

Quintinha de São João

How did the Quintinha de São João's team become more efficient and motivated with Infraspeak?



Quintinha
São João

Company

Quintinha de São João

Division

Hotel Business

Number of Rooms

42

Implementation Time

2 weeks

Located on the paradise island of Madeira, Quintinha São João is a cozy and intimate hotel located in Funchal. Each detail of the guest's stay is envisioned to give all the comfort and due attention, provided by the 42 staff members dedicated in maintaining the structure of only 42 rooms.

At Quintinha, one employee per room is no overdo, it is dedication: time is precious around here, and everyone should have quality time to enjoy the wonders of Madeira. This includes the people that stays and who works at Quintinha São João.

But for that to work, help was needed.

The operations lacked efficiency

The maintenance routines were all paper-based and bureaucratic. The fault reporting was also done on paper, filled by a team member, which then was passed to the manager, referred to the maintenance and handed over to the manager, again.

The service could not be mechanized

Although the team needs a technological solution to streamline the operation, the secret of Quintinha de São João lies in its personalized service, wherefore the excessive process automation does not match the hotel values.

Poor communication, unsatisfied employees

In addition to the excessive bureaucracy and poor efficiency in fault reporting, there was minimal integration between maintenance and housekeeping teams, which sometimes resulted in employee's frustration.

Then came Infraspeak.

According to André Barreto, administrator and owner of Quintinha de São João, the maintenance and housekeeping teams have seen their work facilitated, their communication improved and their motivation increased, while never compromising the personalized service that it's characteristic of the hotel.

No more paper.

If papers were previously required for maintenance and fault reporting plans, today everything is logged and consulted through Infraspeak, which results not only in paper but also time savings.



"I can safely say that we are much more organized in the field of maintenance and can streamline the process in the best way."

André Barreto



"The housekeeping team asked to use Infraspeak as soon as it realized that it would bring agility in regards to the reporting and fix all communication problems with maintenance"

André Barreto

Better communication

In addition to the reported malfunctions being much more easily handled, the users can check the malfunctions' status at any given time, leading to better integration between maintenance and housekeeping teams.

Satisfaction and enthusiasm among employees

The maintenance and housekeeping teams are enthusiastic about using Infraspeak as they clearly recognize the result that technology has brought them in their daily routine. Using mobile phones to perform daily tasks is something they value.

The manager can see in real time the efficiency with which maintenance tasks are performed and recognizes the team's work much better.

Why Infraspeak?

Given its simplicity of use and the NFC technology behind it, Infraspeak established a new way of working for Quintinha de São João. On the contrary to the manager's initial expectation, the team easily realized that Infraspeak was not a tool for control, but an ally, instead.

66

"We are very pleased with Infraspeak at all levels and the whole team, maintenance and housekeeping, is also happy to use it"

André Barreto

How was the implementation?

Infraspeak was implemented at Quintinha de São João in just two weeks, with an incredible degree of adjustment from the teams. It was initially implemented only within the maintenance team, although the Corrective Maintenance module was also requested by the housekeeping team. Shortly thereafter, the Preventive Maintenance module was implemented.

Take a look inside.

Request a demo and see how Infraspeak can supercharge your team, your business and operation.

Request Demo

