Rollout plan

30, 60 and 90 days from install to everyday use

Playbook | For: GMs, department managers, champions and IT at any size of property

The plan in one line

Pick champions, set it up, pilot one department, train with the one-page sheets, go live, then measure. Do not switch the whole property on in one day.

This plan works at any size. A small lodge will move faster. A large hotel will repeat days 31 to 60 for each department.

Days 1 to 30: prepare

Pick champions

Choose one champion per department: a respected frontline person or supervisor who likes trying things, not only the manager. Champions:

- help set up their department’s quick picks and checklists,
- learn it first and answer “how do I” questions on shift,
- tell you what is not working, honestly.

Give them time for it on the schedule.

Set it up

1. **Install.** IT follows the deployment guide: HTTPS, cron, backups, `demo_mode` off, the first administrator with MFA.
2. **Explore the demo.** Load the demo hotel on a separate test install so managers can click around without risk. Start the real system on a fresh database.
3. **Configure,** in this order: departments, users, locations, room types and rooms, SLA policies, request categories, checklist templates, assets and PM, food safety points, notification rules, room QR codes. The playbook for your size gives time estimates.
4. **Pick the pilot department.** Choose one with clear work and a willing manager. Engineering is often a good first choice. Housekeeping and front office go together, because the board needs both.
5. **Set a baseline.** Write down how you track work today and what you know about it (for example, how many guest complaints last month). You will compare against ExpTix numbers later.

Days 31 to 60: pilot one department

1. **Train the pilot team** (see the training plan below).
2. **Go live in the pilot department only.** Other departments keep their old way for now, but anyone can report a job to the pilot team with **+ New**.
3. **Stand-up each morning, 10 minutes.** What went wrong yesterday? Fix categories, keywords, checklists and SLAs as you go.
4. **Watch the numbers weekly. Reports**, 7 days: open and overdue jobs, SLA misses, unassigned jobs.
5. **Tune notification rules.** Ask the team which alerts they ignore. Remove or narrow those rules.
6. **Decide by day 60.** Is the pilot team working from ExpTix without paper? If yes, move on. If no, find out why and fix it first.

Days 61 to 90: go live and measure

1. **Bring on the next departments,** one or two at a time.
2. **Put the guest QR codes out** once housekeeping and front office are live.
3. **Retire the old habits** (see below).
4. **Measure.** Use 30-day **Reports** for response and resolve times, SLA misses, guest ratings, repeat-problem rooms and PM on time. Compare with your baseline. Report what changed, not what you hoped.
5. **Hand over.** Name the person who owns ExpTix day to day, and their backup.

Training plan by role

Use the one-page sheets from this library. Keep sessions short and on the floor, with phones in hand. Each person installs ExpTix with **Add to Home Screen**, turns on push in **My account** and taps **Send a test** before the session ends.

Role	Sheets	Minutes
Everyone, first day	First day	15
Room attendants	Room attendant	20
Housepersons and laundry	Houseperson and laundry	15
Maintenance techs	Maintenance tech	30
Cooks and stewards	Cook and steward	20

Role	Sheets	Minutes
Servers and F&B	Server and F&B	15
Front desk	Front desk agent	45
Security officers	Security officer	20
Contractors	Contractor	10
Supervisors	Supervisor	45
Department managers	Department manager	60, plus setup time
GM	General manager, the 10-minute GM tour in the staff guide	30
Administrator	IT administrator, the deployment guide	Half a day

The minutes are a planning guide, not a test. Room attendant and first-day sheets also come in French, Spanish and Tagalog. The app screens themselves are English only today, so point to the button names in **bold** on the sheet while people tap.

A good session: show it once, have them do it twice, then let them report a real job.

Go-live checklist

Tick every line before a department goes live.

- ☐ `demo_mode` is `false`, HTTPS works, cron runs every minute.
- ☐ Daily backup runs and is copied off the server. A restore has been tested.
- ☐ Managers and above have MFA on.
- ☐ Every person in the department has their own account, with the right role and departments.
- ☐ Everyone has installed it on their phone and received a test push.
- ☐ Request categories and keywords route test jobs to the right team.
- ☐ SLA policies have been agreed with the department manager.
- ☐ Notification rules have been tested: the right people get the right alerts, and nobody gets all of them.
- ☐ Checklists and PM schedules for the department are entered.
- ☐ For housekeeping: room types have credits, and **Auto-assign** has been tried.

- [ ] For the guest portal: a test request from a printed room QR code reached the right team.
- [ ] Integrations in use are tested in **Mock** mode. Beta links (Opera, Canary) are not live without a supervised test.
- [ ] The champion knows who to call when something goes wrong.
- [ ] Everyone knows that in a real emergency they call 911 and use the radio first.

Retiring the radio and the clipboard

People trust what they already use. Replace it step by step, and say why.

1. **Explain the reason.** Jobs get lost between shifts. ExpTix makes sure every job has an owner, a deadline and a record. It is a safety net, not a way to watch people.
2. **Run both for a short, fixed time.** Two weeks at most. Paper running alongside forever means two systems and twice the work.
3. **Set the date and keep it.** “From Monday, the work order clipboard goes.” Announce it on **Announcements** and in the **Shift logbook**.
4. **Keep the radio for what radios are good at.** Emergencies and “come here now”. The rule: if it needs doing later, it goes in ExpTix.
5. **Make logging easier than not logging.** A front desk agent who gets a radio call says “I will put it in ExpTix” and does, so the caller sees it works.
6. **Thank people in public.** Use inspection scores and the reports to recognise good work.
7. **Fix complaints fast.** If a button or category annoys people, change it this week. Nothing builds trust faster.
8. **Keep the old logs.** Archive the paper you retire. Inspectors and insurers can still ask for it.

Measure, do not promise

Do not promise savings or speed-ups before you start. Measure instead: take a baseline in the first four weeks of use, then compare month to month in **Reports**. Let the numbers make the case.