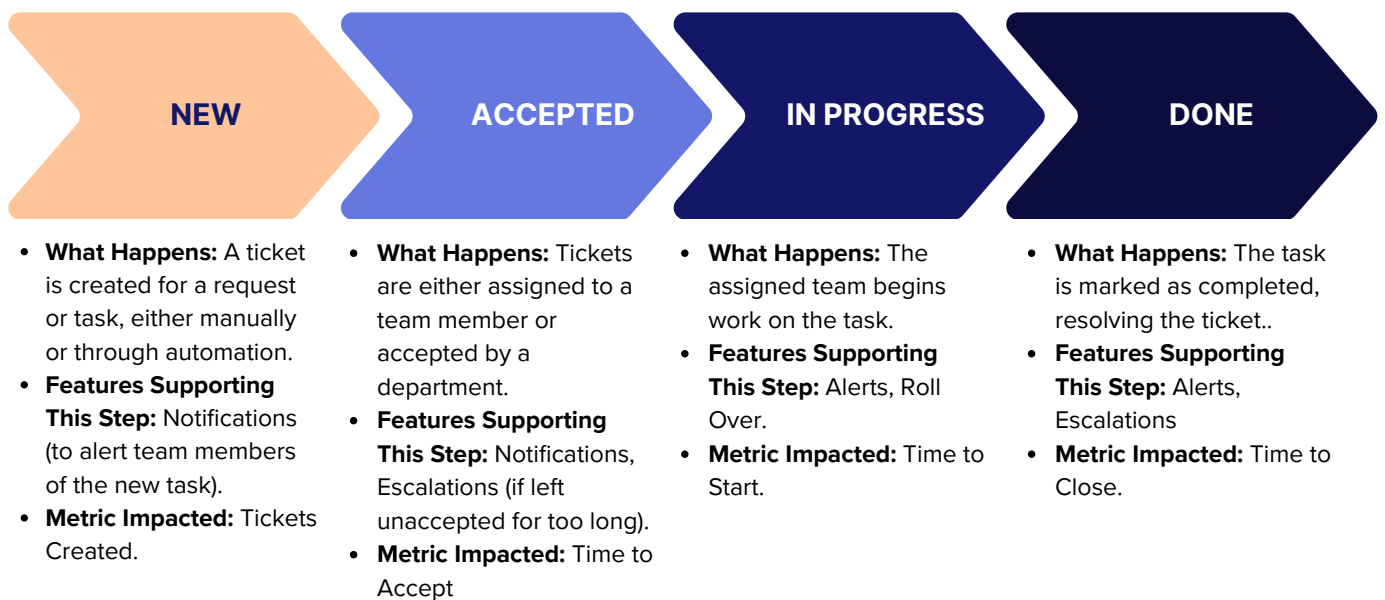
Prioritizing and Managing Tasks



Managing tasks efficiently is critical for seamless operations. ALICE provides tools that help Property Champions and their teams stay on top of priorities, monitor progress, and ensure timely task completion. This section explores key features designed to make task management intuitive and effective.

How Task Management Flows in ALICE

Effective task management begins with clear workflows. This diagram outlines the typical journey of a task in ALICE, from creation to completion, and highlights where key features can optimize the process.



Key Features

Alerts

- **What It Does:** Provides visual indicators on ALICE Desktop to highlight overdue tasks or those requiring immediate attention.
- **How It Works:**
 - Configured by default for Guest Requests and Internal Requests.
 - Can also be manually added during ticket creation or from the Ticket tab.
- **Best Practice:** Use alerts daily to review and prioritize overdue tasks.
- **Metric It Supports:** Tickets Closed on Time.
- **Configured By:** Hotel Admin

7pm	7:35 PM	ALLEN, JOSH	101	WAKE UP CALL	12/04/2024 8:45 PM	UNASSIGNED Front Desk
8pm						
9pm						

Notifications

- **What It Does:** Sends push notifications to mobile devices to ensure real-time updates for users.
- **How It Works:**
 - Triggered When:
 - A new unassigned ticket is created.
 - A ticket is assigned to a user.
 - Internal notes are added to a ticket.
- **Best Practice:** Ensure team members enable notifications for critical updates to maintain smooth workflows.
- **Metric It Supports:** Time to Accept.
- **Configured By:** Hotel Admin and User Admins

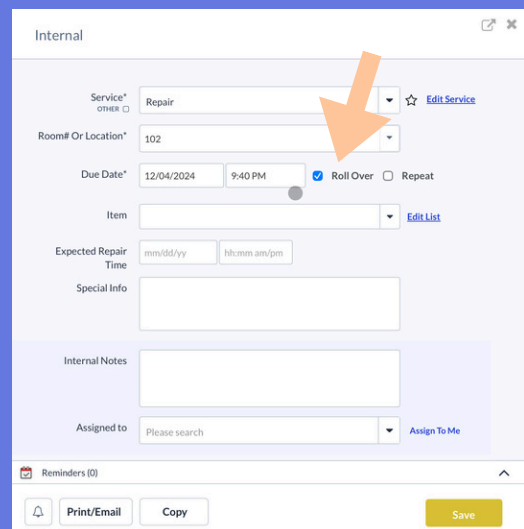


Escalations

- **What It Does:** Automatically notifies a group of users of unresolved tasks based on predefined triggers.
- **How It Works:**
 - Triggered by:
 - Overdue Due Dates
 - Unaccepted tickets remaining in “New” Status for too long
 - Active Alerts
 - **Delivered via:** Email, Mobile Push Notifications, or Desktop Pop-Ups
- **Best Practice:** Set escalation rules for high-priority tasks and ensure escalations are reviewed regularly in leadership meetings.
- **Metric It Supports:** Time to Accept and Time to Close.
- **Configured By:** ALICE Staff

Roll Over

- **What It Does:** Automatically moves unresolved tickets to the next day, retaining the original due time.
- **How It Works:**
 - Enabled during ticket creation or set as a default for recurring tasks by Hotel Admins.
- **Best Practice:** Use Roll Over for tasks requiring ongoing attention to ensure nothing is missed. Only encouraged for Internal tickets
- **Metric It Supports:** Time to Complete.
- **Configured By:** Hotel Admin for default and any user can add it while creating a ticket.



The screenshot shows a ticket management interface for an 'Internal' ticket. The ticket details include: Service* (Repair), Room# Or Location* (102), Due Date* (12/04/2024 9:40 PM), and Item. The 'Roll Over' checkbox is checked, and an orange arrow points to it. Other options include 'Repeat' (unchecked), 'Expected Repair Time' (m/m/dd/yy h:mm am/pm), 'Special Info', 'Internal Notes', and 'Assigned to' (Please search). The interface also shows a 'Reminders (0)' section at the bottom with buttons for 'Print/Email', 'Copy', and 'Save'.

Mastering task management is a cornerstone of operational success. By effectively using features like Alerts, Notifications, Escalations, and Roll Over, you ensure that no task is overlooked, no priority is missed, and your team stays focused on delivering timely, high-quality service.

As a Property Champion, your leadership and expertise in utilizing these tools will set the standard for efficiency and accountability across departments. Encourage your team to adopt these best practices, and take the time to configure features to align with your property's unique workflows.

Glitch Report

Guest satisfaction is at the core of every successful property. The Glitch Report empowers your team to log and resolve guest complaints or service failures in a structured and actionable way. By leveraging the Glitch Report, Property Champions can ensure that no issue goes unnoticed, track recurring problems, and take proactive steps to enhance service delivery.



Pro Tip

Use the Glitch Report to ensure all guest complaints are addressed promptly and thoroughly, with clear accountability and follow-up.

How it works

The Glitch Report functions as a specialized ticket within the Guest Services module. It captures critical details of guest complaints or service failures and organizes them for efficient tracking and reporting.

Best Practices

Log Immediately:

- Ensure glitches are entered as soon as they are reported to avoid delays.

Use Internal Notes:

- Record all follow-up actions using Internal Notes to create a clear timeline and accountability.

Categorize Consistently:

- Avoid free text for dropdown fields like Origin, Department, and Type of Issue. Consistent categorization improves report accuracy.

Quantify Compensation:

- Always input a compensation amount to track the financial impact of guest resolutions.

Dispatch Rules:

- Set up a dispatch rule to email a distribution list whenever a glitch is created. This ensures real-time notification of key stakeholders.

Tracking Room Turnovers & Inspections



Efficient room turnover and thorough inspections are vital to maintaining high guest satisfaction and operational standards. ALICE offers tools that track cleaning times, streamline inspection processes, and provide insights into performance metrics. This section focuses on how these features can be utilized effectively to improve time tracking, quality control, and overall efficiency.

How Cleaning Flows in ALICE

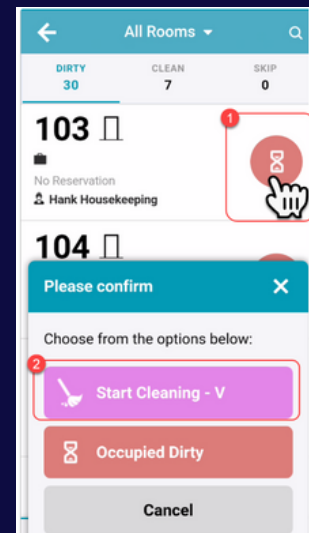


Key Features

With the room clean workflow in place, ALICE provides key features to support and enhance each step of the process. These features empower teams to improve time tracking, ensure accountability, and maintain quality control. Let's explore these features in more detail.

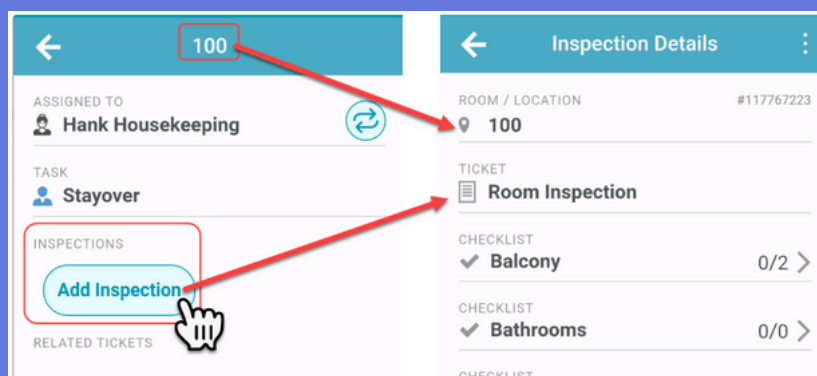
Cleaning Tracking Time

- **What It Does:** Tracks the exact time spent cleaning rooms by requiring room attendants to press "START" when beginning a task.
- **How It Works:**
 - As room attendants begin the cleaning process, they press the "START" button
 - This initiates time tracking for the cleaning process.
- **Best Practice:**
 - Ensure room attendants are trained to press "Start" as soon as they begin cleaning.
 - Review time tracking data regularly to identify delays or inefficiencies in cleaning workflows.
- **Metric It Supports:** Time to Clean.



Inspections and Checklists

- **What It Does:** Tracks the number of rooms inspected by supervisors and provides tools for consistent quality control using inspection checklists
- **How It Works:**
 - Supervisors can mark rooms as “Inspected” once cleaning is complete
 - An inspection checklist can be automatically added during inspections to ensure all steps are followed. Inspectors must click “Add Inspection”
 - Checklists with scoring provide quantitative insights into room quality and staff performance. The checklist is auto-assigned to the room attendants responsible for the cleaning task.
 - When supervisors complete an inspection checklist, scores are automatically calculated based on pre-configured criteria.
- **Best Practice:**
 - Set up scoring in checklists to track performance trends at individual and property levels.
 - Review failed checklist steps weekly to address recurring issues through training.
 - Run the Housekeeping Inspection Report at least every week to understand inspection distribution and scores.
- **Metric It Supports:** Number of Inspections, Time to Inspect and Inspection Scores.
- **Configured By:** Hotel Admin must add the inspection checklist.



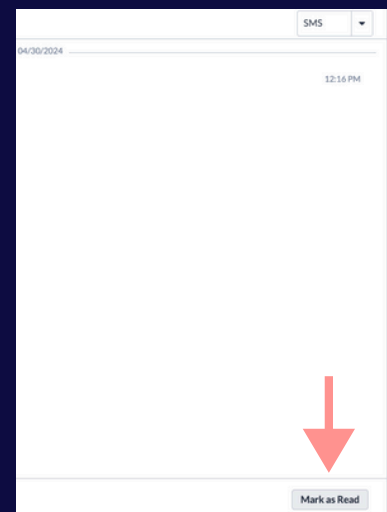
Streamlining Guest Communication



Effective communication is the cornerstone of exceptional guest service. ALICE's Guest Messaging feature ensures timely, organized, and personalized interactions with guests. This page highlights key features that help teams maintain clarity and efficiency while providing actionable tips to optimize guest messaging workflows.

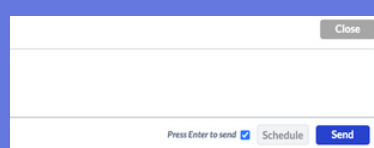
Read Conversations

- **What It Does:** Allows users to indicate that a message has been addressed, helping maintain an organized inbox.
- **How It Works:**
 - Staff members click **“Mark as Read”** after responding to a message.
 - Unread messages remain highlighted, ensuring no guest communication is overlooked.
- **Best Practice:**
 - Train your team to mark messages as read after they've been handled.
 - Use this feature during busy periods to ensure all guest inquiries are acknowledged promptly.
- **Metric It Supports:** Response Time



Closed Conversations

- **What It Does:** Allows users to archive completed conversations, ensuring the inbox remains focused on unresolved inquiries.
- **How It Works:**
 - Once a guest confirms no further assistance is needed, staff can close the conversation.
 - Closed conversations are moved to the “Closed” tab but remain accessible for reference if needed.
- **Best Practice:**
 - Encourage staff to close conversations immediately after confirming guest satisfaction.
 - Monitor the number of open vs. closed conversations to maintain inbox efficiency.
- **Metric It Supports:** Response Time



Reports and Metrics



Reports are a cornerstone of effective property management. ALICE provides robust reporting tools to help Property Champions monitor performance, track key metrics, and make data-driven decisions. This section outlines the most valuable reports, their applications, and recommended cadences for keeping operations on track.

Module-Specific Reports

Module	Reports
Service Delivery & Guest Services	<p>Service Optimization Snapshot Report:</p> <ul style="list-style-type: none"> Tracks metrics such as time to accept and close tickets by department. Recommended Cadence: Weekly <p>Glitch Report</p> <ul style="list-style-type: none"> Details logged glitches, including categories, compensation, and follow-up status. Use this report daily for operational meetings and monthly for trend analysis.
Housekeeping	<p>Inspection Reports:</p> <ul style="list-style-type: none"> Tracks inspection trends and failed checklist items by supervisor or room attendant. Recommended Cadence: Weekly <p>Room Trends Report:</p> <ul style="list-style-type: none"> Identifies cleaning time patterns and turnover rates across room types. Recommended Cadence: Weekly
Guest Messaging	<p>SMS/WhatsApp Metrics Report:</p> <ul style="list-style-type: none"> Monitors response times, number of conversations, and guest satisfaction trends. Recommended Cadence: Weekly
All Modules	<p>Employee User Metrics Report:</p> <ul style="list-style-type: none"> Tracks user behavior and performance across modules. Recommended Cadence: Weekly or monthly, depending on property size. <p>Custom Locations Report:</p> <ul style="list-style-type: none"> Identifies frequently used custom locations for potential addition to the database. Recommended Cadence: Monthly <p>Weekly Overview Report:</p>

- Provides a comprehensive snapshot of property-wide performance metrics.
- **Recommended Cadence:** Weekly

How to Use Reports Effectively

1. **Identify Patterns:**

- a. Look for recurring issues in performance metrics (e.g., delays in ticket completion or cleaning times).

2. **Set Goals:**

- a. Use report insights to create actionable objectives for each department.

3. **Lead with Data:**

- a. Share report findings in leadership meetings to drive accountability and align on improvement plans.

Leverage ALICE's reporting capabilities to track performance, improve workflows, and deliver exceptional guest experiences. As a Property Champion, you have the tools to make data-driven decisions that elevate your property's operational success.



Pro Tip

Custom reporting is available upon request. You may send your request to support@actabl.com and our team will provide a quote.

Property Champion Checklists



As a Property Champion, your role is vital in ensuring smooth operations and driving the success of your property. These tailored checklists are designed to provide clear, actionable steps for maintaining high standards across key areas like Service Delivery, Guest Services, Housekeeping, and Engineering. By following these daily, weekly, and monthly tasks, you can proactively address challenges, optimize workflows, and foster a culture of accountability.

Each checklist is customized to the needs of specific departments, helping you and your team stay focused on what matters most. Whether it's reviewing overdue tickets, monitoring cleaning times, or analyzing guest communication trends, these tasks are crafted to make your responsibilities manageable and impactful.

Why Use These Checklists?

- **Clarity:** Simplify complex processes with step-by-step guidance.
- **Consistency:** Establish regular routines to maintain operational excellence.
- **Impact:** Focus on tasks that directly improve metrics and guest satisfaction.

How to Use This Section

1. **Select Your Checklist:** Choose the checklist most relevant to your department: Front of the House, Housekeeping, or Engineering.
2. **Follow the Routine:** Use the daily, weekly, and monthly tasks as a guide for yourself and your team.
3. **Customize as Needed:** Tailor the tasks to suit your property's unique workflows and priorities.



Pro Tip

Regularly review these checklists to ensure you're addressing the latest trends and challenges. Pair them with reports and metrics to align your actions with property goals.

Front of the House Checklist



As the leader of the Front of the House, your role is to ensure that guest interactions are smooth, efficient, and memorable. From managing guest requests to optimizing communication workflows, this checklist is designed to help you stay proactive and organized. By following these tasks daily, weekly, and monthly, you can maintain high service standards, address operational gaps, and create exceptional guest experiences.

Daily Tasks

- Check Overdue Tickets**
 - Review the calendar for any overdue tickets marked with red dots.
 - Ensure all overdue tasks are addressed promptly.
- Monitor Guest Requests:**
 - Check the Service Delivery module for new or pending guest requests.
 - Follow up on tasks that are nearing their due time.
 - Ensure all glitches are logged promptly and accurately.
 - Review unresolved glitches during operational meetings.
- Run the Unassigned Tickets Report:**
 - Use the Unassigned Tickets Created Today report to ensure all tickets have an owner.
 - Assign unowned tickets to the appropriate team members for resolution.

Weekly Tasks

- Analyze Time-to-Action Metrics:**
 - Review the Service Optimization Snapshot Report for trends in time to accept and close tickets.
 - Identify and address delays in response times.
- Engage the Team:**
 - Meet with the Concierge or Front Desk teams to share insights on guest request trends.
 - Highlight opportunities for improvement in response times and task management.
- Audit Guest Communication Tools:**
 - Review usage of SMS, itineraries, and other guest-facing tools.
 - Ensure messages are being closed promptly, and itineraries are complete and accurate.

Monthly Tasks

- Evaluate Guest Services Performance:**
 - Run the Concierge Report to review metrics like itineraries created and task trends.

- Share key findings with leadership and recommend adjustments to improve service.
- Analyze the Glitch Report for trends in complaints and compensation.
- Analyze Ticket Patterns:**
 - Review the types and volume of tickets being created to identify operational bottlenecks.
 - Use findings to adjust workflows and staffing as needed.
- Audit Escalation Settings:**
 - Review escalation configurations to ensure they reflect current property priorities.
 - Update settings to improve response times for critical tasks.

Housekeeping Checklist



Housekeeping is at the heart of delivering exceptional guest experiences. As the leader of the housekeeping team, your role is to ensure that rooms are cleaned and inspected efficiently, workflows are followed consistently, and team performance is optimized. This checklist is tailored to help you stay on top of daily operations, identify trends through reports, and ensure your team is consistently meeting high standards.

Daily Tasks

- Monitor Room Statuses:**
 - Ensure rooms follow the correct workflow: Dirty → Start → Clean → Inspected.
 - Address any inconsistencies promptly.
- Verify Start Usage:**
 - Confirm that room attendants press Start when beginning a cleaning task.
 - Address any missed starts during team check-ins.
- Address Expedited Requests:**
 - Prioritize and monitor completion of any rushed or VIP room cleanings.

Weekly Tasks

- Review Room Trends:**
 - Run the **Room Trends Report** to identify patterns in cleaning times and staffing needs.
 - Adjust schedules or assignments based on findings.
- Analyze Inspection Reports:**
 - Check the **Inspection Report** for failed checklist items and provide targeted feedback to supervisors and room attendants.
- Evaluate User Engagement:**
 - Use the **Employee User Metrics Report** to ensure the housekeeping team is actively engaging with ALICE features.

Monthly Tasks

- Audit Inspection Checklists:**
 - Review and update inspection checklists to ensure relevance and accuracy.
 - Monitor scoring trends to identify training opportunities.
- Examine Rushed Rooms:**
 - Run the **Rushed Rooms Report** to evaluate the frequency and outcomes of expedited cleanings.
 - Identify patterns that may impact efficiency or quality.
- Refine Training Plans:**

- Use performance and report data to create or update training sessions for the housekeeping team.

Engineering Checklist



As the leader of the Engineering team, your focus is on keeping the property running smoothly by addressing maintenance requests efficiently, monitoring ongoing tasks, and ensuring preventive measures are in place. This checklist will help you stay organized, track performance, and address potential issues before they escalate.

Daily Tasks

- Monitor Open Tickets:**
 - Review all open tickets in the **Tickets** tab to ensure timely task completion.
 - Prioritize urgent or overdue maintenance guest requests.
- Unassigned Tasks:**
 - Run the **Unassigned Tickets Created Today** report to ensure all tickets have an owner.
 - Assign unowned tickets promptly to avoid delays.
- Address Preventive Tasks:**
 - Check for any preventive maintenance tasks scheduled for the day and ensure they are completed.

Weekly Tasks

- Review Maintenance Trends:**
 - Run the **Maintenance and Engineering Report** to identify recurring issues or high-frequency tasks.
 - Use insights to adjust team focus or resources.
- Evaluate Task Completion Rates:**
 - Analyze the **Service Optimization Snapshot Report** for metrics like time to accept and close tickets.
- Engage the Team:**
 - Meet with the engineering team to review key trends and address challenges in task completion.

Monthly Tasks

- Audit Escalations:**
 - Review escalation settings to ensure critical maintenance requests are handled within the appropriate timeframes.
 - Adjust as necessary to align with property priorities.
- Analyze Preventive Maintenance Compliance:**
 - Use checklist reports to evaluate adherence to preventive maintenance schedules.
- Refine Workflows:**

- Review team performance and adjust workflows to improve efficiency and response times.
- Update Training Plans:**
 - Identify gaps in knowledge or performance from reports and create tailored training for the team.

Additional Resources



As a Property Champion, your role is to lead your team with knowledge and confidence, ensuring seamless operations and exceptional guest experiences. The ALICE Resource Center is designed to support you every step of the way by providing centralized access to essential tools, training, and updates. From staying informed about the latest product releases to learning advanced features, the Resource Center empowers you to make the most of ALICE.

By leveraging these resources, you can keep your team aligned with property goals, troubleshoot issues efficiently, and stay ahead of changes in the platform.



Pro Tip

Encourage your team to explore these resources regularly to deepen their understanding of ALICE and stay updated on new features

Announcements

Stay informed about product updates, new features, and important announcements. This section includes:

- **Release Notes:** Detailed notes about monthly product updates, including new features, bug fixes, and performance improvements.
- **Widespread Announcements:** Notifications about upcoming changes, enhancements, or planned downtime.

ALICE Academy

Expand your knowledge with on-demand training courses tailored for every user level. This section includes:

- **First-Time User Training:** A step-by-step introduction for new team members.
- **Advanced Courses:** Deep dives into specific modules like Service Delivery, Guest Messaging, or Housekeeping.

Product Walkthroughs

Access in-app, step-by-step guides designed to help you navigate and master specific ALICE features. These walkthroughs:

- Appear directly within the app when you're performing relevant tasks.
- Provide real-time guidance for efficient feature usage.

Knowledge Base

Find detailed articles and FAQs covering all aspects of ALICE functionality. This section includes:

- **How-To Articles:** Step-by-step instructions for common tasks and configurations.
- **Troubleshooting Tips:** Guidance to resolve common issues quickly.
- **Best Practices:** Recommendations for optimizing workflows and maximizing efficiency.

The ALICE Resource Center is more than just a repository; it's your partner in operational excellence. By integrating these tools into your daily routines, you'll not only enhance your property's performance but also foster a culture of continuous learning and improvement.

Remember, the more you and your team engage with these resources, the more confident and efficient you'll become in using ALICE to its fullest potential. Take the time to explore each category, share insights with your team, and incorporate these tools into your property's workflows.