Supervisor

Hand out the work, check it, catch the late ones

One-page sheet | For: Shift leads, housekeeping and engineering supervisors

What you get

- One screen that shows every open job for your team, who has it and how long it has left.
- Fair room assignments in one tap, based on room credits.
- Inspections that turn every failed line into a job for the right team, with no extra typing.

Your first week

1. Add ExpTix to your phone’s home screen. In **My account**, turn on push alerts and two-step sign-in.
2. Check every person on your team has the right role and department. Your GM or administrator fixes it in **Users**.
3. Check each attendant’s room credits per shift (about 14 to 16 is typical). Suites cost more credits than standard rooms.
4. On day one, open **Rooms** and tap **Auto-assign**. Adjust by hand if you need to: **Select rooms**, pick a name, **Assign**.
5. Walk one room with **Inspections** so you know how a ✕ becomes a job.

Your daily rhythm

When	What
Start of shift	Read the **Shift logbook** and tap **Mark read**. Check who is **On shift**. Run **Auto-assign**.
During the shift	Watch **Home**: Overdue, SLA breached and Unassigned. Tap a number to see those jobs. Assign anything unassigned.
Rooms	Inspect blue rooms, due-in rooms (gold border) first. Press **Inspected** on a pass so it turns green.
End of shift	Write the handover in the **Shift logbook**. Use Action required for anything the next shift must do.

Numbers to watch (in Reports)

- SLA misses and average response time for your department.
- Inspection count, average score and pass count.
- Rooms cleaned per attendant.
- Repeat-problem rooms: ask Engineering for a real fix, not another patch.

Decisions you own

- Who gets which rooms and jobs, and when to move work between people.
- Marking rooms **Inspected**.
- Changing a job’s type, priority or department when routing got it wrong.

Your department manager sets SLA targets, categories and checklists. Tell them when a timer or checklist does not match real life.

Honest limits

- **Auto-assign** only uses people who are ticked **On shift**. If someone forgets, they get no rooms.
- Without a PMS link, room status (occupied, due in, due out) is only as accurate as your team’s taps.
- The screens are in English only today.