

Manual

PMS – Maid Assignment User Guide

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1. Overview

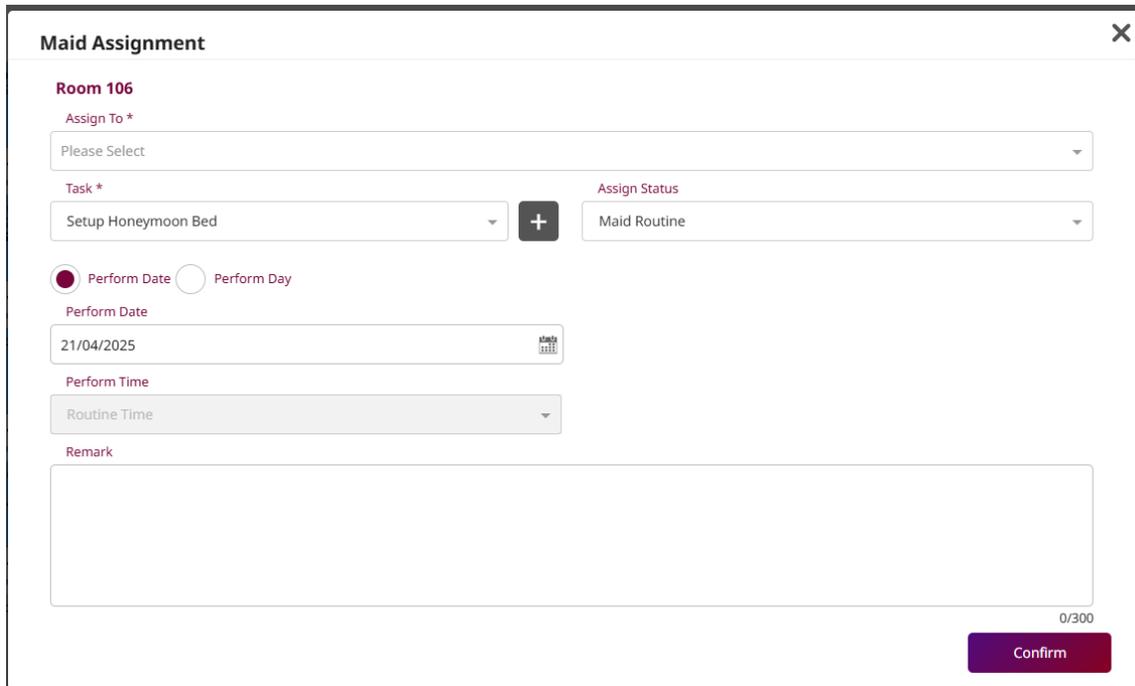
This PMS – Maid Assignment User Guide provides hotel staff and system users with instructions to manage maid task assignments. It includes assigning tasks by date or day, creating task types, updating statuses, and exporting reports. The guide is designed for clarity, step-by-step structure, and real system scenarios.

2. Perform Date Task Assignment

Available under **Housekeeping > Room > Maid Assignment**, this function allows staff to assign maids to room tasks on a specific date. Users can define task type, assign status, add notes, and confirm the assignment.

To perform the task:

1. Select a room
2. Click **Assign To** and choose maid(s)
3. Press **Task** and click + to add a task
4. Choose **Assign Status** (Routine, Urgent, or Guest Request)
5. Select the **Perform Date**
6. System will show **Perform Time**
7. Enter remarks (optional, up to 300 characters)
8. Click **Confirm** to complete



The screenshot shows a 'Maid Assignment' form with the following fields and values:

- Room 106**
- Assign To ***: Please Select
- Task ***: Setup Honeymoon Bed
- Assign Status**: Maid Routine
- Perform Date**: 21/04/2025
- Perform Time**: Routine Time
- Remark**: 0/300
- Confirm** button

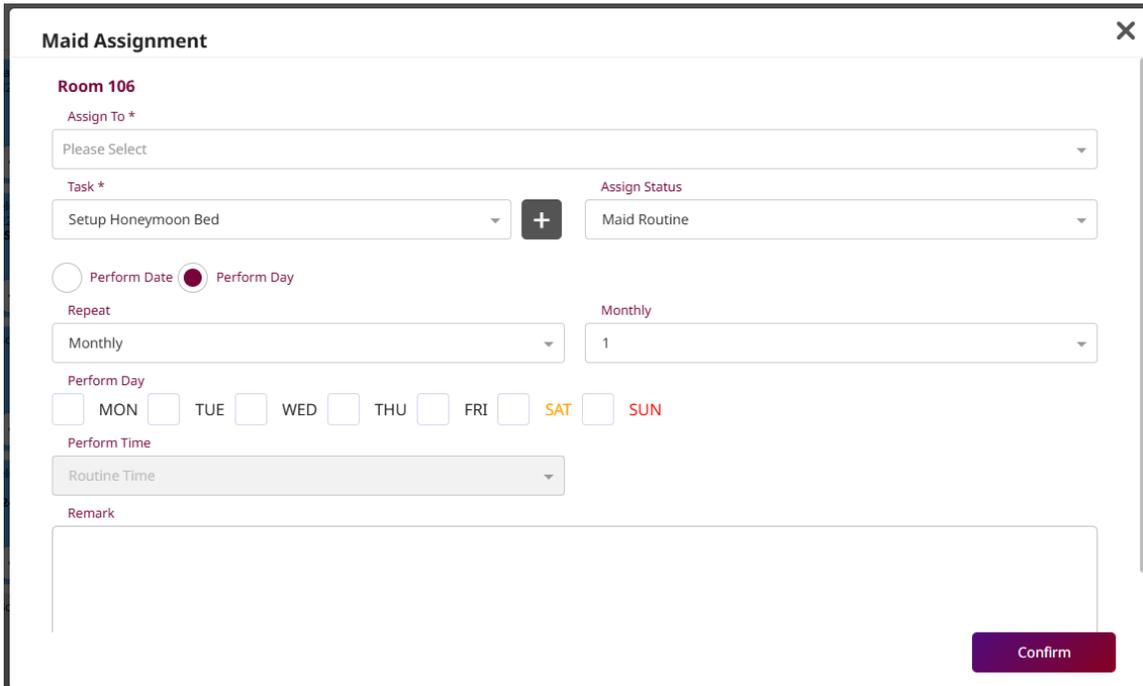
Note: This option is intended for one-time assignments. Use **Perform Day** for recurring tasks.

3. Perform Day Task Assignment

This feature is available under **Housekeeping > Room > Maid Assignment**, allowing staff to schedule recurring maid tasks based on specific days of the week. Users can define the repetition pattern, assign task types, and set a custom end date.

To perform the task:

1. Select a room
2. Click **Perform Date**
3. Click **Task** and press + to add a task
4. Choose **Assign Status** (*Guest Request* is not allowed)
5. Click **Perform Day**
6. Select **Repeat**: choose Monthly (up to 5 months) or set a custom end date
7. Pick one or more **Perform Days**
8. Enter remarks (optional, up to 300 characters)
9. Click **Confirm** to assign



Maid Assignment

Room 106

Assign To *
Please Select

Task *
Setup Honeymoon Bed +

Assign Status
Maid Routine

Perform Date Perform Day

Repeat
Monthly

Monthly
1

Perform Day
 MON TUE WED THU FRI SAT SUN

Perform Time
Routine Time

Remark

Confirm

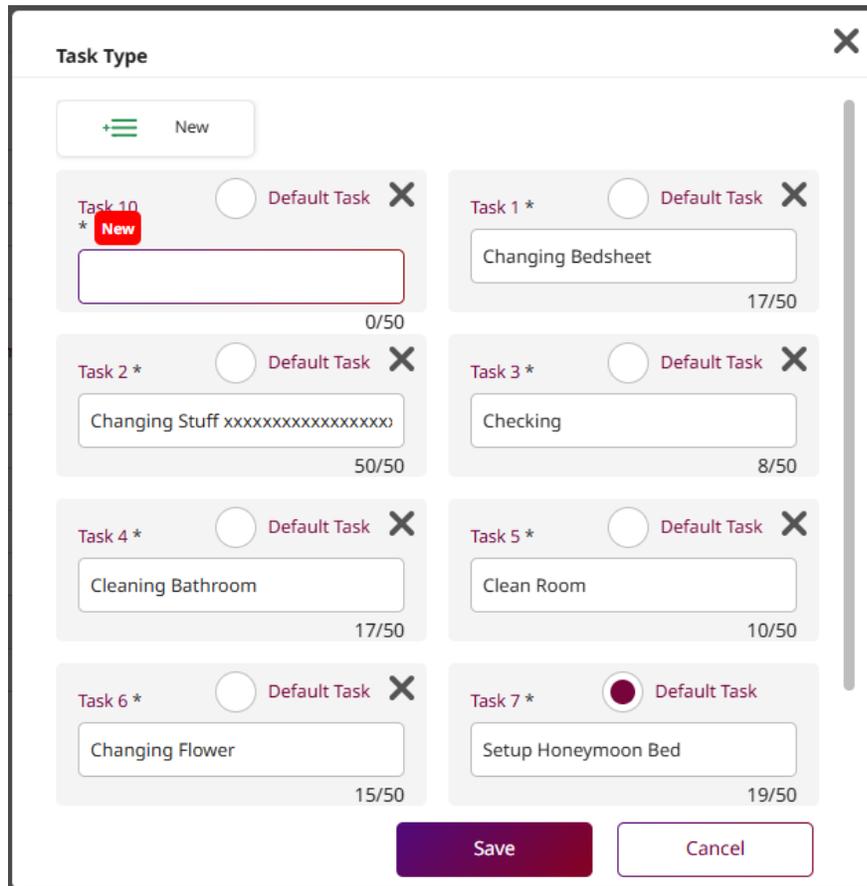
Note: Use this function to automate regular housekeeping tasks without needing daily manual assignment.

4. Create New Task Type

Available in **Housekeeping > Room > Maid Assignment**, this function allows staff to define new maid task types to support service consistency and track specialized housekeeping activities. One task type can be marked as the system default.

To create a new task type:

1. Click the **New** button
2. Enter the task name (up to 50 characters)
3. Check **Default Task** if this should be the system default (only one default allowed)
4. Click **Save** to complete



The screenshot shows a 'Task Type' configuration window with a close button (X) in the top right corner. At the top left, there is a '+ New' button. Below it, there are eight task entries, each with a name, a 'Default Task' checkbox, and a character count. Task 10 is highlighted with a red border and a 'New' badge. Task 7 is selected as the 'Default Task'.

Task ID	Task Name	Default Task	Character Count
Task 10 *	(Empty)	<input type="checkbox"/>	0/50
Task 1 *	Changing Bedsheet	<input type="checkbox"/>	17/50
Task 2 *	Changing Stuff xxxxxxxxxxxxxxxxxxxx	<input type="checkbox"/>	50/50
Task 3 *	Checking	<input type="checkbox"/>	8/50
Task 4 *	Cleaning Bathroom	<input type="checkbox"/>	17/50
Task 5 *	Clean Room	<input type="checkbox"/>	10/50
Task 6 *	Changing Flower	<input type="checkbox"/>	15/50
Task 7 *	Setup Honeymoon Bed	<input checked="" type="checkbox"/>	19/50

At the bottom of the window, there are two buttons: 'Save' (purple) and 'Cancel' (white with red border).

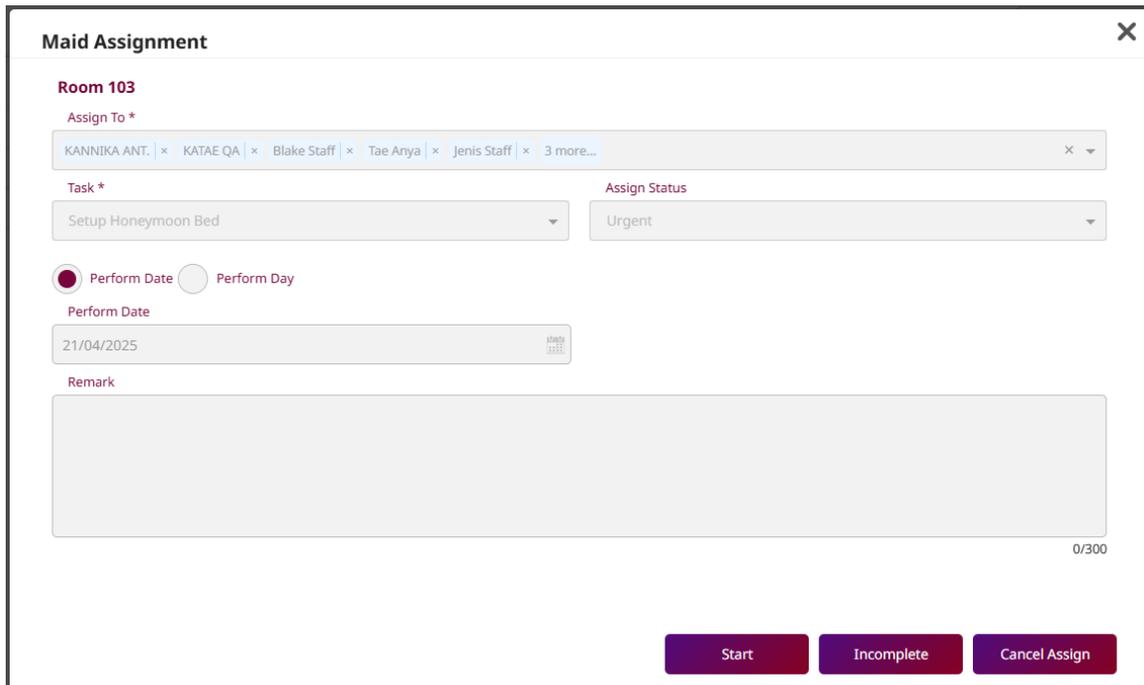
Note: Use descriptive names for custom tasks, such as “Deep Clean,” “Amenity Setup,” or “Guest Welcome,” to ensure clarity and uniform reporting.

5. Change Assign Status

Accessible via **Housekeeping > Maid Assignment**, this function allows staff to update the progress of assigned tasks in real time — from starting a task to marking it as incomplete, complete, or canceled. This helps track task execution and improves reporting accuracy.

To update the task status:

1. Select a room from the list
2. Click **Start** to begin the task
- status changes to *In Progress* and the start time is recorded
3. Click **Incomplete** to enter a reason if the task cannot be completed
4. Click **Complete** to mark the task as done
5. Click **Cancel Assign** to cancel the task and update its status to *Cancel*
6. Optionally enter **remarks** for clarification



Note: Keeping task statuses up to date ensures transparency and supports operational efficiency across the housekeeping team.

6. Export Maid Reports

Available under the **Report** menu, this function allows staff to generate and export detailed reports related to maid task assignments and performance. Reports can be customized and downloaded in various formats for auditing, tracking, or administrative use.

To export a report:

1. Navigate to the **Report** menu
2. Search for **Maid** in the report list
3. The following report types will appear:
 - Maid Assignment & Perform Report
 - Maid Assignment Report
 - Maid Makeup Room Report
 - Maid Performance Report
4. Customize the report criteria as needed
5. Click **View** to preview the report
6. Click **Export** to download the file in your desired format:
PDF, XLSX, XLS, TXT, DOC, or CSV

Maid Assignment & Perform Report					Page(s) :1/1		
Company : Smart Soraso Hotel 4					Print Date :09/06/2025 10:23		
Assignment Date : 21/04/2025 - 21/04/2025					Print by :ADMIN S.		
Building : All							
Maid : All							
Sort by : Maid							
Maid Name	Assign Date / Day	Time	Room No.	Building	Task	Task Status	Perform Date/Time
ADMIN S.							
	21/04/2025	Mon					
		00:00	1130	Hotel 2		Maid Routine	21/04/2025 0:00
		00:00	106	Hotel 2		Maid Routine	21/04/2025 0:00
Total Room			2				
Total			2				
KANNIKA ANT.							
	21/04/2025	Mon					
		Before Noon	103	Hotel 2		Urgent	21/04/2025 0:00
		00:00	1130	Hotel 2		Maid Routine	21/04/2025 0:00
		00:00	106	Hotel 2		Maid Routine	21/04/2025 0:00
Total Room			3				
Total			3				
KATAE QA							
	21/04/2025	Mon					
		Before Noon	103	Hotel 2		Urgent	21/04/2025 0:00
		00:00	1130	Hotel 2		Maid Routine	21/04/2025 0:00
		00:00	106	Hotel 2		Maid Routine	21/04/2025 0:00
Total Room			3				
Total			3				
Satar Staff							
	21/04/2025	Mon					
		Before Noon	103	Hotel 2		Urgent	21/04/2025 0:00
		00:00	1130	Hotel 2		Maid Routine	21/04/2025 0:00
		00:00	106	Hotel 2		Maid Routine	21/04/2025 0:00
Total Room			3				
Total			3				
Alice Staff							
	21/04/2025	Mon					
		Before Noon	103	Hotel 2		Urgent	21/04/2025 0:00
		00:00	1130	Hotel 2		Maid Routine	21/04/2025 0:00
		00:00	106	Hotel 2		Maid Routine	21/04/2025 0:00
Total Room			3				
Total			3				
Kim Staff							
	21/04/2025	Mon					
		Before Noon	103	Hotel 2		Urgent	21/04/2025 0:00
		00:00	1130	Hotel 2		Maid Routine	21/04/2025 0:00
		00:00	106	Hotel 2		Maid Routine	21/04/2025 0:00
Total Room			3				
Total			3				
Jenis Staff							
	21/04/2025	Mon					
		Before Noon	103	Hotel 2		Urgent	21/04/2025 0:00
		00:00	1130	Hotel 2		Maid Routine	21/04/2025 0:00
		00:00	106	Hotel 2		Maid Routine	21/04/2025 0:00
Total Room			3				
Total			3				
Tae Anya							
	21/04/2025	Mon					
		Before Noon	103	Hotel 2		Urgent	21/04/2025 0:00
Total Room			1				
Total			1				
Blake Staff							
	21/04/2025	Mon					
		Before Noon	103	Hotel 2		Urgent	21/04/2025 0:00
		00:00	1130	Hotel 2		Maid Routine	21/04/2025 0:00
Total Room			2				
Total			2				

Sorasos

Software By : SmartFinder Co., Ltd

Note: Use filters and export formats that best suit your operational or audit requirements.