

Hospitality

You operate in a very competitive environment. How your hotel or restaurant looks and operates are some of the most important factors in how you are perceived and your customers' decision to patronize you.

Your investment in cleaning, food service, grounds management, and physical plant delivers an immediate return by ensuring that your clients are happy and will return.

Walsh's Quality Platform is the best way to ensure that your buildings, grounds, food service, linen, physical plant, and more, are all at their best every day.

Whether you have a single hotel, or a chain of restaurants across the state, Walsh can help you understand and improve the performance of your critical services.

Using any phone or tablet, your team members have a series of custom checklists, forms, surveys and more. These are organized by location, service, specialty, and user. Throughout the day, your team examines the quality of cleanliness, records meter readings, ask customers questions about their restaurant experience, and ensure all grounds' tasks are getting done. All the information streams in real time to your dashboard, where you see who did what, the customer feedback received, what work is pending, where there are problems and when they will be fixed.

Walsh's solutions incorporate cleaning standards, engineering forms, survey questionnaires and more, in a single easy to use platform. Inspecting and reporting is essential to maintaining a healthy and safe environment for customers and staff.



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Over time, you will gain valuable insights into performance of individuals, identify rooms, floors, and other areas that require attention, and optimize resource allocation. This data-driven approach leads to more effective cleaning and maintenance strategies and better resource management.

In some cases you will get immediate input from customers about issues in their room or the restaurant. This gives you the opportunity to address the situation before it becomes a problem.

With Walsh, it is easy to track and monitor quality and activities. Our solutions record when tasks are completed and who completed them. They can add notes and photos directly to the various tasks. This promotes accountability among staff and provides you with clear records of activities and the quality of performance.

Walsh QA Inspector – A single mobile system that manages all aspects of your cleaning QA program; Mobile Inspections, quotas, and follow-ups.

Housekeeper Task Management System – Manage your janitorial staff more effectively with immediate feedback on tasks completed and rooms cleaned, using mobile devices

Customer satisfaction – monitor the customer experience yourself, don't wait for feedback from online reviews, take care of issues before they become problems

Pest Management Tracker – Use our NPMA checklists to ensure you keep your school pest-free and manage risk.

Grounds Management – Managing the conditions of your grounds is easier with this mobile app, allowing your staff to plan and execute projects and tasks.

Walsh Laundry Quality Manager – Ensure the laundry that you deliver meets the needs of your customer. Capture, analyze and manage unusable laundry before it gets to the customer.

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