



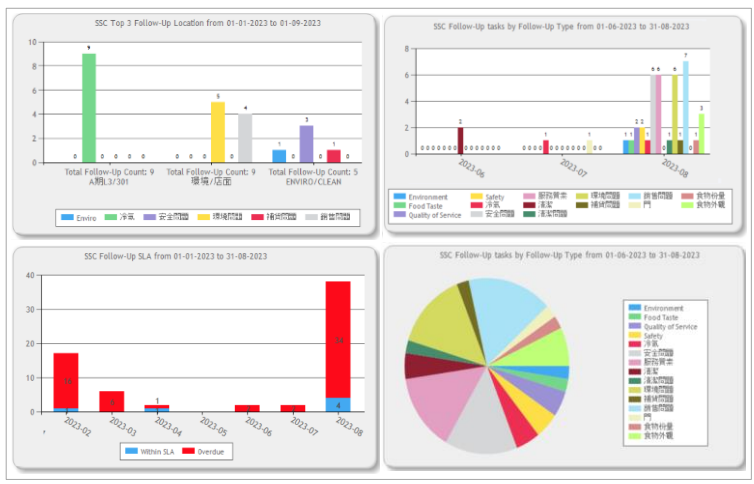
iPMS Premise Management System

... suitable for any restaurants and bars, hotels and retail businesses

iPMS facilitates quality management and improves customer service. This system supports a total quality management approach for your business with *preventive inspections and patrols*, *proactive follow-ups with escalations* and aims to *avoid problems* even before they arise.

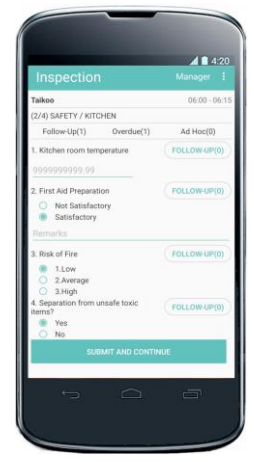
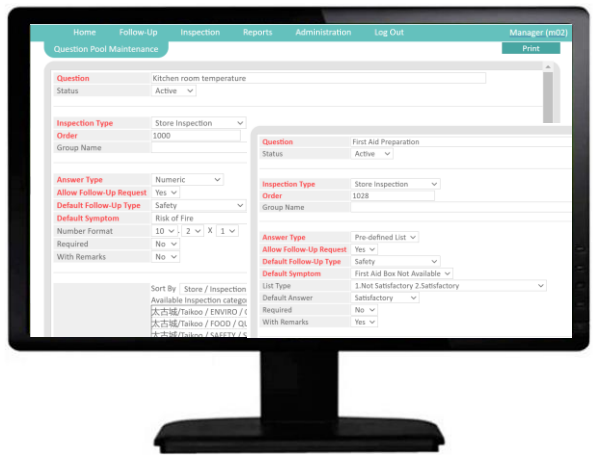
Benefits

- Automated Quality Management: timely detection of problems
- Improved Customer Service: follow-up actions monitoring
- Improved Productivity: mobile workforce support
- Guaranteed Cost Effectiveness: subscription-based pricing



System Features

- User-definable inspection eForms
- Immediate creation of follow-up actions when a problem is discovered
- Multimedia chat history for record-keeping
- Multiple language support
- Follow-up monitoring with escalation rules



Restaurants & Bars

... designed for Quality Management

- Food Quality Management
- Environment & Cleanliness Management
- Customer Service Management
- Safety Compliance Management

20:03 69%
巡查 Manager

Talkoo 06:00 - 06:15
(1/4) ENVIRO / CLEAN

現在地點(0) 逾期跟進(3) 突發跟進(0)
需跟進(0)

1. How is the restaurant's cleanliness?
拍照

2. Are tables and chairs clean?
 1. Not Satisfactory
 2. Average
 3. Very Good

備註

3. Kitchen floors clean and dry?
 Yes
 No

4. Dishes and utensils cleanliness
 Yes
 No

提交及繼續

Restaurants & Bars

Shopping Malls

Retail Stores

iPMS

Hotels

巡邏(L) 值班經理

酒店服務 19:00 - 19:15
(3/3) 2/F / 商務中心

現有工單(0) 逾期工單(3) 突發工單(0) 顯示

1. 商務中心天花燈是否正常?
 正常
 有問題, 需開工單

天花燈壞了!
2. 商務中心互聯網設備是否正常運作?
 正常
 有問題, 需開工單

3. 商務中心室溫
25

備註

4. 商務中心打印機是否正常運作?
 是
 否

完成跟進

W23-017269-1(新單) 01-09-2023 20:42
SSC / 酒店
2/F / 商務中心
天花燈
電力問題
工單負責人

完成工單時需拍照
取消

工單備註
天花燈要修理。
01-09-2023 20:42 m01
商務中心天花燈有問題,需開工單
天花燈壞了!
01-09-2023 20:43 m02
好的,我馬上去看看。
01-09-2023 20:45 m02
請問天花燈修好未?
01-09-2023 20:47 m02
已更換新的燈, ok!

Hotels

... designed for Facilities Management

- Customisable patrol forms and data collection questionnaires
- Real-time reporting and escalation of long outstanding problems
- Work progress logging with complete chat history
- Dashboards and management reports