

Construction



S.C. SWIDERSKI CONSTRUCTION

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PROCESS FORM

PROCESS FOR: HOTEL ENGINE
PROCESS WRITTEN BY: ALI SCHROEDEL / BECKY HENSEL
DATE: 06/23/2023
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ABOUT

Hotel Engine offers innovative technology and unrivaled support that connects businesses with lodging partners, driving savings and efficiency for both sides.

S.C. Swiderski, LLC became a registered business with Hotel Engine in May of 2023 to streamline the entire employee lodging process from booking through billing.

This process will outline the basics of the Hotel Engine platform and how to begin using it.

GETTING STARTED

Human Resources will send out an email invitation through Hotel Engine to all employees who require access to the platform.

Once the email is received, click "Accept Invitation" in the body of the email. From there, the Hotel Engine website will launch and open a series of prompts:

- Create your account with S.C. Swiderski
 - Enter First Name, Last Name, Email Address, Password, Confirm Password and choose Create Account.
- 2-Step Verification
 - Enter a mobile phone number to receive a verification code. Click Continue.
 - Enter Verification Code and click Verify.
- Welcome: Sign-in
 - Enter Email. Click Continue
- Log-In Complete

TRAVELERS VS. TRAVEL COORDINATORS

Individuals will have varying levels of access depending on position. At this time, employees will either be set up as "Travelers" or "Coordinators" in the Hotel Engine Platform.

- "Travelers" are defined as users who only have access to book rooms for themselves. At this time, the following positions have this level of access:
 - Project Managers
- "Travel Coordinators" are defined as users who have the ability to book rooms for others. At this time, the following positions have this level of access:
 - Framing Foreman
 - Site Superintendents
 - Senior Site Superintendent

- Construction Office Assistant
- “Administrators” are defined as users that have complete access to the Hotel Engine platform and Company account. Administrators can make modifications to employee access levels, billing changes and other Company settings that can affect the experience of both Travelers and Coordinators. At this time, the following position has this level of access:
 - Director of HR & Administration
- “Account Managers” are part of the Hotel Engine team and have full access to all business settings within Hotel Engine. Together with S.C. Swiderski’s Administrators, will coordinate any global changes needed for the user experience and platform settings.

RESERVATION RESPONSIBILITY

Below is the current outline of which employees are responsible for making the appropriate accommodations for themselves and other S.C. Swiderski Construction employees.

		Guests							
		Project Manager	Other Office Personnel	Framing Crew	Other Field Employees (Rotating) ¹	Other Field Employees (Stationary) ²	Emergency Back-Up ³		
Party Responsible for Accommodations	Traveler	Project Manager	X			X	X		
	Travel Coordinator	Framing Forman			X				
		Site Superintendent				X	X		
		Senior Site Superintendent				X	X		
		Construction Office Assistant	X	X	X	X	X		
	Emergency Back-Ups (Travel Coordinators)	Construction Manager (Field Operations)	X	X	X	X	X	X	
		Director of Construction	X	X	X	X	X	X	X
		Project Operations Manager	X	X	X	X	X	X	X
		HR Generalist II	X	X	X	X	X	X	X

¹ Other Field Employees (Rotating): Field Employees frequently rotating from project to project, no stationary location. Excludes Framing Crew s.

² Other Field Employees (Stationary): Field Employees consistently reporting to the same job site. Excludes Framing Crew s.

³ Emergency Back-Up: Available for after hours emergencies only. Are not responsible for day to day reservations.

Most after-hours calls and lodging emergencies can be prevented through early and proper communication and planning. However, in the event of a lodging emergency after hours or personnel absences, please contact the following parties for assistance:

1. **Emergency Back-Up I**.....Joel Holcomb.....Construction Manager (Field Ops).....715-693-7822.....jholcomb@scswiderski.com
2. **Emergency Back-Up II**.....Carl Fuhrman.....Director of Construction.....715-846-1201.....cfuhrman@scswiderski.com
3. **Emergency Back-Up III**.....Becky Hensel.....Project Operations Manager.....715-693-7806.....becky@scswiderski.com
4. **Emergency Back-Up IV**.....Elise Krohn.....Construction HR Generalist II.....715-693-7859.....ekrohn@scswiderski.com

NAVIGATING THE HOTEL ENGINE ACCOUNT

Once logged in, users will be presented with a home screen displaying a large banner, titled, "Find a Stay. Using this feature will be covered below in section of this process titled, "Making a Reservation: Find a Stay."

Above the "Find a Stay" banner, are three tabs in the upper left corner of the Hotel Engine window including:

- Find a Stay: Also the home page, this is the webpage that will be utilized to make reservations
- Trips: This webpage will provide current and historical data of all trips each team member has reserved through Hotel Engine. Here users can view the following reservations:
 - All
 - Active
 - Upcoming
 - Past
 - Cancelled
- Groups: This option allows for specialized service when reserving rooms for large groups or extended stays. A "Group" is defined as a reservation requiring 7+ rooms.

In the upper right corner of the Hotel Engine window the user's initials are displayed in a black circle. Hover over this button to view the following drop-downs:

- Your Name and Access Level
- Travel Credits: Travel credit are awarded to account users and can be used for future bookings on Hotel Engine. It can be used for any reservation for one year from the date it was issued. Here available travel credits, history and activity are available for review.
- My Properties: Quickly find the hotels your Administrator recommends you book. Preferred properties appear higher in search results and the 'thumbs up' sign make them easy to see.
- Invite Traveler (Travel Coordinators): Allows Coordinators to invite Travelers to Hotel Engine. At this time, membership access will be managed by Human Resources.
- My Settings: General account settings can be found here. At this time, if changes are needed to a user account, please contact Human Resources for support.
- Add Personal Account: Book and track your personal trips on a private account. Currently, this option is under consideration as possible employee benefit. Contact Human Resources for more information on Personal Accounts through Hotel Engine.
- Sign Out

Notifications: Notification display for upcoming trips, check-in and out and account changes.

DESKTOP VS. MOBILE ACCESS

Hotel Engine is accessible to users through their website and mobile application. Depending on what is most convenient for access to the platform, the mobile application may be preferred. The user experience is nearly identical from desktop to mobile, but the mobile application has been optimized for the on-the-go user.

To install the Hotel Engine mobile application on Company mobile devices, contact with S.C. Swiderski's Information Technology Manager may be required (help@scswiderski.com)

More information on the mobile application can be found here: [Getting to Know the Hotel Engine App](#)

MAKING A RESERVATION: FIND A STAY

To make a reservation, navigate to the Find a Stay page.

- Enter the city or address a reservation is needed within or near
 - NOTE: If using the project address, please be advised addresses of new constructions may not yet be available in satellite mapping systems and may not be found in Hotel Engine. If the use of an address the preferred search method, enter the address of an adjacent business or location. If no nearby locations exist, use the city name to search.
- Enter the check-in date
- Enter the check-out date
- Enter the number of rooms that need to be reserved in this location, followed by the number of adults requiring accommodations
- Click Search

Users will now see a window outlining all the available hotels in the area, a series of filters and map of the area.

- Filters: Use this area to narrow the search results if needed.
- Hotels: Each available hotel and room will display the following information:
 - Name of Hotel
 - Star Rating
 - Distance from preferred jobsite or city
 - Reviews
 - Cost and savings with Hotel Engine
 - The Construction Department's rates are preset to \$90-\$130 per room, per night
 - Those reserving a room should take care to book the most cost-effective option possible
 - Rewards, if applicable
 - Refundable Rooms, if applicable
 - Refundable rooms can have reservations canceled up until a specified date without penalty.
 - View Details button

Click View Details to learn more about the available accommodation. In this window, users can either click Choose a Room in the upper right corner of the screen or scroll down to the Choose a Room section of the page.

Once the desired room has been determined, click Reserve.

BOOK NOW

This window will display the booking details of the pending reservation and will require additional data entry to finalize.

Complete the following information for each room in the reservation:

- Primary Guest: Search or add a new guest.
 - If it is the first time this employee's data is entered into the system, additional data will need to be entered at this stage.
- Business Purpose: Choose from any of the drop-downs in the form field:
 - Company Event Booking (employees 1.5 hours+) (6962)
 - Corporate Office Visit (coming to corporate) (6962)
 - Project Expense (field employee lodging) (01 59 00)
 - Project Expense (site super lodging) (01 59 00)
 - Project Manager Site Visit (by non-field employee) (01 59 00)
 - Site Visit (by non-field employee) (6962)
 - Tradeshow/Conference (must be approved by dept. manager before booking) (6962)
- Employee Names: First and last names of all parties staying in the room, including the Primary Guest.

- Multiple Projects: If working on or visiting multiple projects, list the name of each project in this field. If only one project is applicable to this reservation, enter "N/A."
- Project Name & Number: Choose from any of the drop-downs listing the project name and number:
 - Example: Oshkosh 17-002
- Single or Double Occupancy: Choose "Single" for a sole occupant, "Double" for two occupants.
- Additional Services: Cover your stay with Flex. Do not check this box at this time.
- Payment Method: Direct Bill (Required by Travel Policy)
- Important Information: Outlines the Property Cancellation Policy

At completion of all the applicable form fields, click Complete Booking.

A new window will open, where the reservation can be emailed to others or printed.

DIRECT BILL & INVOICES

All invoices are automatically sent from Hotel Engine to the S.C. Swiderski Accounting Department.

Each invoice will already be coded with the information previously entered during the reservation, so ensuring accuracy during that stage is required.

POST-RESERVATION: TRIPS

To view information for a past, active or upcoming trip, you can click on the Trips tab in the upper left corner of the screen.

Here you can view all trips that you have booked, the location, Travelers, check in/ check out, and price of each stay.

At the far-right side of the screen is a small menu button with three dots inside that includes drop-downs for more options. Clicking this button will allow the user to perform any of the following actions:

- View Itinerary
- Share via Email
- Print
- View Folio (invoice)
- Verify Checkout Date

RESERVATION CANCELLATIONS/ CORRECTIONS

In the event a cancellation or correction, such as shortening or extending a booking is required, contact Hotel Engine Member Support: 855-567-4683.

RESERVATION DEMONSTRATION

QUESTIONS

Please contact:

Ali Schroedel
Construction Office Assistant
715-693-7803

aschroedel@scswiderski.com

Becky Hensel
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715-693-7806
becky@scswiderski.com

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