MyGuest | Handling Requests, Notifications, and 'Escalated Requests'

When a new Request is captured in your MyGuest system, an automatic notification for YOUR department is displayed on the Dashboard. To handle a Guest Request, follow the steps below.

Step 1 - Open and View the Guest Request

When a new Request is captured in your MyGuest system, an automatic notification is displayed on the Dashboard and, if a User is using the A notification via the mobile phone system.



The Requests List displays all OPEN Requests. Each Guest Request is colored coded by Status. All NEW Guest Requests are displayed in Blu Request to open the details screen.



Step 2 – Handling Guest Request

- A. If you wish to type comments for the guest, do that first.- Touch position A below and start typing.
- B. Then set the 'request status' to PROCESSING. Touch position B and select PROCESSING
- C. You can assign the request to a staff member if you wish. Touch position C and select Staff Member
- D. You MUST then press SAVE button. This will send email to the guest to let them know their request is processing

🖬 AT&T 🗢	4:44 PM	
	Crowne Plaza	
	Crowne Plaza 🛔 book	ingcenter 🔼
🍘 Dashboard	Listing > Details	
	Requests / Details	
📽 Visitors		
	119 House Keeping Request - Maintenance 20 minutes ago	
	Jeff Tweddale / 123 / NA Guest Name / ROOM / Phone Number Rewards Number	
	Request entered by: Jeff Tweddale Staff member assigned: Not assigned	
	Maintenance Item Light	
Touch here to start typing in comments to include in email	Notes broken piece of the light on the noor.	
Set the status of the	A Type comments for guest email here Staff member (optional). You MUST send the e	press SAVE f mail to gues
request "Processing"	B Set request status Assign request (optional) Save D Processing C Not Assigned •	
	Comments For Guest Email Staff Only No	es (Not for gue

Once the Guest Request has been changed to Status= Processing, the status color changes to WHITE. It will stay here in OPEN requests unt

	Ор	en Co	ompleted	Cancelled					
	Per page: 10								
	-							In-Room	
	ID	Guest	Room	Category	Status	Assigned	Time	Discount	Rewards
WHITE = New Request processing. The request will turn to White after Status is set to "processing"	119	Jeff Tweddale	123	House Keeping Request - Maintenance	Processing	John Duffield	27 minutes ago		
	117	Jesse	123	House Keeping Request - Maintenance	New	Not assigned	2 days ago		
	116	Simone Test	200	Front Desk Request - Wake Up Call	New	Not assigned	2 days ago		
	115	Simone Test	100	House Keeping Request - Turndown	New	Not assigned	2 days ago		
	114	Jeff Tweddale	123	Front Desk Request - Wake Up Call	New	Not assigned	2 days ago		
	113	Jesse	333	House Keeping Request - Turndown	Processing	Jeff Tweddale	2 days ago		
	111	Jesse	68	Dining Request -	New	Not	1 week		

Step 3 – Handling Guest Responses

If you use the communication feature "Comments For Guest Email" to email the Guest, then your email will go the email address on file for the Guest. If they reply to the email, however, the reply email goes to your *Property email* setup as part of your MyGuest profile. The email reply will NOT update the request in MyGuest. So, if your staff receives a notice back from a Guest via email, and it's appropriate, have them update the request using the "Staff Only Notes" field so it persists with the ticket.

Thanks for your request John.

- Name: John
- Room: 123
- Request Name: Pool Side Menu

ITEM RESPONSE

Notes please write me an email

ITEM	PRICE	ΟΤΥ	SUBTOTAL
Buffalo Wings	\$15	1	\$15
Pepperoni Pizza	\$12	2	\$24
Deep Fried Prawns	\$15	1	\$15

While you have a short wait for your request, please let us know how we can improve your stay. We'd love to hear from you.

Thank you,

Step 4 – Attaching Images to requests

If you wish to have specific Form(s) enabled to allow image uploads, especially valuable for Housekeeping and Maintenance issues that need to preserve an image for later disputes, then enable the "*Allow Uploads?*" on the specific Form. This requires a Manager level access and can be done in the Management | Forms area for any specific Form. When the Image upload ice abledd for a Form, one can place up to 5 images, each one up to 5 megs in size, and save them to the Request.

	Multiple records have been detected for the provided-domain. The domain can have only one SIM record.				
	weplace account (1 man, 3 metro)				
	v-spf1 include, spf google.com -all				
	weplace associates (2 main, 0 method)				
	vrspf1 mx a (p4.201 237 231 0/25 all				
'	Û	,			
Create Incident Report					
		_			
			Comments For Guest Email	Staff Only Notes (Not for guest)	

Simply clicking on the thumbnail of the image will open it in a new window. Clicking the trash can icon below an image will delete the Image from the Request.

MyGuest