General manager

The whole property on one screen, real numbers instead of guesses

One-page sheet | For: General managers and hotel managers

What you get

- Every department, every room and every report in one place.
- Escalations come to you: in the demo settings, Critical, Urgent and guest complaint jobs escalate to the GM when they run late.
- Guest ratings from the QR portal, with an alert to the front office for any 1 or 2 star rating.
- A record of what was given back to unhappy guests, and what it cost.

Your first week

1. Take the **10-minute GM tour** in the staff guide: Home, Tickets, Housekeeping board, Food safety, Shift logbook, Reports, Room QR codes, Integrations.
2. Turn on two-step sign-in in **My account**. Ask your administrator to make it required for managers and up.
3. Agree the SLA policies with your department managers, then save them. Only the GM and administrator can change SLA policies and notification rules.
4. Decide who gets escalations and when, then set **Notification rules**.
5. Scan a **Room QR codes** card with your own phone and send a request. Watch it arrive in **Tickets**.
6. Post your first **Announcements** message so staff see it on Home.

Your morning routine (5 minutes)

1. **Home:** department tiles show open, breached and urgent jobs. One look tells you which team needs help.
2. Tap SLA breached. Ask the owner of the oldest job what is blocking it.
3. **Shift logbook:** read the Important and Action required notes from the night.
4. Check arrivals ready (green due-in rooms) against arrivals due.

Your weekly rhythm

- **Reports** for 7 days in the managers' meeting. **Print** it.
- **Reports** for 30 and 90 days once a month: trends, not single bad days.
- Review guest complaints and their service recovery.

Numbers to watch (in Reports)

- Average response and resolve times, and SLA misses by department and priority.
- Guest ratings (average out of 5) and complaint count.
- Repeat-problem rooms. "Room 317 has had 6 plumbing calls this month" tells you where to spend money.
- Costly machines: job count, labour and parts per asset.
- PM generated, completed and on time.
- Inspections: count, average score, passes.

Decisions you own

- SLA targets and escalation (who hears, after how long).
- Notification rules: which events alert which people, by which channel.
- Departments: rename, add or switch off.
- Users and roles (with your administrator).
- Whether guests see a request type on the QR portal.

Honest limits

- ExpTix shows the numbers. It does not set targets or promise savings. You decide what good looks like and measure against it.
- Without a PMS link, room status is only as accurate as staff taps.
- The Opera Cloud and Canary links are beta and not yet tested against live systems. Pilot them in mock mode first.
- One property per install. The screens are English only today.