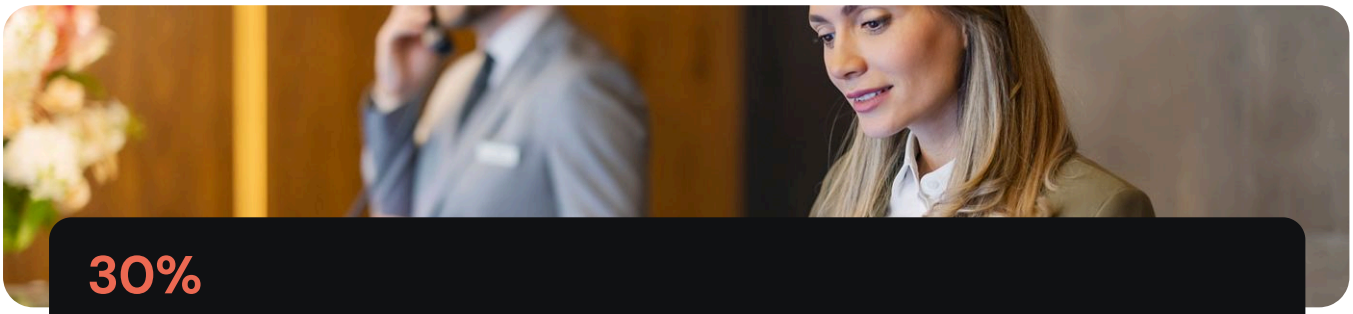
Hospitality UAE

A Dubai hotel group resolved in-room guest issues 30% faster across its properties

A Dubai hotel group logs every in-room guest complaint against the room, sends it to engineering or housekeeping with a time target, and inspects the room before it goes back on sale.



30%

faster guest issue resolution

AT A GLANCE

INDUSTRY
Hospitality

REGION
Dubai, UAE

SIZE
Large enterprise, several hotels

PREVIOUSLY
No central helpdesk

FEATURES USED
Work · Maintenance · Insight

01 The client

The client is a large hospitality company headquartered in Dubai, operating several hotel properties with a central support operation.

Most guest complaints start in the room: air conditioning that will not cool, a blocked drain, a television with no signal, a safe that will not open. The guest calls the front desk and expects someone at the door soon.

02 The challenge

Front desk agents passed complaints to engineering and housekeeping by radio and in a handwritten log. Calls were missed at shift change, and each property kept its own log in its own way.

- A guest could call twice about the same fault because the first call was lost.
- Nobody knew which technician had a job or when it was promised.
- Rooms taken out of order for repairs were not tracked back into service.
- Head office had no view of complaints across properties.

03 What they set up in Asset Infinity

The group gave every property one request queue in Asset Infinity, with each guest room set up as a location so complaints, repairs and inspections attach to the room.

Work

Complaints logged against the room

The front desk records the guest's complaint on the room it concerns, with a category such as air conditioning, plumbing, electrical or in-room technology.

Work

Time targets by category

Each category routes to engineering or housekeeping with its own SLA. A complaint that is not picked up in time is escalated to the duty manager.

Maintenance

Room inspection before resale

A room taken out of order is inspected with a checklist and photos before front office is told it can be sold again.

Insight

Guest issues by property

Dashboards compare open complaints and resolution time across properties, and show the rooms and categories that come up again and again.

04 How it works day to day

From the guest's phone call to the room going back on sale.

FRONT DESK AGENT

Logs the complaint

The agent records the guest's complaint against the room number, picks the category and notes anything the guest said about timing.

SYSTEM

Routes it to the right team

The category sends the request to the engineer or housekeeper on duty at that property and starts the clock for its target time.

DUTY ENGINEER

Accepts on the phone

The engineer accepts the job in the mobile app, so the front desk can tell the guest someone is on the way.

DUTY ENGINEER

Fixes or flags the room

Most faults are fixed on the visit. If not, the guest is moved, the job stays open and the room is marked out of order on the work order.

SYSTEM

Escalates a slow response

If a complaint runs past its target, the duty manager is alerted to step in.

HOUSEKEEPING SUPERVISOR

Inspects the room

Once repairs are done, the supervisor works through a room checklist with photos and signs it off.

FRONT OFFICE MANAGER

Puts the room back on sale

With the inspection passed and the work order closed, the room can be sold again.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Taking the complaint	Radio call and a handwritten log	Logged against the room with a category
Assignment	Lost at shift change	Sent to the person on duty, accepted on mobile
Follow-up	Guests called again	Escalated to the duty manager when late
Out-of-order rooms	Not tracked back into service	Inspected and signed off before resale
Across properties	Each hotel kept its own log	One queue and one way of working
Head office view	None	Resolution time by property and category

06 How it rolled out

1

Rooms and records set up. Each property's rooms and public areas were loaded as locations, and existing complaint logs were moved across.

2

Routing by property. Complaint categories, routing rules and time targets were configured property by property.

3

Front office and engineering trained. Front desk, housekeeping and engineering teams had hands-on training, then regular reviews of how the queue was working.

07 The results

- Every guest complaint has an owner, a target time and a status
- Fewer repeat calls from guests chasing the same fault
- Rooms return to sale only after a recorded inspection
- Escalations reach the duty manager before a guest has to ask again
- Faster, more organized responses improve guest satisfaction

08 Why it worked

The room is the record

Because complaints attach to the room, a second call about the same fault is visible straight away.

Handover built in

Front desk, engineering and housekeeping each see the same job, so nothing depends on a radio call being heard.

Quality checked before resale

The inspection step means the next guest does not inherit a fault the last one reported.

09 Looking ahead

Logging complaints against the room has given each property one list of what guests are waiting for, and a clear handover between front desk, engineering and housekeeping.

The record built up per room now shows which rooms and which systems generate the most complaints, so engineering can plan their attention before the next guest notices.

See it on your own assets

A 30-minute demo, set up for a hotel or hospitality group.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial