

MyGuest | Add Request As Staff

If a Guest Request is received at the Front Desk or by Phone; or you receive the request from a staff member or Guest directly, it can be added manually to the system.

MyGuest

For a Staff Member to add a Guest Request, follow these steps:

Step 1: Add Request

On the Requests screen press the blue button "Add Request As Staff Member" as the top righthand corner of the screen.

Guest Requests

Press the button "Add Request As Staff Member".

+ Add Request As Staff Member

Open Completed Cancelled

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ID	Guest	Room	Category	Status	Assigned	Time	In-Room Dining Discount	Rewards
148	Duffield	5022	House Keeping Request - Items	New	Not assigned	2 hours ago	<input type="checkbox"/>	<input type="checkbox"/>
147	John	5022	House Keeping Request - Items	Processing	Not assigned	2 hours ago	<input type="checkbox"/>	<input type="checkbox"/>
145	John Smith	5022	House Keeping Request - Items	New	Not assigned	1 day ago	<input type="checkbox"/>	<input type="checkbox"/>

Showing 1 to 3 of 3 entries (filtered from 136 total entries)

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Click image to enlarge

Step 2: Select the Request Category and Create New Request

Request

To start the request, press the greer button, "Create form request"

Select the Guest Request Category from the list .

Forms Listing

Name	Category	Property	Actions
Turndown	House Keeping Request - Turndown	Crowne Plaza Redondo	Create form request
Request Items	House Keeping Request - Items	Crowne Plaza Redondo	Create form request
Lunch and Dinner	Dining Request - In-room Dining	Crowne Plaza Redondo	Create form request
Restaurant Reservation	Dining Request - Restaurant Booking	Crowne Plaza Redondo	Create form request
Survey	Front Desk Request - Feedback	Crowne Plaza Redondo	Create form request
Breakfast	Dining Request - In-room Dining	Crowne Plaza Redondo	Create form request

Click image to enlarge

Step 3: Complete the form

Leave Name and Email blank. DON'T type anything for name or email. The system will know who is using it.

Management / Forms

Guest Information

Leave Name and Email blank.
DON'T type anything for name or email.
The system will know who is using it.

Fill in the information in these fields as needed. The most important are the Housekeeping Items in this example

Name: John Doe

Email: john@example.com

Room: 101

Rewards Number: i.e. 987456432

Phone: i.e. 85678899

Housekeeping Items

What Item(s) do you need?

Additional Notes

Place Request

Click image to enlarge

Your request will be sent to the Requests screen ready for processing. It will be color BLUE for new and will be ready for processing.

AT&T 4:24 PM 100%

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

Click image to enlarge

 Unknown macro: 'page-turner'