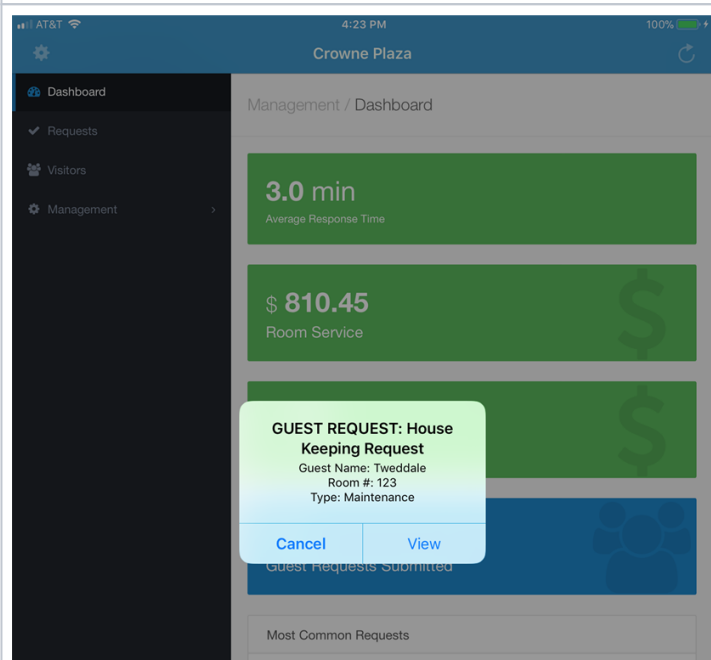


MyGuest | Handling Requests, Notifications, and 'Escalated Requests'

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 App, a notification is also displayed via the mobile phone system..



Click image to enlarge

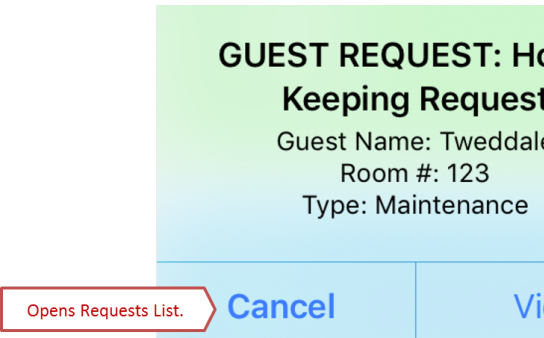
New Request Notification - iOS and Android 'BookingCenter'

The Request Notification displays the department, guest Name, and type of request. Users will receive these notifications when on:

- When a Request is **created** in a Category that they are 'assigned' to.
- When a Request is **assigned** to them from another User. In this case, the notification, only the assignee receives it.

If a User also has 'Escalated Requests' turned on in the iOS app, then when that Request remains in status: NEW for more than 30 minutes, a Notification will go out. To turn this off, the User must place the Request in another status besides NEW, or to a specific category. The Notification based on the 'Escalated Requests' will cease.

The Alert Notification has two options: Press "View" to open the details. Press "Cancel" to go to the Request List.



Click image to enlarge

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

AT&T

4:24 PM

100%

Crowne Plaza

BOOKINGCENTER

Crowne Plaza

bookingcenter Admin

Dashboard

Requests

Visitors

Management

Requests

Guest Requests

+ Add Request As Staff Member

Open

Completed

Cancelled

Per page: 10

ID	Guest	Room	Category	Status	Assigned	Time	In-Room Dining Discount	Rewards
119	Jeff Tweddale	123	House Keeping Request - Maintenance	New	Not assigned	47 seconds ago	<input type="checkbox"/>	<input type="checkbox"/>
117	Jesse	123	House Keeping Request - Maintenance	New	Not assigned	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
116	Simone Test	200	Front Desk Request - Wake Up Call	New	Not assigned	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
115	Simone Test	100	House Keeping Request - Turndown	New	Not assigned	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
114	Jeff Tweddale	123	Front Desk Request - Wake Up Call	New	Not assigned	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
113	Jesse	333	House Keeping Request - Turndown	Processing	Jeff Tweddale	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>

BLUE = New Request

Click to open Request Details

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**

Touch here to start typing in comments to include in email.

Set the status of the request "Processing"

Assign the request to staff member (optional).

You MUST press SAVE to send the email to guest.

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

WHITE = New Request processing. The request will turn to White after Status is set to "processing"

ID	Guest	Room	Category	Status	Assigned	Time	In-Room Dining Discount	Rewards
119	Jeff Tweddale	123	House Keeping Request - Maintenance	Processing	John Duffield	27 minutes ago	<input type="checkbox"/>	<input type="checkbox"/>
117	Jesse	123	House Keeping Request - Maintenance	New	Not assigned	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
116	Simone Test	200	Front Desk Request - Wake Up Call	New	Not assigned	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
115	Simone Test	100	House Keeping Request - Turndown	New	Not assigned	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
114	Jeff Tweddale	123	Front Desk Request - Wake Up Call	New	Not assigned	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
113	Jesse	333	House Keeping Request - Turndown	Processing	Jeff Tweddale	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
111	Jesse	68	Dining Request - Restaurant Booking	New	Not assigned	1 week ago	<input type="checkbox"/>	<input type="checkbox"/>

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	QTY	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,

MyGuest