An internal study was conducted with the intention of determining the extent to which the Flexkeeping App benefits Hotel Operations and its internal work processes. This study was carried out in cooperation with Union Hotels in Ljubljana.

**About Union Hotels**

Union Hotels consist of 4 hotels with 576 rooms situated in the city centre of Ljubljana, Slovenia. One of the properties is the iconic and prominent Grand Hotel Union, where Queen Elizabeth II stayed when visiting Slovenia, and which serves as the official hotel for state visits. The study was based on data obtained in a 30 day trial period in a business hotel with 173 rooms and the average occupancy rate of 82%. The study closely examined departments of Housekeeping, Front Office and Maintenance.

**Findings:**

**182 man hours saved**

Prompter and faster organization of work processes, optimized movement of employees throughout the property, significantly reduced number of internal phone calls and instant insights into data about work processes were the key factors that contributed to time savings.

**Up to 60% faster check-in process**

Flexkeeping allows receptionists to gather all necessary information about the current room status in real time, with one glance at a computer screen, and to stop relying on other means of communication, like using telephone in front of guests. This not only shortened the check-in process, but also improved the quality of service and guest experience.
Flexkeeping allows all employees of the hotel to report any maintenance related issues instantly, and in a simple, fast and efficient way (photo capture). Consequently, the number of reported issues increased drastically, which resulted in much faster task completion and extremely well maintained hotel rooms and public areas. Previously, maintenance department was much less efficient, and a lot of information was lost due to unclear verbal communication and paper notes.

As a digital tool, Flexkeeping allows hotels to embrace the idea of becoming paperless organizations and turn green, as opposed to the old work practice where 100 sheets of paper were used on average per day for printing out various reports which served as the basis for organizing further work processes and procedures. In this particular case Flexkeeping not only lead to direct cost savings, but also encouraged the hotel towards this environmental goal.

Possibility of daily tracking and controlling in-room amenities, supported by Flexkeeping, resulted in significant savings of all in-room amenities and better stock control. Digital tracking has resulted in considerable benefits compared to the traditional 'pen & paper’ control system.

Employees, in particular heads of departments, had 3 times more information at hand regarding work processes, various statuses and guest information compared to previously used ‘pen & paper’ and phone call communication.

Usage of Flexkeeping allows employees to carry out fast and prompt daily mini bar controls using the system feature that instantly posts consumption charges to guest accounts. This resulted in Front Office having real-time information and subsequently reduced the number of mini bar rebates significantly. New implemented system of mini bar control also resulted in smaller mini bar inventory loss.

Linen management which includes daily counting of changed items (per maid, per section or entire hotel), stock control and co-revision of stock with an outsourced laundry company, has improved considerably with the usage of the Flexkeeping linen management module. The biggest benefits were time savings and the improved procedures applied to linen management.

Employee satisfaction increased significantly. Lighter workload and less stress, transparent work processes and procedures, real-time information without constant telephone calls, less distractions, smarter work planning and increased productivity were the key factors that made employees happier.

"Flexkeeping has made a huge difference in the work processes in our hotel. We speeded up the flow of information and made it more reliable, which resulted in better work planning and more efficient control over completed tasks.”
## BENEFITS FOR THE HOTEL

### 200 h
- Man-hours saved per month
  - More prompt & faster workflow
  - Optimized movement of employees
  - Reduced internal phone calls
  - Instant insights into staff productivity

### 0%
- Mini Bar loss
  - Fast and prompt Mini Bar controlling
  - Instant consumption postings to PMS
  - NO lost Mini Bar postings

### 40%
- Higher productivity
  - Simplified work processes
  - Increased staff efficiency
  - 70% fewer phone calls
  - Better working conditions

### 4.400 sheets
- Cost optimisation
  - 4,400 sheets of paper saved
  - 15% lower inventory loss
  - 200 man hours savings
  - 0% lost Mini Bar postings

### Extensive Analytics
- Multi-property or individual hotel KPIs
  - Productivity analytics
  - Control of staff performance and efficiency
  - Quality analytics

### Improved service quality
- Fewer mistakes
  - Faster reaction time
  - Quality control auditing
  - 60% faster check-in

### 70%
- Fewer phone calls
  - Communication without a pen, paper or phone
  - No loss of information
  - More guest focused operations

### 15%
- Lower inventory loss
  - Reduced amenities and toiletries inventory loss
  - Optimised stock control

### 350%
- Increase in reported maintenance issues
  - Photo-enabled maintenance issues reporting
  - Status overview of all maintenance issues
  - Detailed staff productivity stats

### Optimised Linen & Laundry Management
- Multi-outlet linen inventory control
  - Fast and simple linen count
  - No linen inventory loss

### 3x more
- real-time information
  - Handling, managing, delegating and coordinating tasks on the go with just a few clicks

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**HOTEL OPERATIONS SIMPLIFIED**

Real-time information and instant communication between all hotel departments. Flexkeeping enables you to carry your office in your pocket and handle, manage, delegate and coordinate all tasks on the go with just a few clicks.
SCOPE:
30,000 rooms and 250 hotels worldwide.

BRANDS:

LOCATIONS:
Mexico, The UK, Germany, The Netherlands, Austria, Hungary, Russia, Croatia, Slovenia, Serbia.

PROJECTS:
The single and best Hotel Operations solution awarded by the Booking.com Marketplace.

WE'VE GOT YOU COVERED IN ALL DEPARTMENTS

Housekeeping  Maintenance  Task Management  Inventory Management
Front office  Operations Management  Quality Control  Amenities Management
Porters  Analytics  Lost & Found  Messaging
Laundry & Linen Management  Guest Feedback Management  Guest Service Management  Minibar Postings