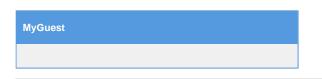
MyGuest | Add Request As Staff

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.



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.

Оре	en Comp	leted	Cancelled					
						Per page:	10 \$ 5022	
► 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		
147	John	5022	House Keeping Request - Items	Processing	Not assigned	2 hours ago		
145	John Smith	5022	House Keeping Request - Items	New	Not assigned	1 day ago		

Step 2: Select the Request Category and Create New Request

	Request		To start the request, press the gre button, "Create form request"			
	Forms Listing					
	Name	Category	Property	Actions	r	
Г	Turndown	House Keeping Request - Turndown	Crowne Plaza Redondo	Create form request		
	Request Items	House Keeping Request - Items		Create form request		
elect the Guest Request ategory from the list .	Lunch and Dinner	Dining Request - In-room Dinning		Create form request		
	Restaurant Reservation	Dining Request - Restaurant Booking		Create form request		
	Survey	Front Desk Request - Feedback		Create form request		
	Breakfast	Dining Request - In-room Dinning		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 en		John Doe				
[The system will know who is using it.	Email	john@example.com				
		Room	101				
		Rewards Number	i.e. 987456432				
Fill in	the information in these	Phone	i.e. 85678899				
impor	as needed. The most tant are the Housekeeping in this example	Housekeeping	g 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.

nii AT&T 🗢				4:24 PM					100% 🥅
*									Ċ
						Crown	e Plaza	🛔 bookingo	center Admin
B Dashboard	Reques	ts							
✓ Requests									
📽 Visitors	Guest Requests + Add Request As Staff Me							taff Member	
Management >	Op	en Co	ompleted	Cancelled					
						Per page	: 10 V		
	م ال	¢ Guest	¢ Room	÷ Category	≎ Status	¢ Assigned	¢ Time	In-Room Dining Discount	≑ Rewards
BLUE = New Request Click to open Request Details	119	Jeff Tweddale	123	House Keeping Request - Maintenance	New	Not assigned	47 seconds ago		
	117	Jesse	123	House Keeping Request - Maintenance	New	Not assigned	2 days ago	\bigcirc	
	116	Simone Test	200	Front Desk Request - Wake Up Call	New	Not assigned	2 days ago	\Box	
	115	Simone Test	100	House Keeping Request - Turndown	New	Not assigned	2 days ago		
	114	Jeff Tweddale	123	Front Desk Request - Wake Up Call	New	Not assigned	2 days ago		
	113	Jesse	333	House Keeping Request - Turndown	Processing	Jeff Tweddale	2 days ago		

Click image to enlarge

📃 Unknown macro: 'page-turner'