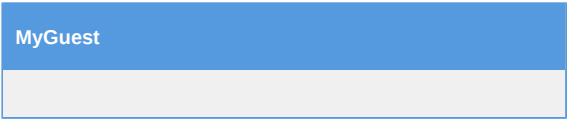


MyGuest | Requests

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

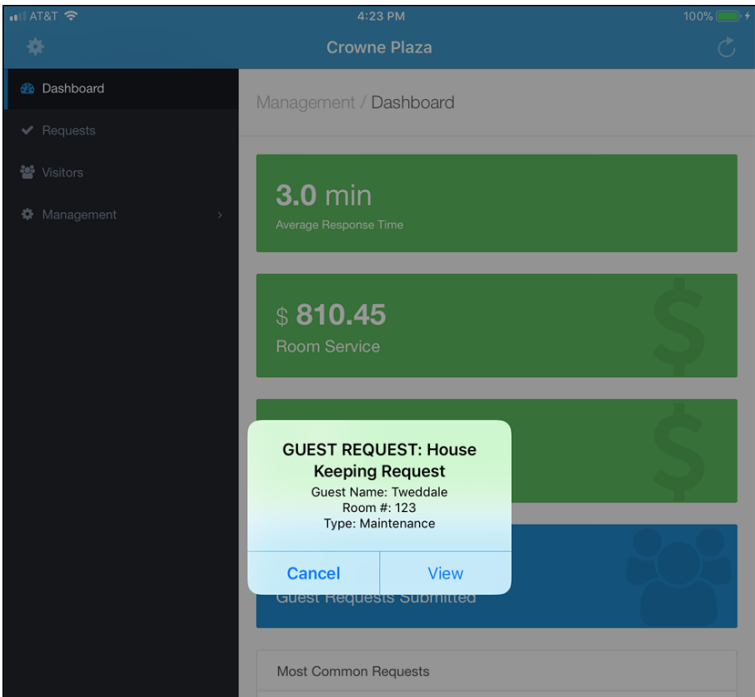
To view a list of all Guest Requests click on **Requests** in left menu. From here, you can click on each Guest Request to see the details, status and add comments.



Incoming Guest Requests

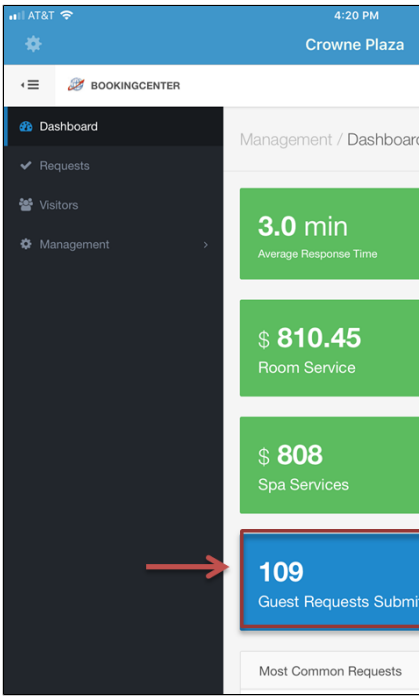
When a new Guest Request is captured in your MyGuest system, an automatic notification is displayed on the Dashboard. The Request will also be added to the "Guest Requests Submitted" on the Dashboard.

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

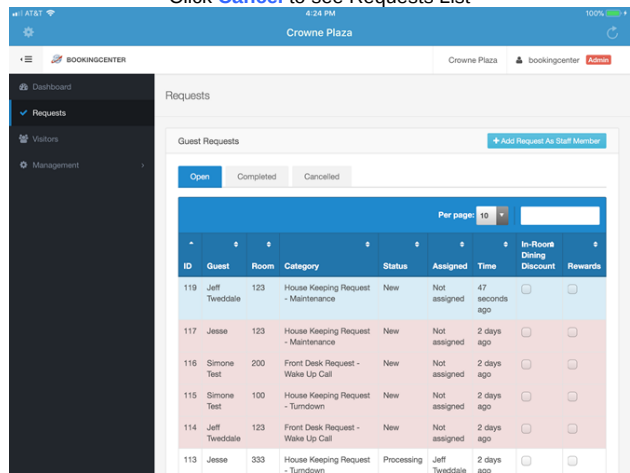
Type: Maintenance

Opens Requests List.

Cancel

Click image to enlarge

Click [Cancel](#) to see Requests List



Click image to enlarge

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



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 navigation menu with 'Dashboard', 'Requests', and 'Visitors'. The main content area displays the details of a request. Callouts point to the following elements:

- Department & Type of Request:** Points to the header '148 House Keeping Request - Items 2 minutes ago'.
- Guest name & Room Number:** Points to the 'Duffield / 5022' field.
- The request and any notes from guest:** Points to the 'Request entered by: Requested directly by guest' and 'Staff member assigned: Not assigned' section.
- Set the *status of the request:** Points to the 'Set request status' dropdown menu.
- Assign the request to staff member (optional):** Points to the 'Assign request (optional)' dropdown menu.
- Click 'Staff Only Notes' to type internal notes for the request:** Points to the 'Staff Only Notes (Not for guest)' tab.
- Comments you can type back to the guest:** Points to the 'Comments For Guest Email' 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 #
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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.

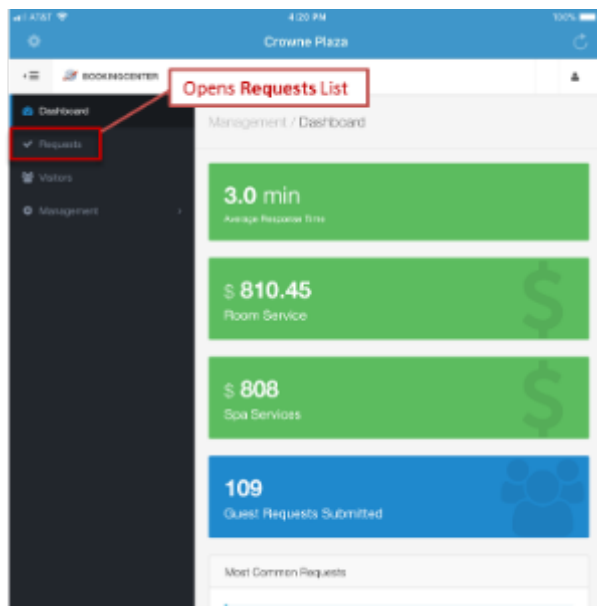
Edit Request Details

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 includes input fields for 'John Doe', '108', and '707-'. Below these fields is a 'Guest Name / ROOM / Phone Number' label. To the right, there is a '187987X' field with a 'Booking Number' label.

Viewing Guest Requests

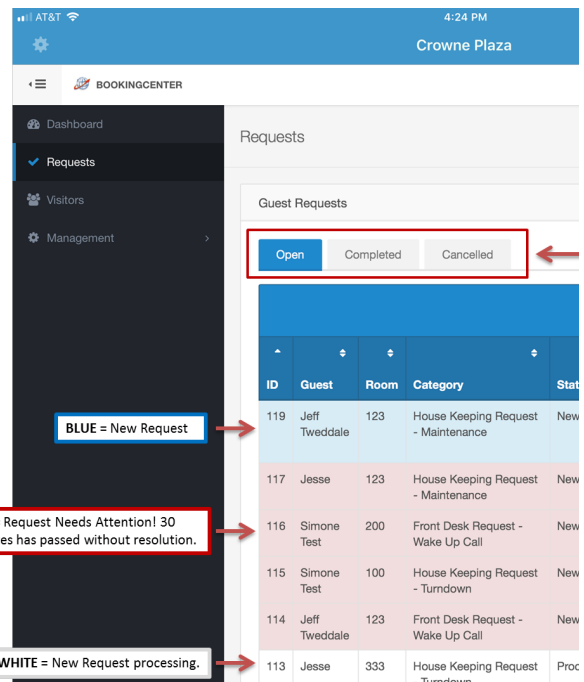
To view a list of all Guest Requests click on **Requests** in left menu.



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 | ☐ Visible |
| | ☐ Required |
| Booking Number | ☒ Visible |
| | ☒ Required |
| Mobile Phone | ☒ Visible |
| | ☐ Required |

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