

MyGuest | SEARCH Guests

The Management Section is available to Users with "Manager" level access.

The "Search Guests" feature gives managers the ability to search for guests by name, email or phone #. Once the Guest record(s) are located, the Guest Details can be edited and the number of requests submitted by the guest will be displayed.

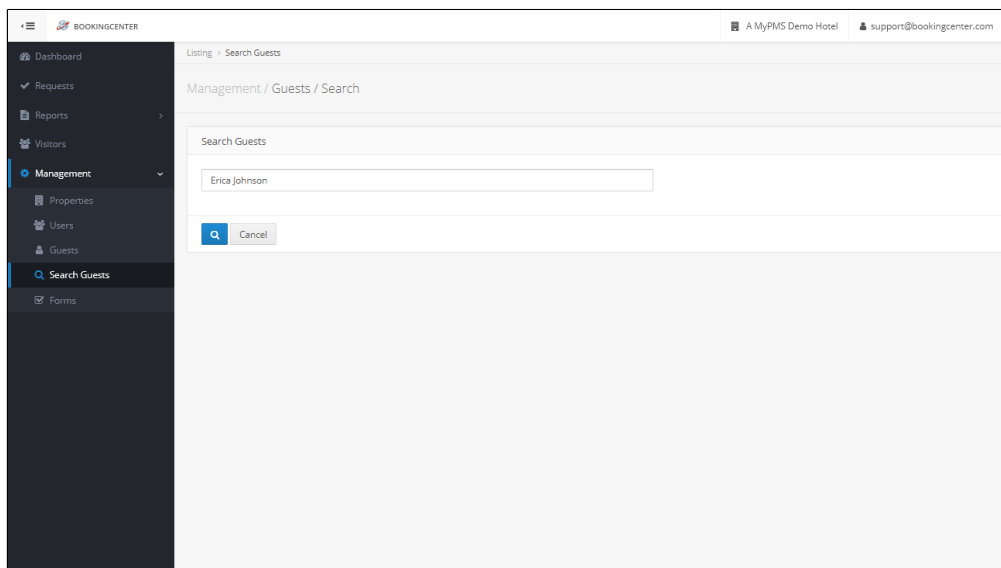
Search for a Guest by the following information:

- **Name:** Use the first, last or full name of Guest.
- **Email:** Guest email associated with Guest Request. If the Guest used different email addresses under the same Name, search by Guest Name.
- **Phone:** Phone number of Guest if entered. Click "Edit Guest" to enter a phone number.

MyGuest

To search for a Guest Record, follow these steps:

- Click on "**Management**" in the left Menu Bar. Then "**Search Guests**"
- Then, enter a guest name, email or phone number.



Click image to enlarge

The "Search Guest Results" will display the following information:

- **Name:** Name of Guest
- **Email:** Guest email associated with Guest Request. If the Guest used different email addresses under the same Name, all records will display here
- **Phone:** Phone number of Guest if entered. Click "Edit Guest" to enter a phone number.
- **Requests:** Displays the number of Requests submitted by the Guest. Click on the number displayed to see the details of each Request.
- **Edit Guest:** Click this icon to edit the Guest Details.

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A MyPMS Demo Hotel

support@bookingcenter.com

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Search Guests

Forms

Listing > Search Guests

Management / Search Guests Results

Guests:

Name	Email	Phone	Requests	Edit Guest
Erica Johnson	erica@onthedivide.com	222-222-2222	3	
Erica Johnson	erica@bookingcenter.com	333-333-3333	1	
Erica Johnson	ejcolorado@gmail.com	123-123-5555	3	

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Edit Guest Details (Click on pencil icon)

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Edit Guests

Name

Erica Johnson

Email

erica@sample.com

Phone Number

Phone Number

Rewards Number

987456432

Update

Cancel

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Click on the # in Request column to see list of Requests

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Guest Request Details

Requests for Erica Johnson

Id	Status	Category	Created On	Last Modified
294	Completed	Maintenance	Nov 29, 2018 11:15:10	Nov 29, 2018 11:15:10

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