

# Pass On Log

The Pass On Log offers a simple tool for 'passing along' reminders to staff and guests, or setting 'reminders' for future needs.

The Pass On Log on the Front Desk displays the title, text preview, date and created by. A Pass On Log will 'appear' on the Front Desk on the 'Show on' date saved when adding or editing the Pass On Log.

Each Pass On Log stays on the Front Desk for 3 days until it automatically removes itself and can then be found by either 'searching' for it or viewing it in the Pass On Log area.

The Pass On Log is useful for many common hospitality tasks, such as:

- 'Wait List' guests wishing to book a room at a future date. To do this, set the Show On date to bring the Guest details to the fore at a specific date to see if availability has opened up and use the 'Message' body to record the Guest name, contact info, and room details. Then, set the Show Date to be a few days earlier than the guest wanted to see if availability opened up - get back to them if it did.
- Schedule Maintenance. A great use to remind yourself (and staff) to maintain the property's such as when to oil the hardwood floors or 'snake' a sewage line. Take look at [MyGuest](#) for an even more robust to track and schedule maintenance requests with a distributed staff.
- Remind staff to sell particular rates or packages on specific dates.
- Alert staff to perform actions such as contact a guest, request maintenance, housekeeping, etc.

There are literally hundreds of uses for the Pass On Log to make reminding and notifying staff and guests easier.

## Front Desk Tab

The Pass On Log on the Front Desk displays the title, text preview, date and created by. A Pass On Log will 'appear' on the Front Desk on the 'Show on' date saved when adding or editing the Pass On Log.

The screenshot displays the 'Front Desk' tab in a hotel management system. The interface includes a top navigation bar with tabs for 'Front Desk', 'Booking', 'Reports', 'Arrivals', 'In House', and 'Departures'. Below this is a secondary navigation bar with 'Front Desk' selected, and other options like 'Phone List', 'Housekeeping', 'AR Accounts', 'House Accounts', 'Pass On Log', and 'Night Audit'. The main content area is divided into several sections: 'Quick Search' with fields for Last Name, Confirmation #, Folio #, Arrival Date, and Departure Date; 'Quick Charge' with fields for Quick Charge, Add Charge, Description, Quantity, Unit Price, Amount, and Date; 'Hotel Summary' showing statistics like Remaining Arrivals, Departures, and In House counts; 'System Messages' indicating no messages; and 'Pass On Log' which is the focus of the image. The 'Pass On Log' section contains a table with columns for Title, Message, Message Date, and Created By, listing three entries: 'GUEST REQUEST', 'WAIT LIST', and 'MAINTENANCE'. Each entry has an 'Add Comment' button next to it.

Title	Message	Message Date	Created By
GUEST REQUEST	Guest - Johnson Room 101 requests ext...	05-JUL-2015	BC
WAIT LIST	Booking #7654 - Jones is wait listed ...	05-JUL-2015	BC
MAINTENANCE	Maintenance is scheduled for pool are...	05-JUL-2015	BC

## To Add A Message

- Click on **Pass On Log in the Front Desk menu**. A screen will appear with a list of your messages and comments. New messages will appear at the top of the list and in the pass on log in the Frontdesk.

Front Desk

Booking

Reports

Arrivals

In House

Departures

Search

System Date: 06-JUL-2015

Front Desk

Phone List

Housekeeping

AR Accounts

House Accounts

Pass On Log

Night Audit

### Pass On Log

Search:

From:

To:

Show Date

Search

Showing 1-4 of 4 Messages

Add Message

Delete Selected

	Title	Message	Date	Created By	
<input type="checkbox"/>	Re: GUEST REQUEST	Guest Received blankets. DONE	06-JUL-2015	BC	<div>Add Comment</div> <div>Delete</div>
<input type="checkbox"/>	WAIT LIST	Booking #7654 - Jones is wa...	05-JUL-2015	BC	<div>Add Comment</div> <div>Delete</div>
<input type="checkbox"/>	GUEST REQUEST	Guest - Johnson Room 101 re...	05-JUL-2015	BC	<div>Add Comment</div> <div>Delete</div>
<input type="checkbox"/>	MAINTENANCE	Maintenance is scheduled fo...	05-JUL-2015	BC	<div>Add Comment</div> <div>Delete</div>

Add Message

Delete Selected

Showing 1-4 of 4 Messages

- **Click on Add Message.** A new window will open with a message window.
- **Show Date:** Choose today's date or a date in the future on which you want the message to appear on the front desk.
- Click Save. The message will appear at the top of the Pass On Log list on the front desk.

### Pass On Log Message

\* Title:

WAIT LIST

Message:

Booking #7654 - Jones is wait listed for any room on July 28, 2015

Show Date:

05-JUL-2015

Save

Delete

## To Add A Comment:

Click on **Add Comment** next to the message. The comment will appear below the original message.

Pass On Log

Add Message | See all Messages

Title	Message	Message Date	Created By	
GUEST REQUEST	Guest - Johnson Room 101 requests ext...	05-JUL-2015	BC	Add Comment
WAIT LIST	Booking #7654 - Jones is wait listed ...	05-JUL-2015	BC	Add Comment
MAINTENANCE	Maintenance is scheduled for pool are...	05-JUL-2015	BC	Add Comment

A new window will open with a message window. Choose today's date or a date in the future. Click Save. The message will appear at the top of the Pass On Log list on the front desk.

### Pass On Log Message

\* Title:

Re: GUEST REQUEST

Message:

Guest Received blankets. DONE

Show Date:

05-JUL-2015

Save

## Search and View all Messages

Use the Search area to search for any Pass On Logs for text in the title and/or Message. The search works on 2 different dates:

- **Show Date** - the 'System Date' date that the Pass On Log was saved to 'appear' on the Front Desk
- **Created Date** - the 'clock date' (i.e., the actual day, *not* the System Date) that the Pass On Log was created or last saved.

Once you have 'searched' for Pass On Logs, you can view a list of all messages and click to Edit one or delete it. Note that the page will only show 50 messages at a time, so click NEXT and PREV to paginate through a selection.

Front Desk

Booking

Reports

Arrivals

In House

Departures

Search

System Date: 06-JUL-2015

Front Desk

Phone List

Housekeeping

AR Accounts

House Accounts

Pass On Log

Night Audit

### Pass On Log

Search: Wait list

From:

To:

Show Date

Search

Showing 1-1 of 1 Messages

Add Message

Delete Selected

	Title	Message	Date	Created By	
	WAIT LIST	Booking #7654 - Jones is wa...	05-JUL-2015	BC	<div>Add Comment</div> <div>Delete</div>

Add Message

Delete Selected

Showing 1-1 of 1 Messages

## To Delete a Message

Open any message by clicking on it. Then click delete.

### Pass On Log Message

\* Title:

WAIT LIST

Message:

Booking #7654 - Jones is wait listed for any room on July 28, 2015

Show Date:

05-JUL-2015

Save

Delete