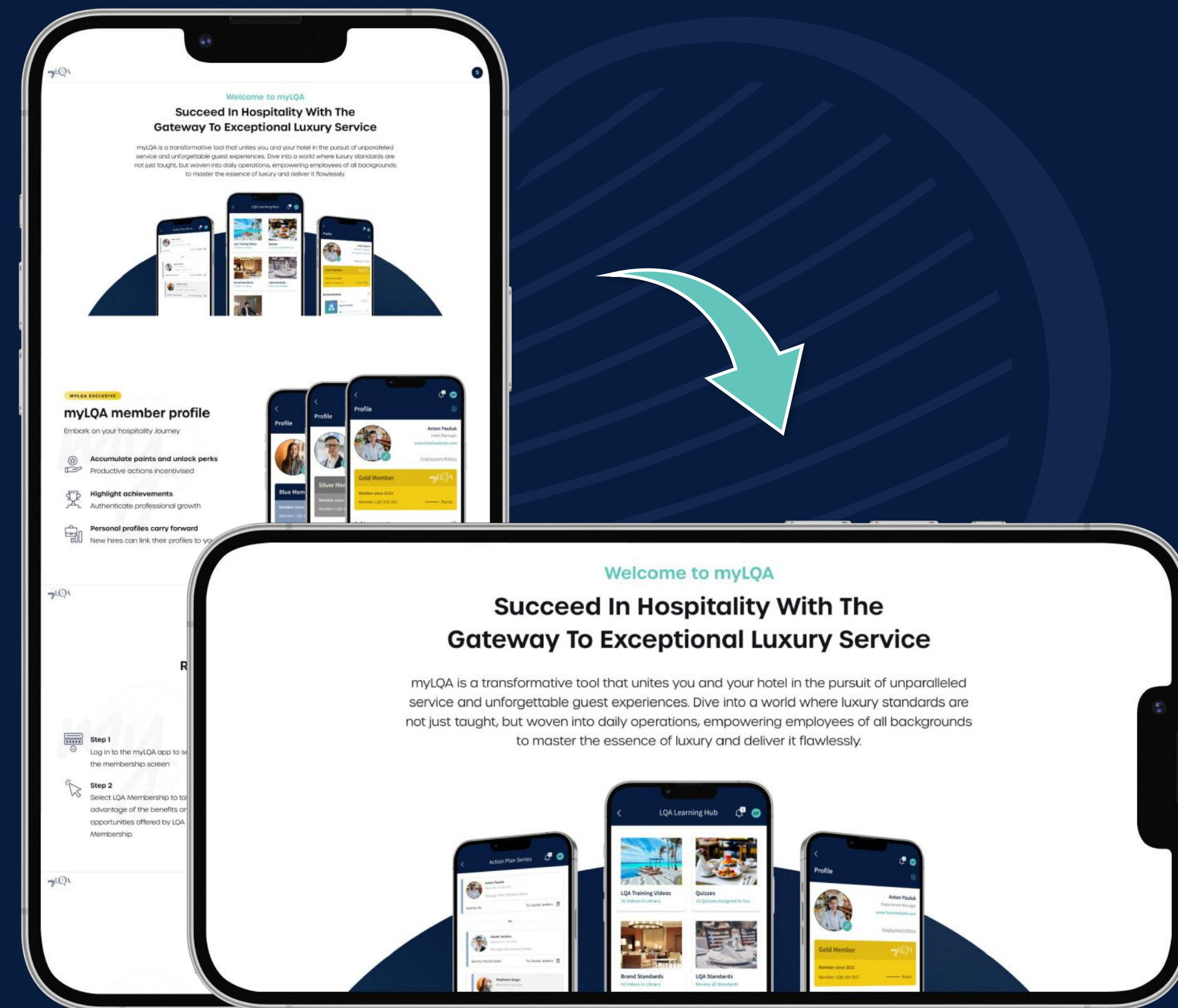# myLQA

Leaders Quickstart Guide

Getting The Most From myLQA

If Reading On Mobile, This Guide Is Best Viewed In Landscape

Hotel Leaders Quick Start Guide

What You'll Get From This Guide

This short guide is intended to introduce you to the core features of the app most relevant to you as a hotel leader and manager of teams.

This is not a manual or an overview of the full capabilities of the app. Additional videos and documents are available to cover the full range of myLQA features.

1 A top level look at the key features most relevant to leading teams and managing the hotel

2 Basic actions to take to get familiar with the core features you'll use most

3 A sense of orientation to the LQA mobile experience

Table Of Contents

Contents

Elevate Your Team With The Gateway To Exceptional Luxury Service

myLQA is a transformative tool that unites you and your front-line team in the pursuit of unparalleled service and unforgettable guest experiences. Dive into a world where luxury standards are not just taught, but woven into daily operations, empowering employees of all backgrounds to master the essence of luxury and deliver it flawlessly.
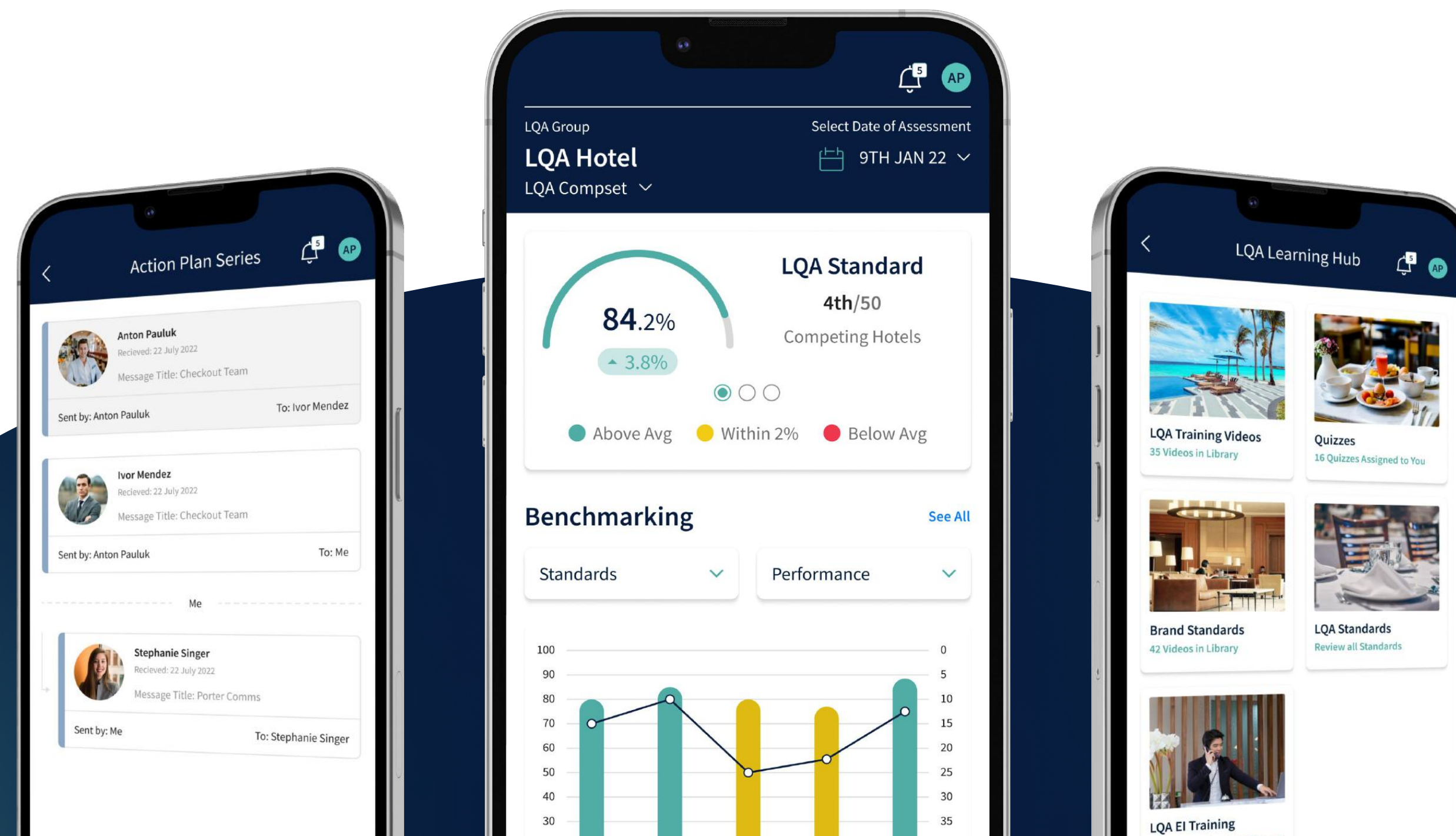
The Dashboard

Access a powerful, top-level summary with the Dashboard

Over a thousand standards distilled into an easy-to-navigate, quick-glance overview

Instant Strategic Insights

Quickly access hotel and division summaries, enabling informed tactical management decisions.

Trend Awareness

Maintain a comprehensive view of performance trends, keeping pace with evolving industry dynamics.

Take Swift Action

Take advantage of essential information and tools to rapidly and effectively implement necessary changes.

Get The Big Picture

Grasp your competitive & hotel performance. Quickly.

Four sections of the Dashboard give you the snapshots you need to track your hotel's performance.

Step 1

Navigate to the Dashboard and scroll through the interface to familiarise yourself with the following sections:

- Standards & EI Scores
- Benchmarking
- Trending Scores
- Improvement Opportunities
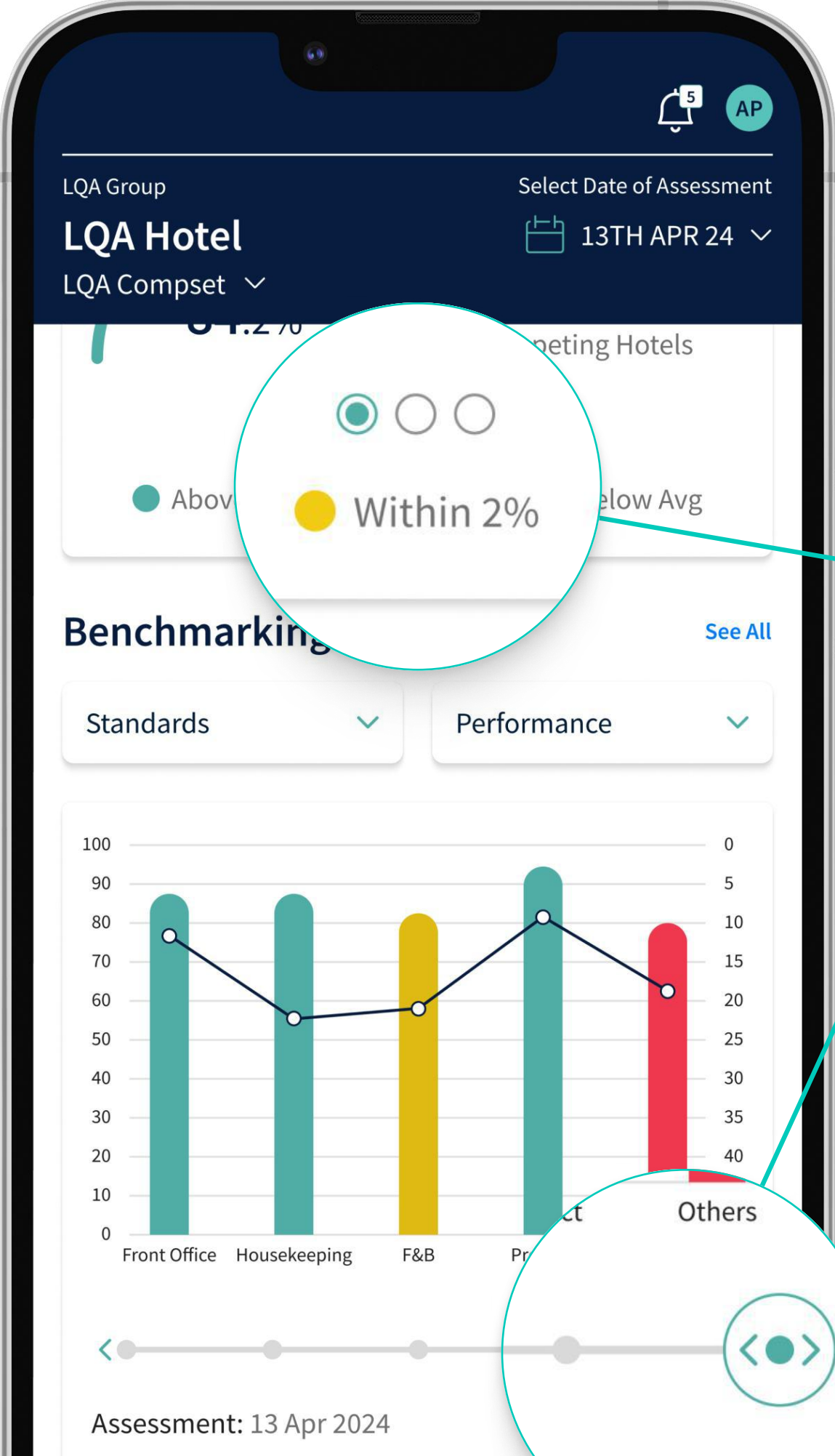
Step 2

Swipe the sliders to reveal additional insights. The Benchmarking slider quickly shows you historical assessment performance.

LQA Group
LQA Hotel
LQA Compset

Select Date of Assessment
13TH APR 24

Within 2%

Above   Below Avg

Benchmarking   See All

Standards   Performance

Front Office Housekeeping F&B Pr   Others

Assessment: 13 Apr 2024

Uncompromising Clarity

Dig into departments and their assessment areas

Step 3

Never be left guessing. Press **"See All"** in your Benchmarking, Hotel Trends and Improvement Opportunities sections to get a deeper level of detail.

Expert Insight

Frequently reviewing your scores amplifies visibility, promotes accurate decisionmaking, and improves the guest experience.
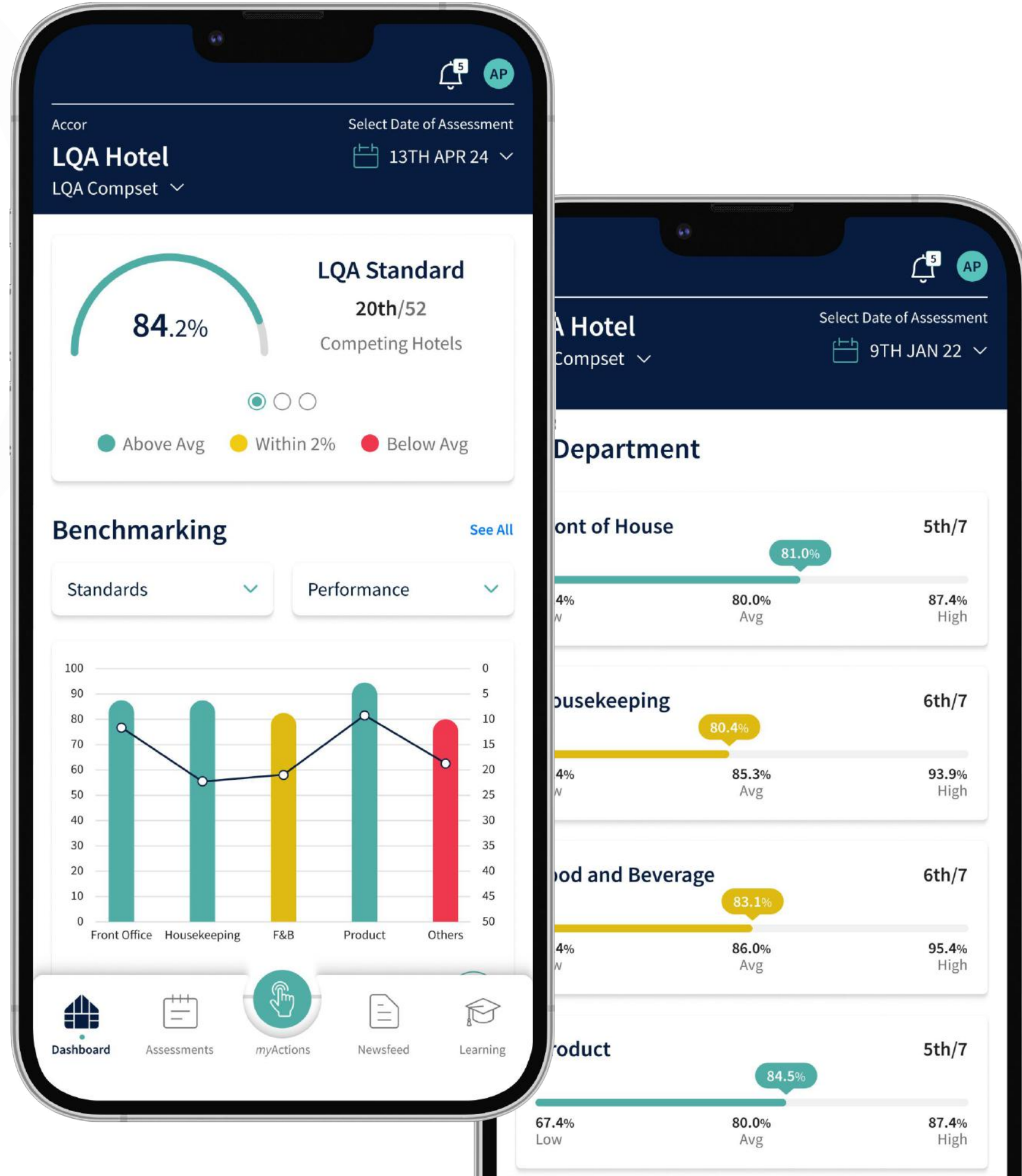
Assessments

Your Guest Experience Decoded

Encouraging team engagement and a shared commitment to improvement.

Identify Strengths and Weaknesses

Gain a birds-eye view of performance across divisions and departments.

Pinpoint Score Drivers

Get detailed insights from each division down to specific standards that influenced your score.

Drive Meaningful Change

Develop targeted action plans or self-assessments directly from your report to address identified areas.

Assessment

LQA Hotel

Select Date of Assessment
13TH APR 24

Star Employees

Dean   Anton

Benchmark	Performance

Benchmark Overall   84.2%

Front Of House	87.1%	3.67
Housekeeping	85.5%	
Food and Beverage	82.2%	3.43
Product	94.1%	
Other	80.4%	4.0

Dashboard   Assessments   myActions   Newsfeed   Learning
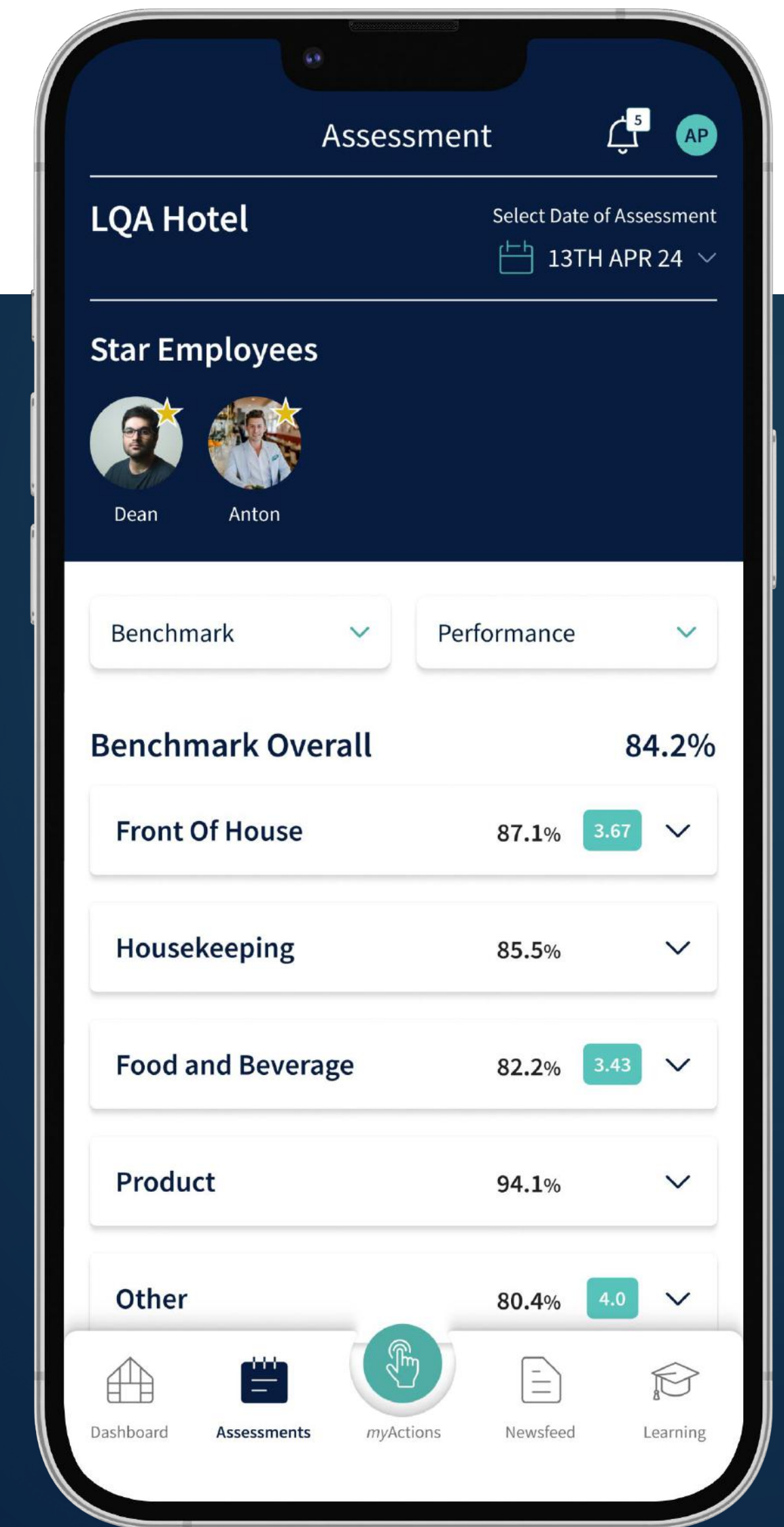
Consolidated Summary or Forensic Detail

Understand Every Department Down To The Specific Standard

Step 1

Click on a department to get a breakdown of its assessment areas

Step 2

Select from Emotional Intelligence, Audio or Photographic insights of that assessment area.

Step 3

Click on an assessment area to reveal performance by the standard. Easily filter and navigate to other departments.

Phone 1 (Assessment)

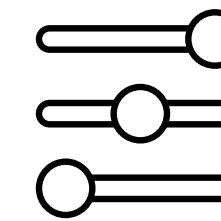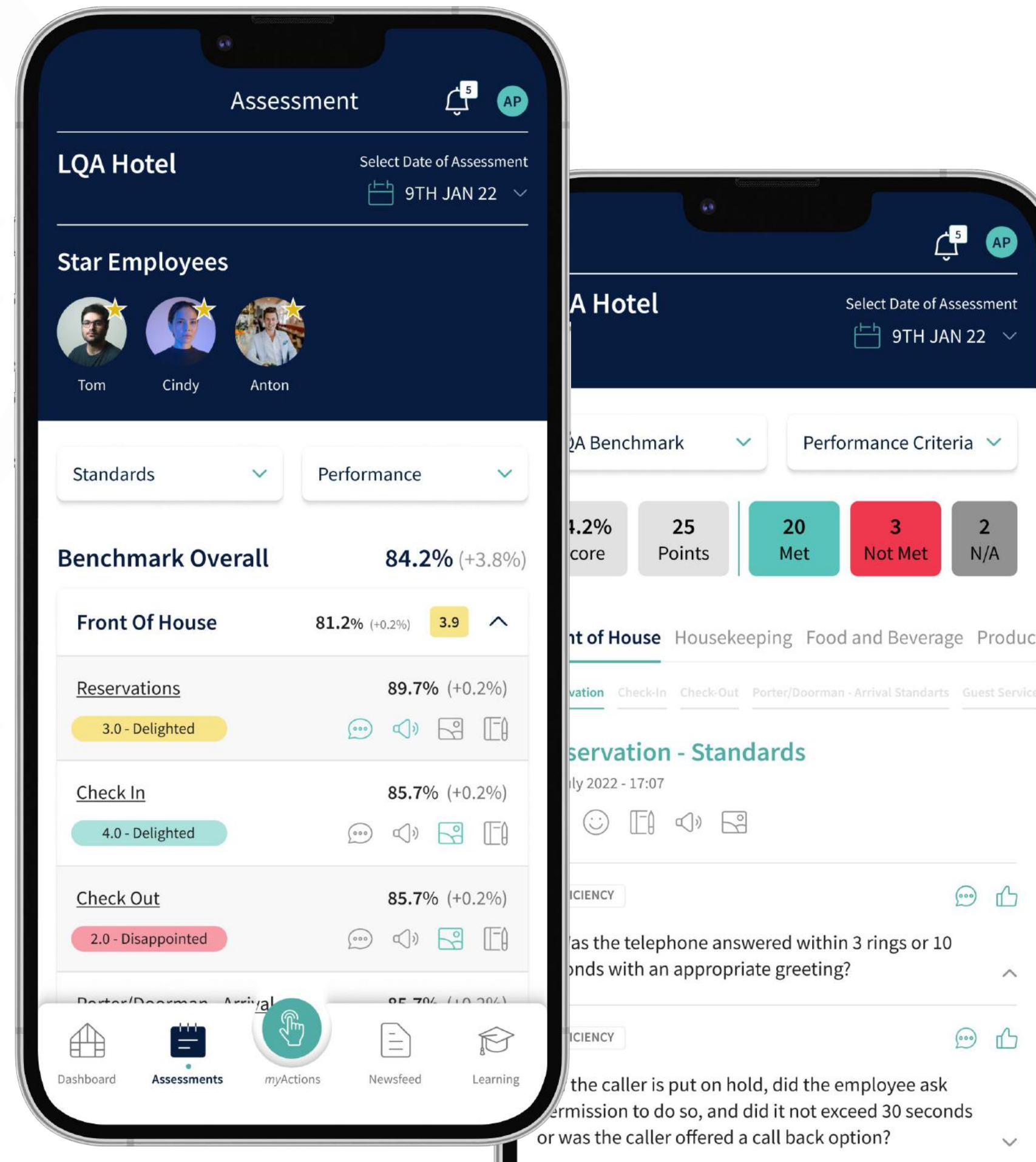Assessment

LQA Hotel — Select Date of Assessment — 9TH JAN 22

Star Employees
Tom | Cindy | Anton

Standards ▾ | Performance ▾

Benchmark Overall — 84.2% (+3.8%)

Front Of House — 81.2% (+0.2%) — 3.9

Reservations — 89.7% (+0.2%)
3.0 - Delighted

Check In — 85.7% (+0.2%)
4.0 - Delighted

Check Out — 85.7% (+0.2%)
2.0 - Disappointed

Porter/Doorman - Arrival — 85.7% (+0.2%)

Dashboard | Assessments | myActions | Newsfeed | Learning

Phone 2

A Hotel — Select Date of Assessment — 9TH JAN 22

QA Benchmark ▾ | Performance Criteria ▾

4.2% core | 25 Points | 20 Met | 3 Not Met | 2 N/A

nt of House | Housekeeping | Food and Beverage | Produc

ervation | Check-In | Check-Out | Porter/Doorman - Arrival Standards | Guest Servic

servation - Standards
ly 2022 - 17:07

ICIENCY
as the telephone answered within 3 rings or 10 onds with an appropriate greeting?

ICIENCY
the caller is put on hold, did the employee ask ermission to do so, and did it not exceed 30 seconds or was the caller offered a call back option?

myLQA

10

myActions

Optimise your team's performance

Tools For Effective Change

Designed for swift and effective standard improvements.

Tailor-Made Improvement Tools

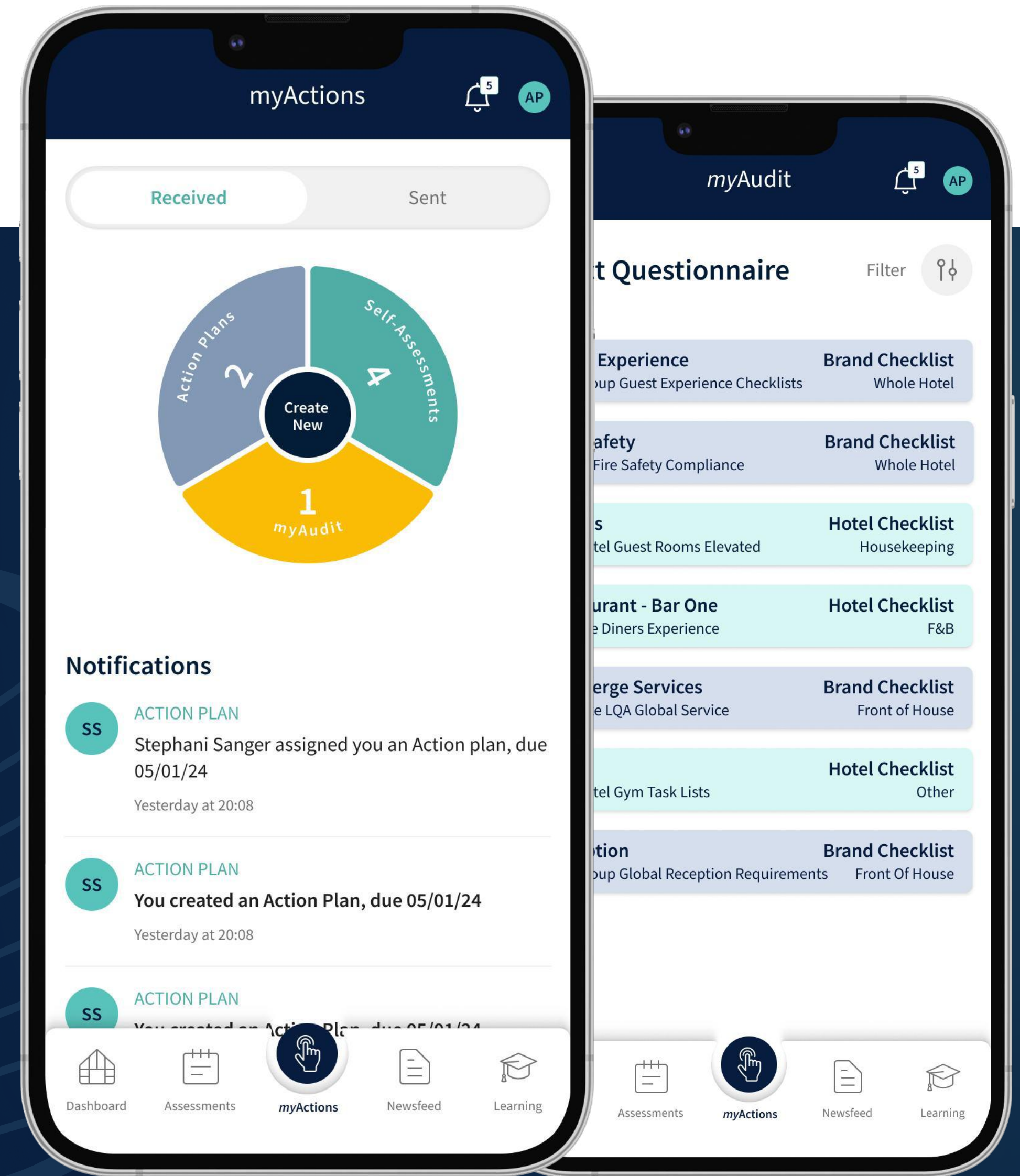Access custom tools crafted to elevate your team's adherence to LQA standards.

Sustain Continuous Progress

Ensure consistent self-improvement and readiness between formal LQA assessments.

Enhanced Delegation and Accountability

Seamlessly manage and monitor the progress of delegated tasks and action plans at every step.

Action Plans

Unleash the power of delegation with myLQA's new Action Plan Tracker. Effect quick change and maintain oversight at scale across your entire hotel.

The power of your teams working together
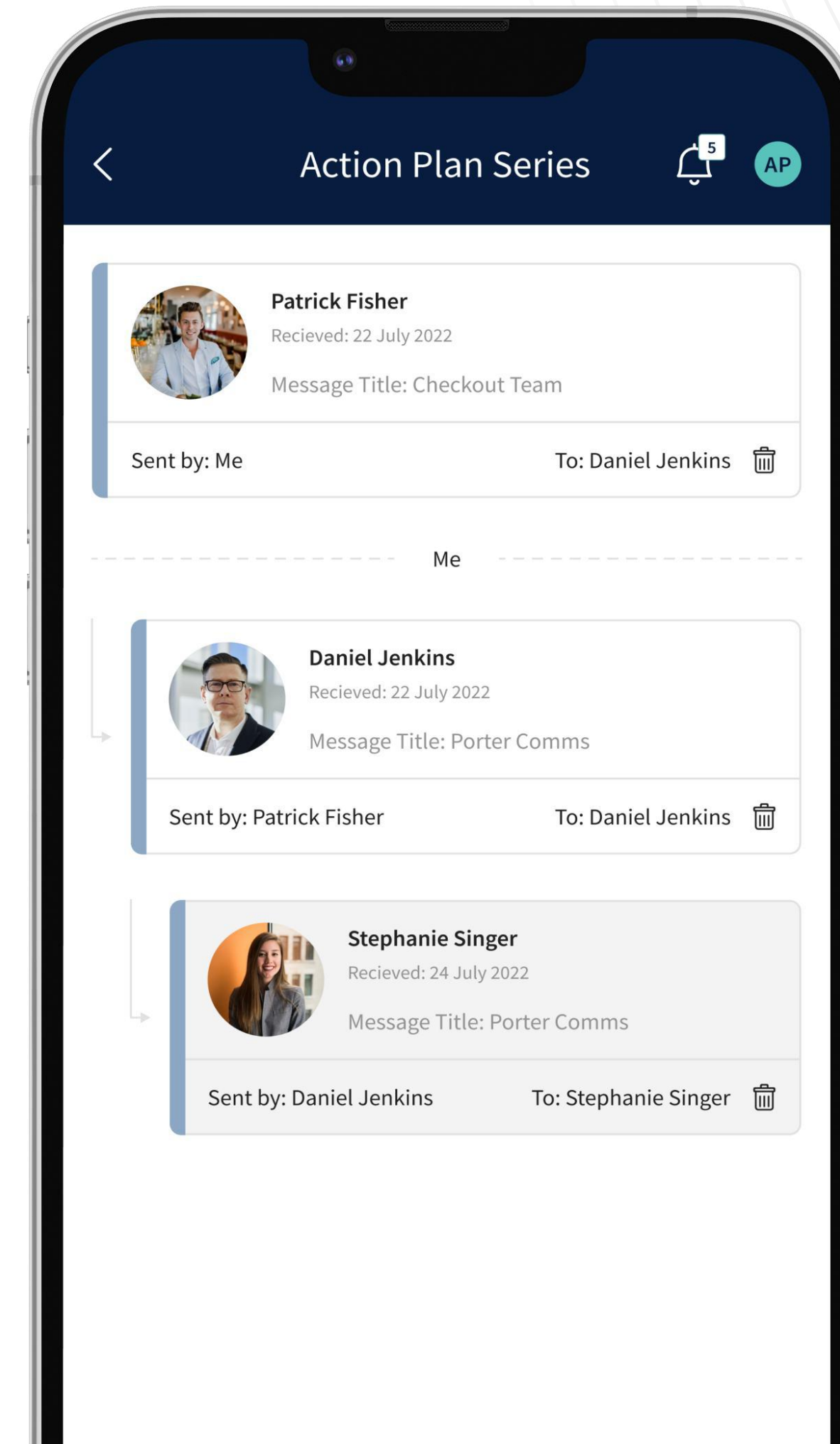Wider and deeper collaboration than ever before

Transparency and accountability
See the entire chain and responsibility of correction action

Effortless insight into progress
Understand change status at every step of the action plan chain through a simple colour coding system

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Action Plan Series

Patrick Fisher
Recieved: 22 July 2022

Message Title: Checkout Team

Sent by: Me   To: Daniel Jenkins

Me

Daniel Jenkins
Recieved: 22 July 2022

Message Title: Porter Comms

Sent by: Patrick Fisher   To: Daniel Jenkins

Stephanie Singer
Recieved: 24 July 2022

Message Title: Porter Comms

Sent by: Daniel Jenkins   To: Stephanie Singer

Expert Insight

Assigning Action Plans is available to fellow App users, ensuring efficient collaboration and streamlined progress tracking.

*my*Audit

Empower your team with approved checklists for anything and everything you want to maintain compliance with.
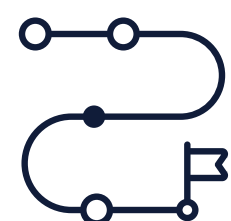
Bespoke Checklists

Create a checklist for anything your hotel and group values being maintained regularly.
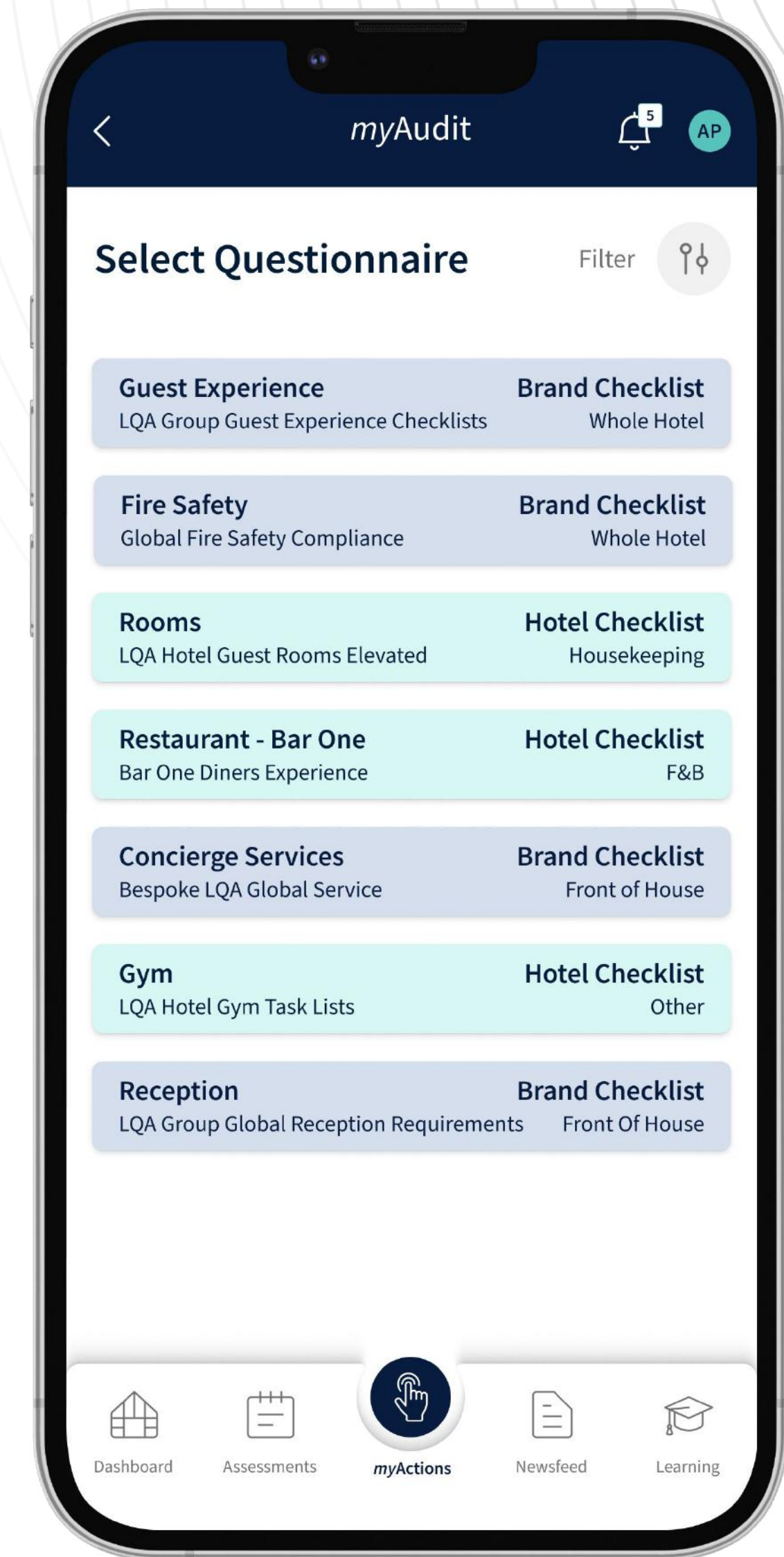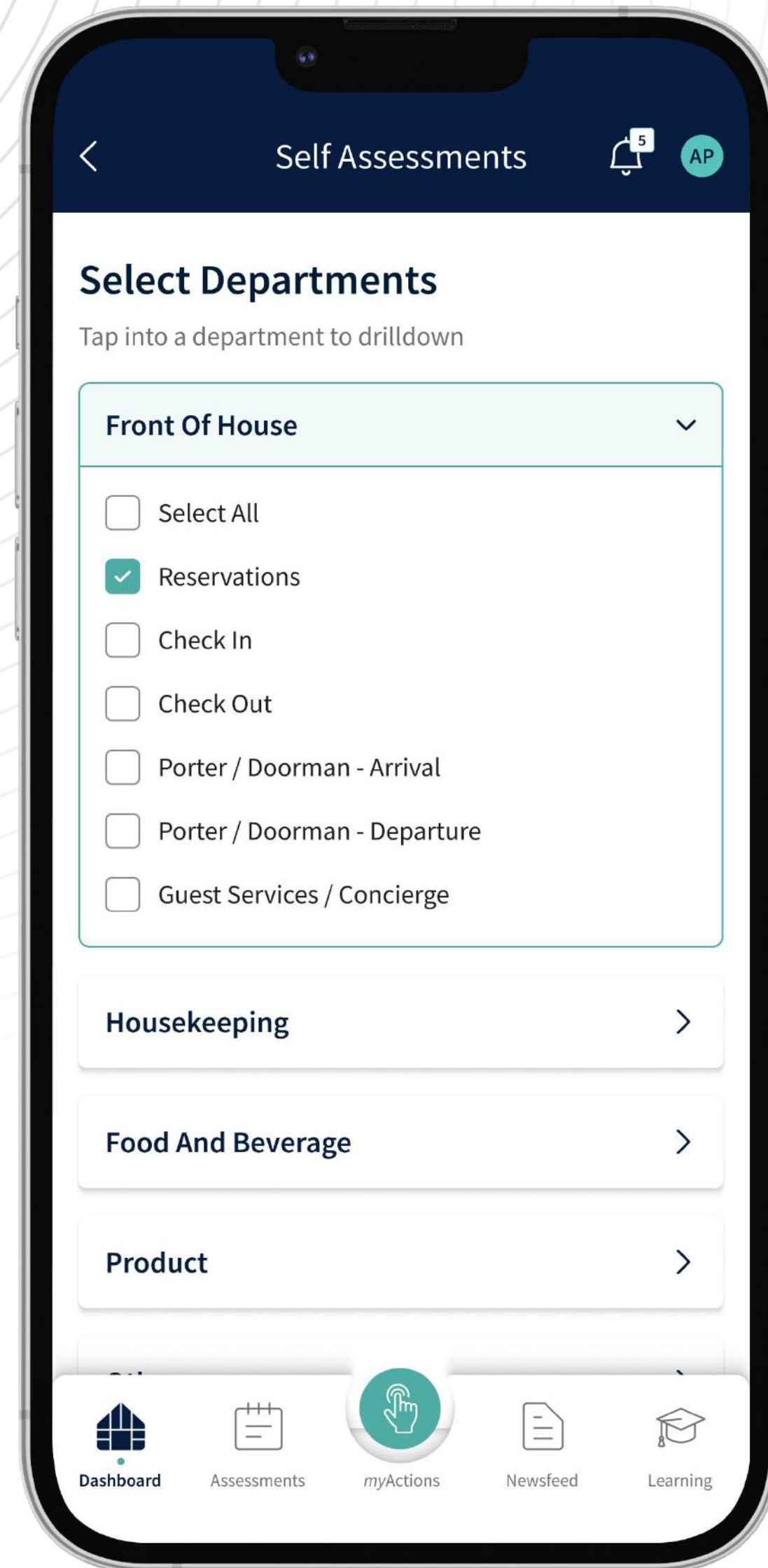
Broad and nuanced compliance

Checklists can be group wide for brand level assurance or created for the nuanced needs of local hotels.

Track progress at a high level and review in detail

Create an action plan or self assessment directly from your report

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*my*Audit

Select Questionnaire   Filter

| Guest Experience | Brand Checklist |
| LQA Group Guest Experience Checklists | Whole Hotel |

| Fire Safety | Brand Checklist |
| Global Fire Safety Compliance | Whole Hotel |

| Rooms | Hotel Checklist |
| LQA Hotel Guest Rooms Elevated | Housekeeping |

| Restaurant - Bar One | Hotel Checklist |
| Bar One Diners Experience | F&B |

| Concierge Services | Brand Checklist |
| Bespoke LQA Global Service | Front of House |

| Gym | Hotel Checklist |
| LQA Hotel Gym Task Lists | Other |

| Reception | Brand Checklist |
| LQA Group Global Reception Requirements | Front Of House |

Dashboard   Assessments   *my*Actions   Newsfeed   Learning

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*my*LQA

Self Assessments

Effortlessly assess many departments in a single workflow while your team provides greater levels of insight than anytime available before.
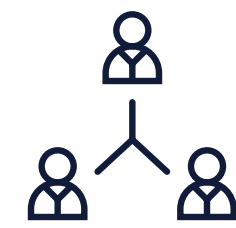
Multi-Department Self Assessments

Assign multi departments assessments and wrap it into one master Self Assessment for optimised change

Attachments for evidence based feedback

Take and attach photo evidence of missed standards for additional levels of feedback accuracy.

Greater context and detail than ever before

Tag team members, room numbers and more

Do you have additional questions?

Speak to your Hotel's LQA champion today for guidance and support