



# TeamOps: For Successful Team Operations

(February 2015)

As a valued team member in your company, you already know about success: You carry out duties in a specific role, and you collaborate with fellow staff to keep operations running smoothly. You know about success, but our goal is to bring you *quick and easy* success. With the **TeamOps** app, everyone knows about an issue or change right away, and with a simple button-tap, you can say if you finished a duty or need help. Your company's new cross-communication tool not only makes operations quicker and easier—it is quick and easy itself. **Get started and guarantee that your ops are tops.**

## OPS WORKFLOW DASHBOARD

If you hold a management role, you've probably wished that you could be in multiple places at once. With **TeamOps**, you can do that *and more*.

The **Ops Workflow Dashboard** features an overview of all respective facilities and duties with live status updates. On the left at all times is the list of facilities, and when you select a facility, the overview screen will show the current status of operations for that particular facility.

The screenshot displays the TeamOps Ops Workflow Dashboard. On the left, a sidebar lists facilities: Railey (selected), Bear Creek Lodge (Estimated), Blueberry Hill (Delays Requested RFO), Boulder Heights (Delays Requested RFO), Cedar Vista (Complete or On Track), Dock Holiday (Delays Requested RFO), Rapture (Estimated), and Summit Ridge. The main area shows an overview of operations for each facility, categorized by color-coded status: Green (Normal), Yellow (Warning), and Red (Critical). Each facility has a summary card with its name and current status. Below the summary card is a grid of operational tasks (e.g., CHECKOUT, CLEAN, MAINT, RFO) with sub-tasks (e.g., LINEN, HOTTUB, INSPECT, CHECKIN) and their current status (e.g., Done, Problem, Start). A legend at the top right indicates the colors for status: Green for Normal, Yellow for Warning, and Red for Critical.

Facility	Status	Task	Sub-Task	Status
Bear Creek Lodge	Green	CHECKOUT	LINEN	Done
		CLEAN	HOTTUB	Done
		MAINT	INSPECT	Problem
		RFO	CHECKIN	Problem
Blueberry Hill	Green	CHECKOUT	LINEN	Done
		CLEAN	HOTTUB	Done
		MAINT	INSPECT	Done
		RFO	CHECKIN	Plan
Boulder Heights	Yellow	CHECKOUT	LINEN	Done
		CLEAN	HOTTUB	Problem
		MAINT	INSPECT	Plan
		RFO	CHECKIN	Plan
Cedar Vista	Green	CHECKOUT	LINEN	Done
		CLEAN	HOTTUB	Done
		MAINT	INSPECT	Done
		RFO	CHECKIN	Done
Dock Holiday	Red	CHECKOUT	LINEN	Problem
		CLEAN	HOTTUB	Problem
		MAINT	INSPECT	Problem
		RFO	CHECKIN	Plan
Rapture	Green	CHECKOUT	LINEN	Plan
		CLEAN	HOTTUB	Plan
		MAINT	INSPECT	Plan
		RFO	CHECKIN	Plan
Summit Ridge	Green			

The screenshot shows the AHA Operations app interface. At the top, there's a header with the logo and the text "AHA Operations". Below the header, there's a search bar and a navigation bar with the text "Railey" and "Bear Creek Lodge". The main area displays a list of properties under the heading "Railey". Each property entry includes a small thumbnail image of the house, the property name, and its status (e.g., "Estimated"). To the right of the property list, there are several stage names: "CHECKOUT Plan", "LINEN Plan", "CLEAN Plan", "HOTTUB Plan", "MAINT Plan", "INSPECT Plan", "RFO Plan", "CHECKIN Plan", and "The Herrington". Each stage name is preceded by a small icon and followed by a right-pointing arrow.

## ROLE-BASED CONVENIENCE: Learn how the app is tailored to your role

Depending on your role, you will use the **TeamOps** app differently. Although everyone can see the status of other operations and facilities at any time, the ability to add or change information is limited to relevant roles and assignments.

### **Director/Office Management (also see *Ops Workflow Dashboard*)**

- Access all facilities and properties
- Access all duties/stages in homes
- Add and change information for all facilities and duties

### **Owner Representatives (also Inspectors)**

- Access facilities on respective properties
- Access duties/stages in respective facilities
- Add and change information for respective facilities and duties

### **Field Staff Supervisors**

- Access the duties/stages carried out by respective field staff
- Add and change information for respective staff's duties/stages

### **Field Staff**

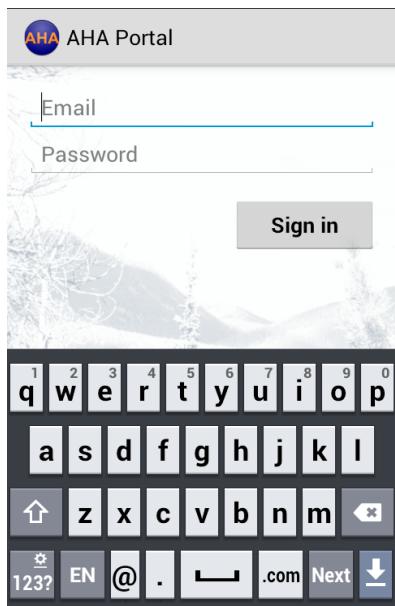
- Access assigned duty/stage for assigned facilities
- Add and change information for assigned duty/stage

## SITE FILTERS: View homes of priority and relevance based on stages and roles

- All properties
- Properties in play (PIP)
- Tagged properties
- Tagged properties in play

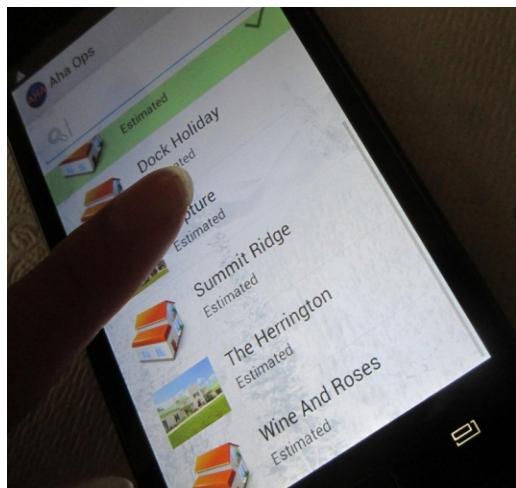
## SIGN IN

1. Type your **Email** and **Password**. Press **Sign in**.



## SELECT SITE: Select your assigned vacation home

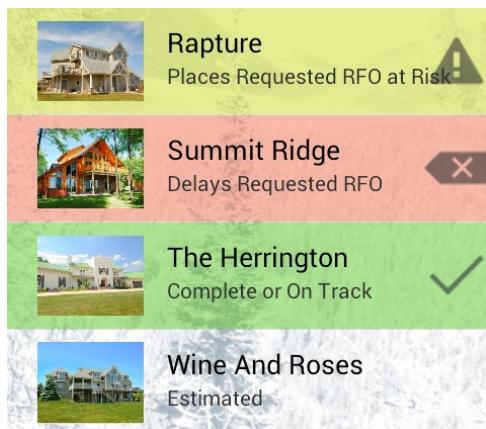
1. Swipe up the screen to scroll down an alphabetical list of vacation homes.



2. Once you've found the vacation home, simply tap on the name to select it.

## SITE STATUS: Check the current status of a vacation home

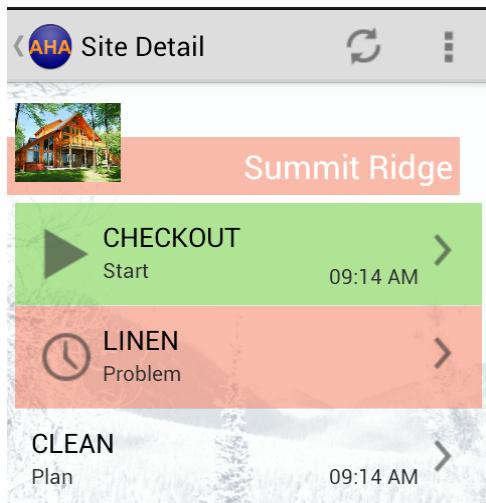
The current status of each vacation home is represented by color, text, and symbols.



- **Yellow** with a warning symbol and “Places Requested RFO at Risk” means that it is *getting close* to the planned RFO time.
- **Red** with “Delays Requested RFO” and an “X” means that there is either a reported problem or a delay in operations that *goes past* the planned RFO time.
- **Green** with a check mark and “Complete or On Track” means that work is in-progress (going well) or done.
- **No color** with “Estimated” indicates there has been no logged activity.

## STAGE STATUS: Check the status of other duties/stages in the Site Detail list

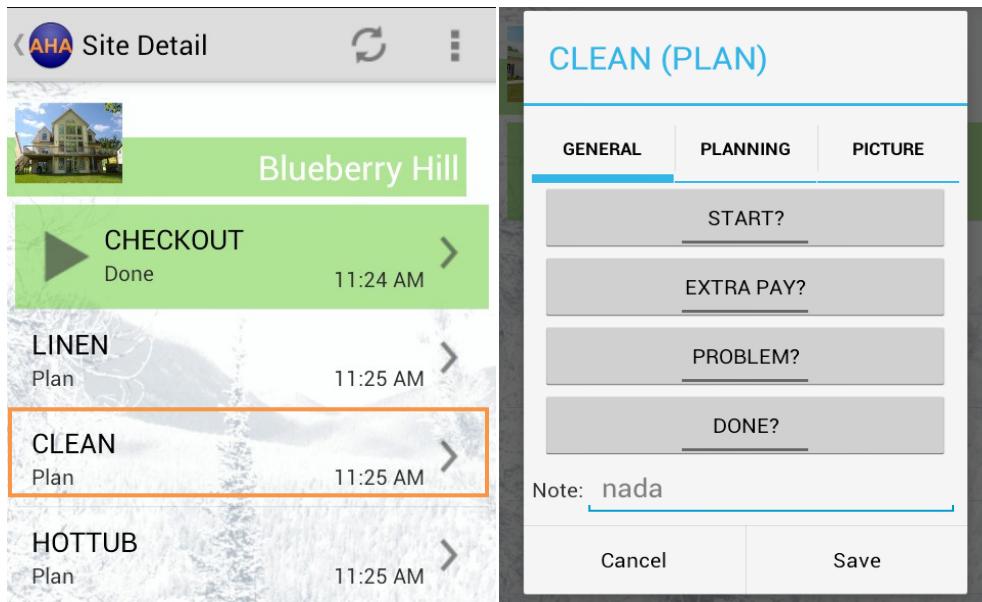
Once you select your assigned vacation home, a list of duties/roles—the stages of preparing the home for its next check-in—will appear with color-indicated statuses.



- **Green** with “Start” or “Done” means the duty has been started or already completed
- **Red** with “Problem” means that a problem has been reported.
- **No color** with “Plan” means that the duty has not been started.

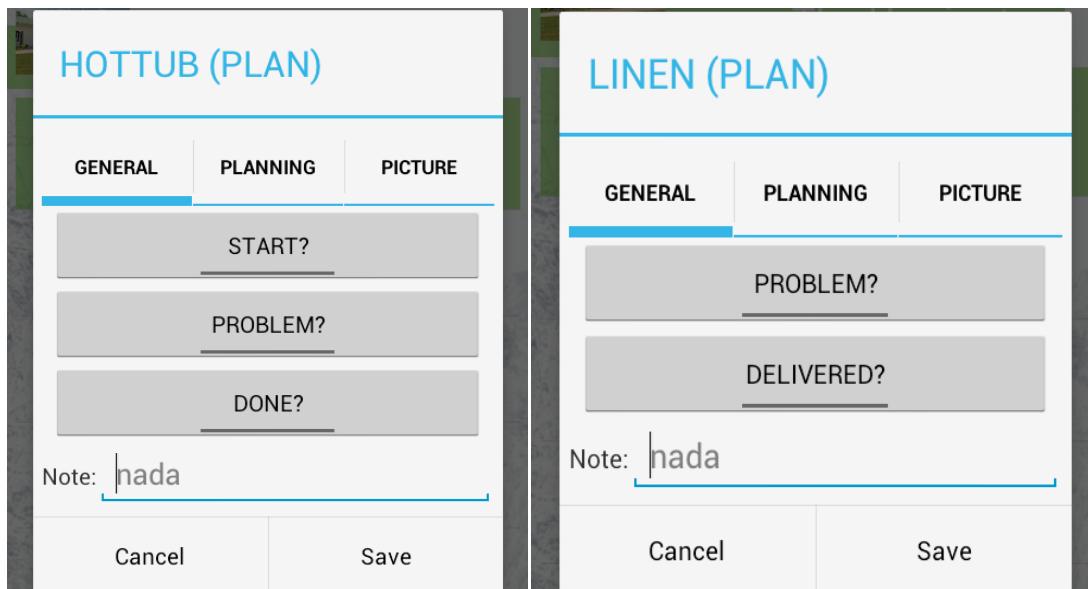
## SELECT DUTY/STAGE: Choose your assigned duty from the Site Detail list

1. Tap on your **assigned duty/stage**. A white dialogue box will pop up with three tabs (General, Planning, and Picture).



The image shows a mobile application interface. On the left, the "Site Detail" screen lists various tasks for a location named "Blueberry Hill". The tasks include "CHECKOUT" (Done at 11:24 AM), "LINEN" (Plan at 11:25 AM), "CLEAN" (Plan at 11:25 AM, highlighted with an orange border), and "HOTTUB" (Plan at 11:25 AM). On the right, a detailed dialog box titled "CLEAN (PLAN)" is displayed, showing three tabs: GENERAL (selected), PLANNING, and PICTURE. The PLANNING tab contains fields for "START?", "EXTRA PAY?", "PROBLEM?", and "DONE?". A note field says "Note: nada". At the bottom are "Cancel" and "Save" buttons.

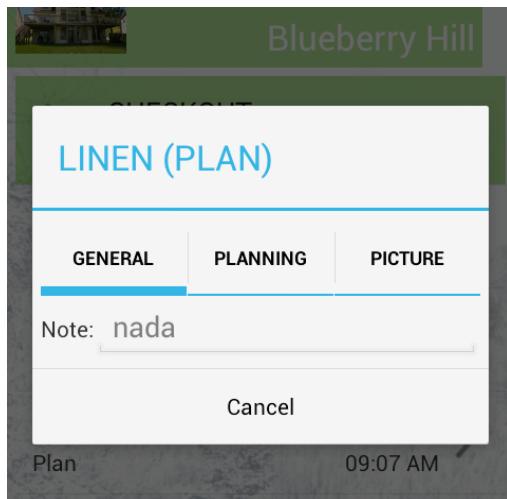
If you are responsible for the **Hot Tub**, **Maintenance**, **Checkin**, **Checkout**, **RFO**, or **Inspect** stages, you will see the version below (left). If your duty is **Linen** delivery, you will see an even shorter version (right).



The image shows two detailed dialog boxes. The left one is titled "HOTTUB (PLAN)" and the right one is titled "LINEN (PLAN)". Both have three tabs: GENERAL (selected), PLANNING, and PICTURE. The PLANNING tab for HOTTUB contains fields for "START?", "PROBLEM?", and "DONE?". The PLANNING tab for LINEN contains fields for "PROBLEM?" and "DELIVERED?". Both dialogs include a "Note:" field with "nada" and "Cancel" and "Save" buttons at the bottom.

## ROLE-BASED ACCESS: Verify that you chose the correct duty/stage

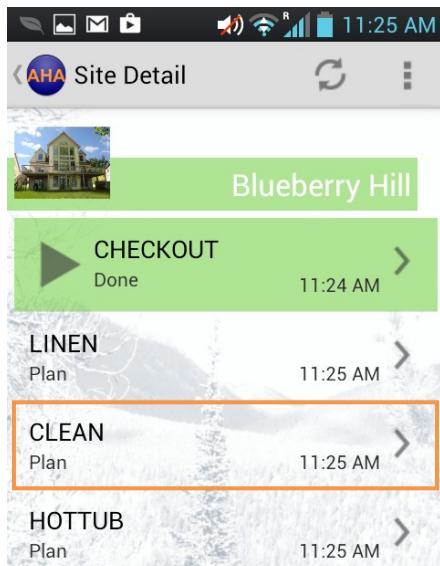
If your role is field staff or Supervisor and you tap on a duty that is not yours or not relevant—or if you're field staff, Supervisor, or Owner Rep and you tap on a duty for a vacation home outside of your assignment—you will not be able to add or save any information.



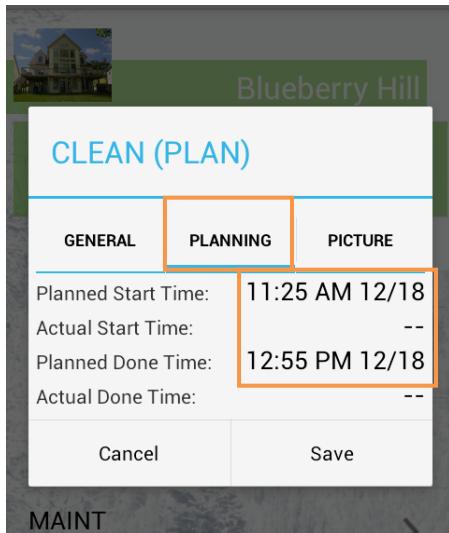
In the screenshot above, an employee who is not responsible for linen delivery (at least not for the chosen vacation home) has selected **Linen**. This brings up a dialogue box with limited options.

## PLANNED DONE/START TIMES: Keep track of time for your assigned duty

1. On the **Site Detail** list for your assigned vacation home, tap on your **assigned duty**. In this example, it is **Clean**.



2. In the white dialogue box for your **assigned duty**, find and select the **Planning** tab along the row of tab options (General, Planning, and Picture).

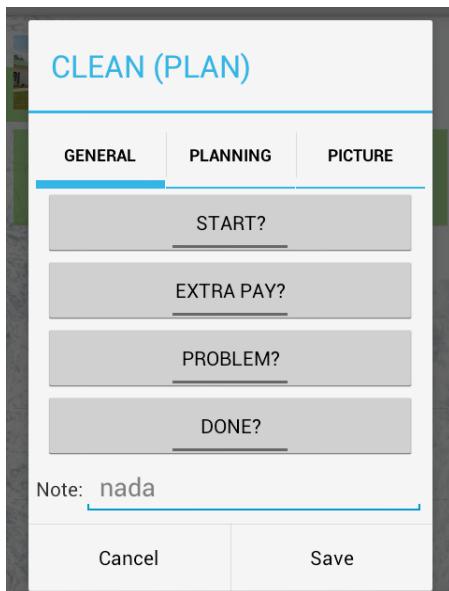


The **Planned Start Time** represents the earliest possible time that the duty can begin (after Checkout). This time will update to always reflect the current earliest possible starting time, and its corresponding **Planned Done Time** will reflect a set duration of time to carry out the duty. Duration is based on expectations for each duty. In the case of **Clean**, duration/Planned Done Time is 90 minutes later.

3. To return to the **Site Detail** list, press **Save**, **Cancel**, or the **back button** on your phone.

#### **START BUTTON: Mark that you've started your task (ALL EXCEPT LINEN)**

1. On the **Site Detail** list for your assigned vacation home, tap on your **assigned duty**.
2. In the **General** tab, tap on the **START?** button to indicate that you have started your duty.
3. Press **Save** at the bottom right of the white dialogue box to save your update. The white dialogue box will close, returning you to the **Site Detail** list (i.e., the list of duties/stages).



## **PROBLEM BUTTON: Notify others of a problem**

1. On the **Site Detail** list for your assigned vacation home, tap on your **assigned duty**.
2. Tap on the **PROBLEM?** button if you encounter a problem/need help. *You may want to type a note or take a picture to explain your problem (see later sections).*
3. Press **Save** at the bottom. An email will be sent to your supervisor.

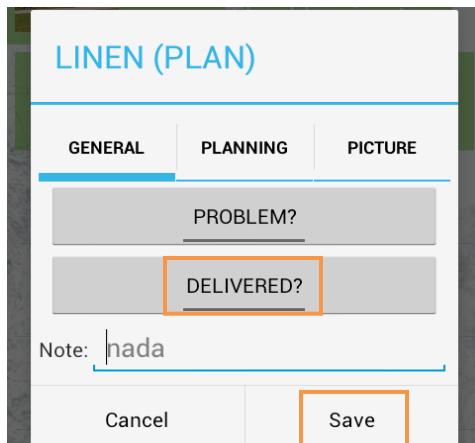
## **DONE BUTTON: Mark that you are done with your task (ALL EXCEPT LINEN)**

1. On the **Site Detail** list for your assigned vacation home, tap on your **assigned duty** (which you already started).
2. Tap on the **DONE?** button to indicate that you are done.
3. Press **Save** at the bottom. The white dialogue box will close, returning you to the **Site Detail** list.

*Note: If you tap on your **assigned duty** again after marking it as “done,” you will notice that the **DONE?** button is no longer an option.*

## **DELIVERED BUTTON: Mark that linens have been delivered (LINEN ONLY)**

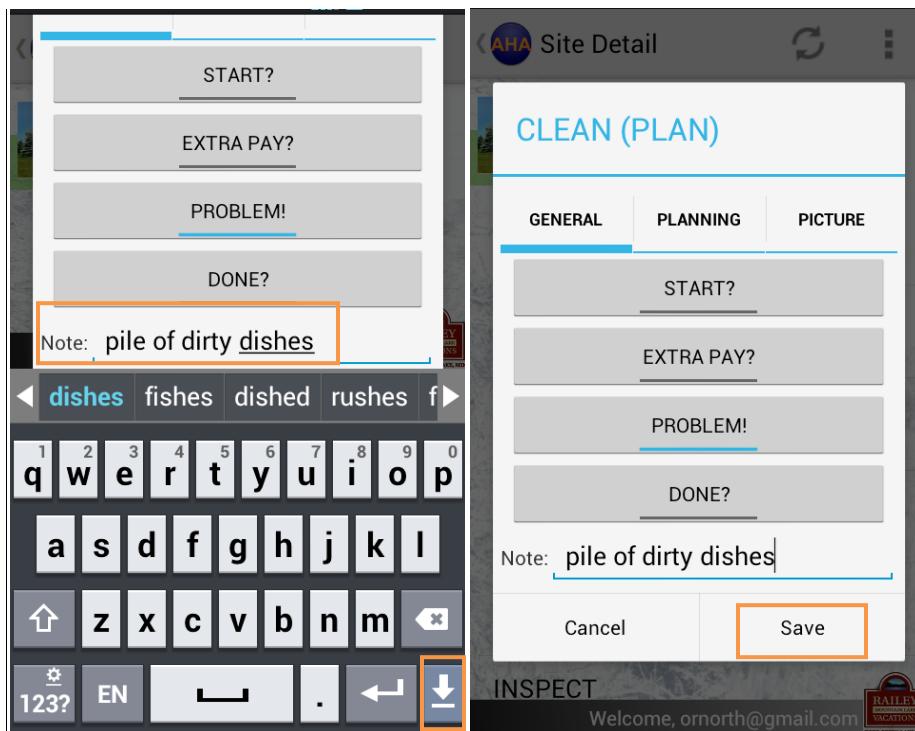
1. On the **Site Detail** list for your assigned vacation home, tap on the **LINEN** duty.
2. Tap on the **DELIVERED?** button if there are no problems with your delivery.



3. Press **Save** at the bottom.

## NOTE FEATURE: Type and send a note

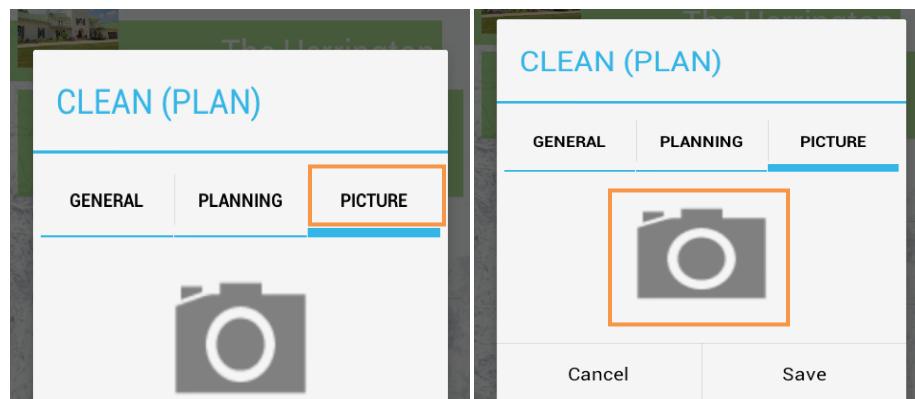
1. The **Note** space is under the grey button options. Tap on the space and your keyboard will appear.



2. After typing your note, hit the **down arrow** on the bottom right of the keyboard to get rid of the keyboard. Press **Save** to send the note to your supervisor. The note is also saved as history in the Note space.

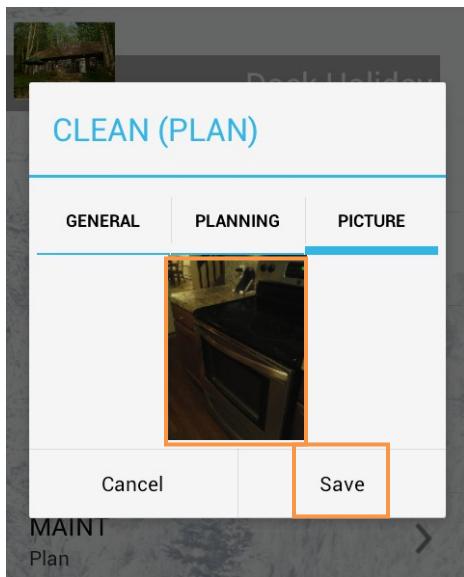
## PICTURE FEATURE: Take and save a picture

1. In the white dialogue box for your **assigned duty**, select the **Picture** tab along the row of tab options (General, Planning, and Picture).



2. Tap on the **camera icon**. After a second or two, the phone's camera should be on and ready to use.

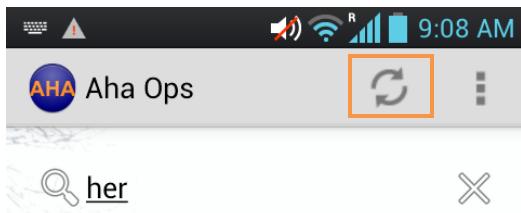
3. Hit **OK** after taking your picture. This will take you back to the screen above, but the camera icon will be replaced by a thumbnail of your image, shown below.



4. Press **Save**. The picture will be saved in your device's gallery (not in the app). Go to the gallery to send pictures via email to your supervisor.

### REFRESH ICON: Refresh the app for latest information

The **refresh icon** is always available at the top right of the app. Refresh whenever you haven't touched the app for a while.



### SIGN OUT

1. Tap on the **menu icon** located to the right of the refresh icon.
2. Choose **Sign Out** from the drop-down list. Press **Yes** when you are asked if you want to sign out.

