HospitalityOS

OPERATOR RECORD

One morning view for a 50-room New York City hotel

Thirteen morning reports became one, giving managers back more than 17 hours a week and lifting guest satisfaction 12%.

13 to 1	17+	+12%	2
reports to read each morning	manager hours saved each week	guest satisfaction (NPS)	food and beverage outlets

THE PROBLEM

Rooms lived in OPERA Cloud, restaurants in Toast and events in Tripleseat. Getting yesterday's full picture meant opening 13 reports and retyping figures into a spreadsheet.

WHAT WE BUILT

1. One morning email to every employee on property, with a link to a portal.
2. A view for each team, from rooms to maintenance.
3. Pace and guest satisfaction shown to everyone, drawn from the systems of record.

13 separate reports from OPERA Cloud, Toast, Tripleseat and more

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One morning email and portal link, to every employee on property	
Rooms	Daily rooms diary and guest notes
Food and beverage	Dietary needs and expected tables for the day
Housekeeping	Morning credits, turns and refreshes
Maintenance	Every open need and ticket
Everyone	Pace, guest satisfaction scores and areas needing attention

OUTCOME

Efficiency

One report each morning, built by the system. 17+ hours a week back to the GM and executive team.

Financial

Overtime for hourly managers fell 20%. Less burnout for salaried managers.

Guest

More manager time on the floor and on guest issues. Guest satisfaction (NPS) rose 12%.