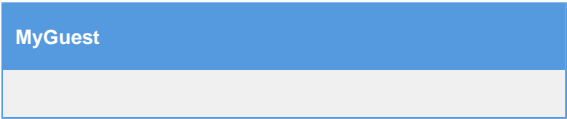


MyGuest | Requests

When a new Guest Request is captured in your MyGuest system, an automatic notification for YOUR department is displayed on the Dashboard. The request is also added to the total number of "Guest Requests Submitted" on the Dashboard and to the **Requests** list. Staff can also be alerted to new entries via 'push' notifications

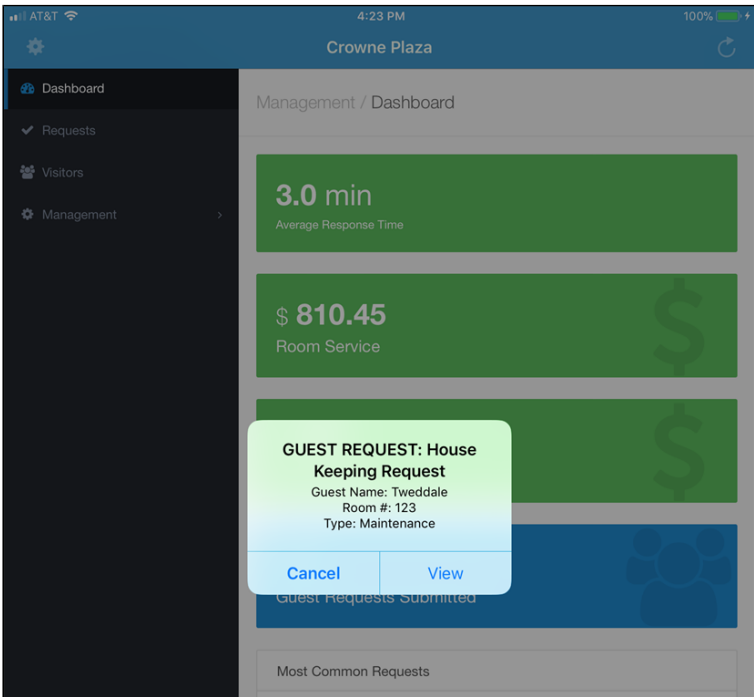
To view a list of all Guest Requests click on **Requests** in left menu. From here, you can click on each Guest Request to see the details, status and add comments.



Incoming Guest Requests

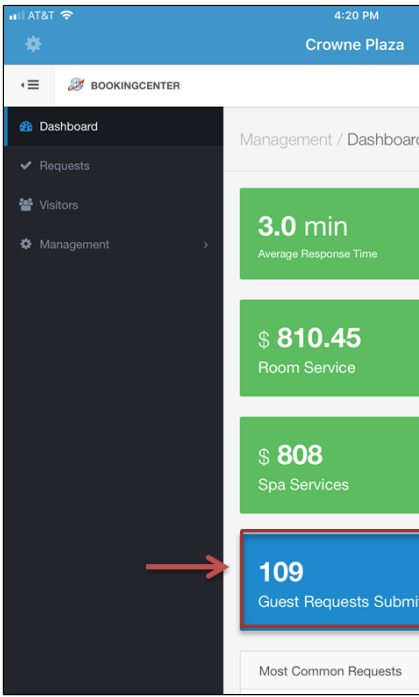
When a new Guest Request is captured in your MyGuest system, an automatic notification is displayed on the Dashboard. The Request will also be added to the "Guest Requests Submitted" on the Dashboard.

New Guest Request Notification



Click image to enlarge

"Guest Requests Submitted"



Click image to enlarge

New Guest Request Notification

The Guest Request Notification displays the department, guest Name, Room Assignment and the type of request. The Alert Notification has two buttons: 'Cancel' and 'View'. Click "Cancel" to go to the Request List.

GUEST REQUEST: House Keeping Request

Guest Name: Tweddale

Room #: 123

Type: Maintenance

Department

Guest Name

Room Assignment

Type of Request

Cancel

View

Click image to enlarge

GUEST REQUEST: House Keeping Request

Guest Name: Tweddale

Room #: 123

Type: Maintenance

Opens Requests List.

Cancel

Click image to enlarge

Click [Cancel](#) to see Requests List

8:24 PM 100% Crowne Plaza

BOOKINGCENTER Crowne Plaza bookingcenter Admin

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 Tweeddale	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 Tweeddale	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 Tweeddale	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>

Click image to enlarge

Click [View](#) to see the Guest F

8:24 PM 100% Crowne Plaza

BOOKINGCENTER Crowne Plaza bookingcenter Admin

Requests

Guest Requests + Add Request As Staff Member

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115	Simone Test	100	House Keeping Request - Turndown	New	Not assigned	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>
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113	Jesse	333	House Keeping Request - Turndown	Processing	Jeff Tweeddale	2 days ago	<input type="checkbox"/>	<input type="checkbox"/>

Click image to enlarge

Guest Request Details

When you click "View" on the Guest Request Notification or click on any Guest Request in the Requests List, the Guest Request Details will open. You can view the request, Edit the Request info, set the status, assign to a staff member, add notes to a guest email or internal comments for staff.

The screenshot shows the 'Guest Request Details' page. The left sidebar contains a menu with 'Dashboard', 'Requests', and 'Visitors'. The main content area displays the details for request ID 148, 'House Keeping Request - Items', entered 2 minutes ago. The guest is 'Duffield / 5022' with a rewards number of 'N/A'. The request was entered directly by the guest and is currently not assigned to a staff member. A 'Housekeeping Item' section lists 'Toothpaste, Tooth brush'. Below this is a 'Type comments for guest email here' section with a 'Set request status' dropdown (currently 'New') and an 'Assign request (optional)' dropdown (currently 'Not Assigned'). A 'Save' button is next to these. At the bottom, there are two tabs: 'Comments For Guest Email' and 'Staff Only Notes (Not for guest)'. The 'Staff Only Notes' tab is active, showing an 'Empty Comments' section. Red callout boxes point to various elements: 'Department & Type of Request' points to the request title; 'Guest name & Room Number' points to the guest information; 'The request and any notes from guest' points to the request entry details; 'Set the *status of the request' points to the status dropdown; 'Assign the request to staff member (optional)' points to the assignment dropdown; and 'Click "Staff Only Notes" to type internal notes for the request' points to the 'Staff Only Notes' tab.

click to enlarge image

Sorting Requests

Each Header can be clicked on to 'sort' the requests, so simply clicking "ID", for example, will sort by the ID of any request in the list viewed. Click on any of these header records:

ID	Guest	Room	Category	Status	Assigned	Time	Booking #
----	-------	------	----------	--------	----------	------	-----------

Handling Guest Responses

If you use the communication feature "Comments For Guest Email" to email the Guest, then your email will go to the email address on file for the Guest. 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. If you receive a reply 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.

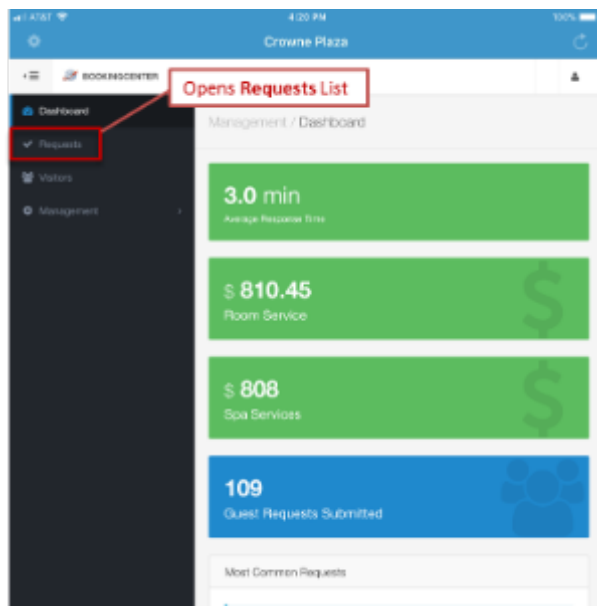
Edit Request Details

When you click on the fields for Guest Name, Room Number, Telephone, or Booking Number, there is a small edit box that allows you to edit the entry. This allows for quick editing, as below shows:

The screenshot shows the edit form for a guest request. It features a text input field for the guest name, currently containing 'John Doe'. To the right of the input field are two buttons: a green checkmark and a red 'X'. Below the input field is a label 'Guest Name / ROOM / Phone Number'. To the right of the input field is a text input field for the room number, currently containing '108'. To the right of the input field are two buttons: a green checkmark and a red 'X'. Below the input field is a label 'Room Number'. To the right of the input field is a text input field for the phone number, currently containing '707-'. To the right of the input field are two buttons: a green checkmark and a red 'X'. Below the input field is a label 'Phone Number'. To the right of the input field is a text input field for the booking number, currently containing '187987X'. To the right of the input field is a label 'Booking Number'.

Viewing Guest Requests

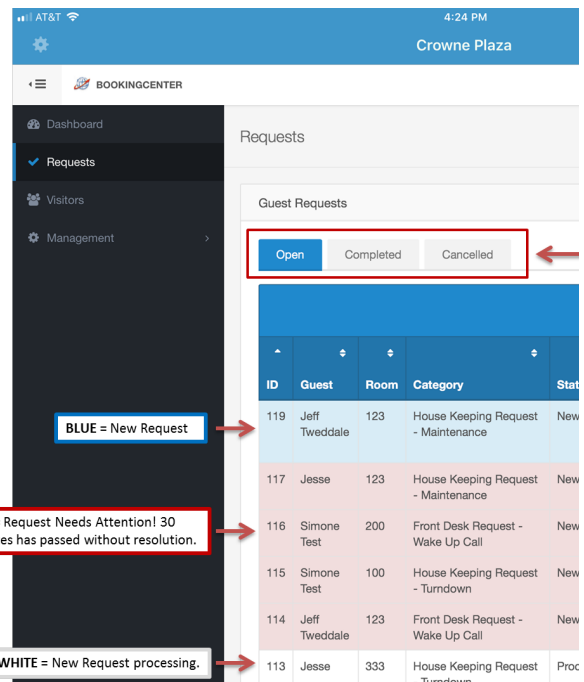
To view a list of all Guest Requests click on **Requests** in left menu.



Click image to enlarge

The Requests List displays all OPEN Requests. Each Guest Request is c

- **BLUE COLOR** = New request
- **WHITE COLOR** = Request is being processed
- **RED COLOR** = 30 minutes has passed and this request needs attention



Click image to enlarge

Which Fields to Show (make visible) and Require on Requests?

Your Property is offered a set of optional headers that determine whether a data element will be **visual** or **required** for submission. We call these your "Request Form Optional Elements". Your choice will apply to all Forms in your setup, so choose whether to show (**visible**) or **require** these data elements.

- | | |
|----------------|--|
| Room | <input type="checkbox"/> Visible |
| | <input type="checkbox"/> Required |
| Booking Number | <input checked="" type="checkbox"/> Visible |
| | <input checked="" type="checkbox"/> Required |
| Mobile Phone | <input checked="" type="checkbox"/> Visible |
| | <input type="checkbox"/> Required |

Your Account rep can make these choices for your Request Forms.