



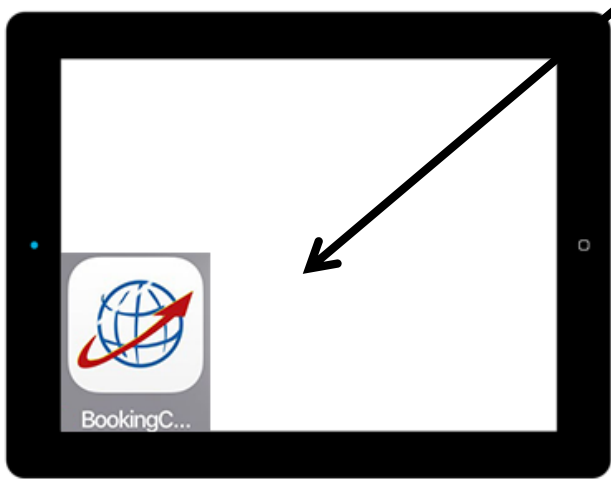
## **MyGuest Training Guide**

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## Launching MyGuest

Make sure to download from the AppleStore on any iOS device (iPhone, iPod, or iPad) the app called "BookingCenter".

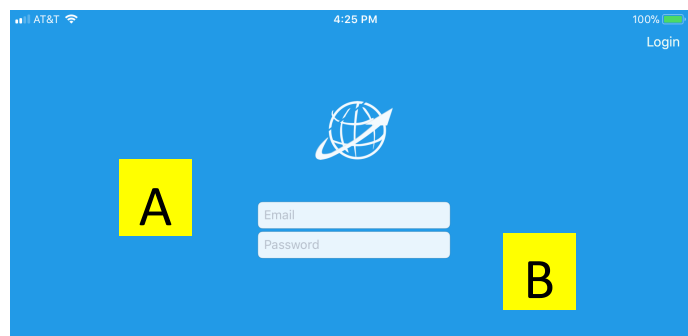
Go to your iOS device and press the BookingCenter icon on the desktop



### Step 1: Login

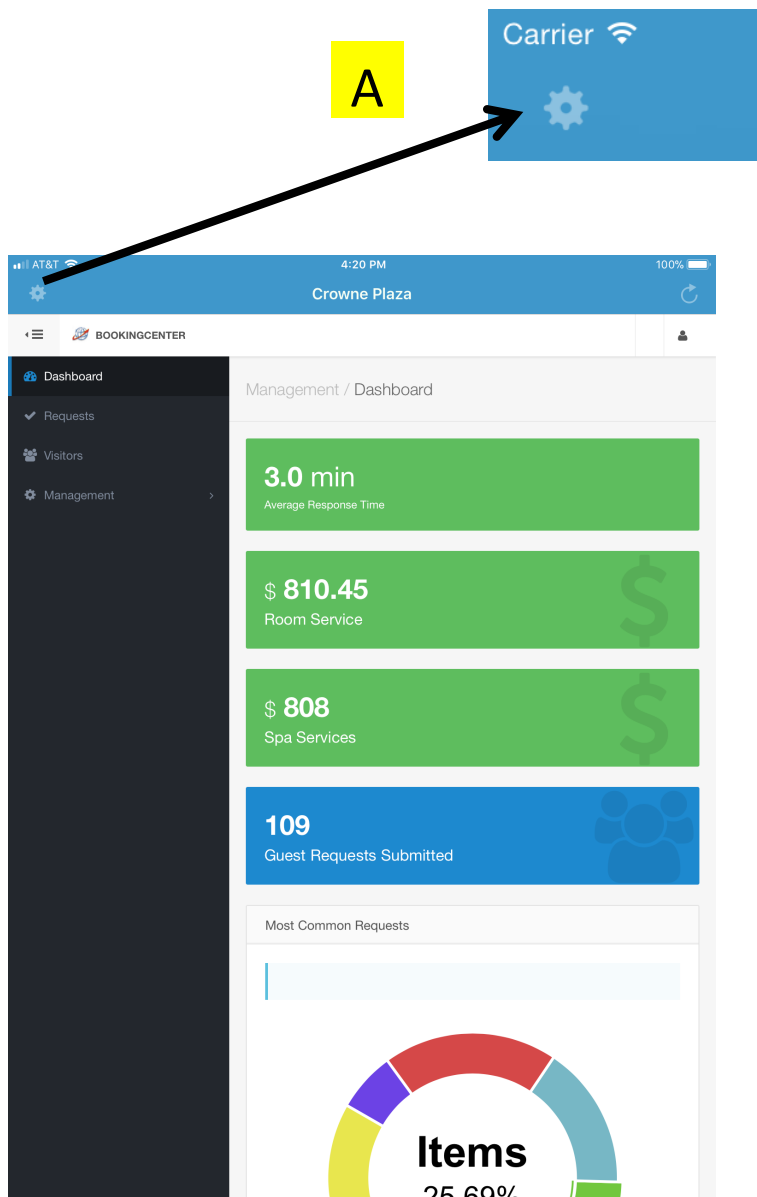
A: Your BookingCenter User ID

B: Your BookingCenter User password



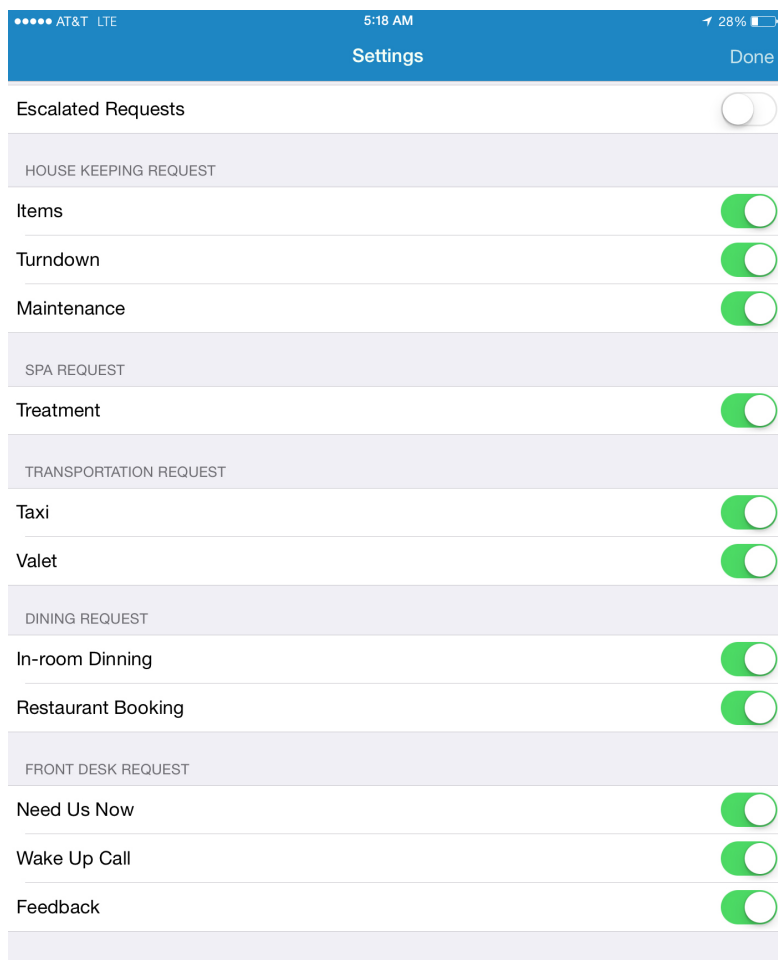
## Check Settings

A: Press Settings Button



B: Make Sure Your Department Settings Are On (Green).

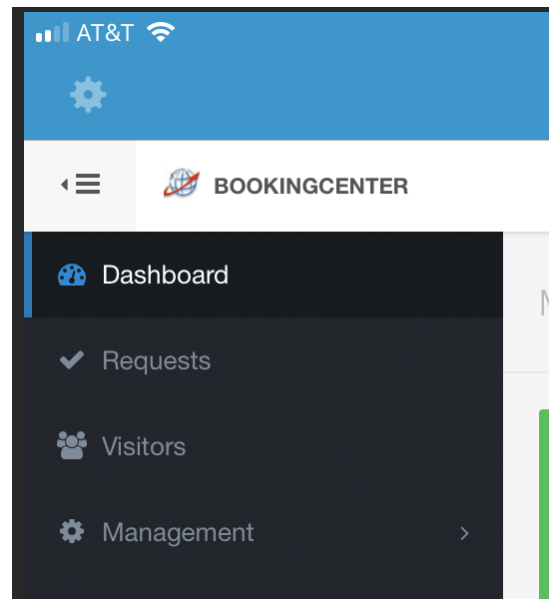
This is for your notifications of new requests



C: You MUST press the DONE button (top right) to SAVE settings.

## Requests Screen

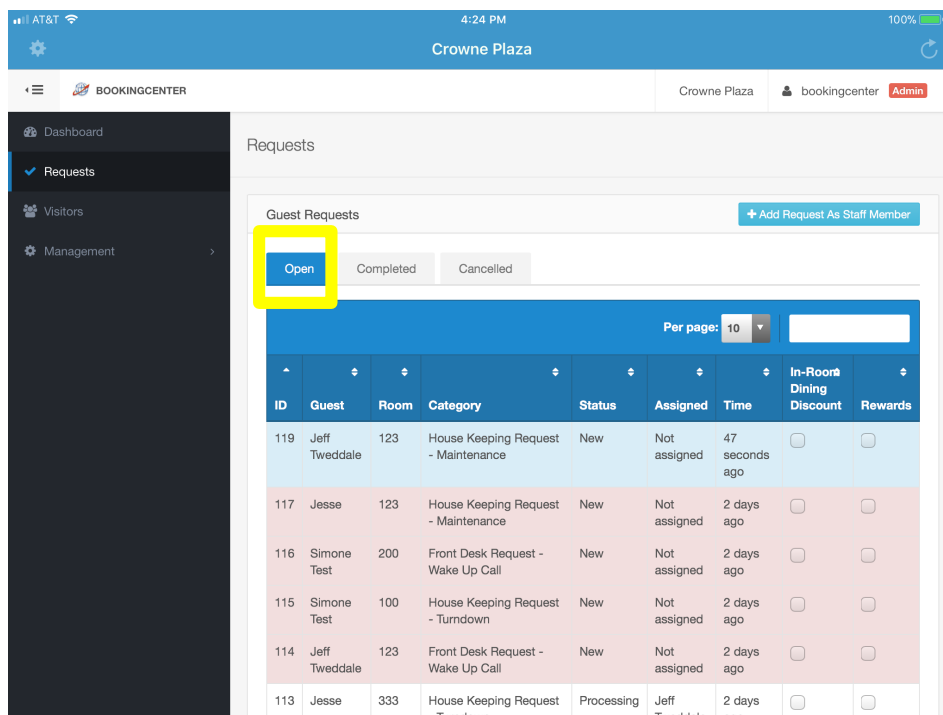
A: Touch button number 2 from the top.



## Requests Screen

This is the Requests Screen. All requests are listed here. You are now ready to receive requests.

A



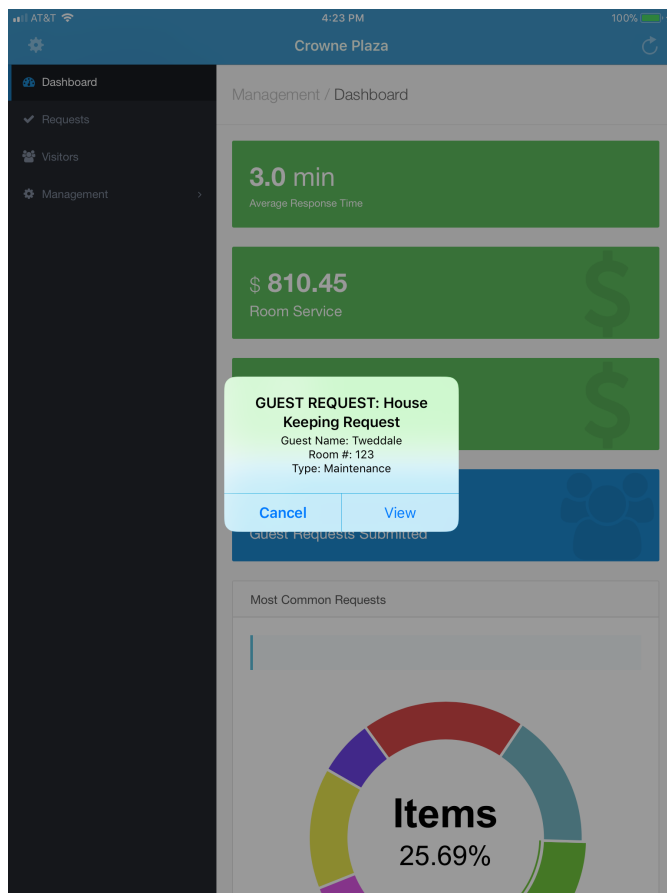
### A. Colors for OPEN requests:

BLUE COLOR = this is a new request

WHITE COLOR = this request is being processed

RED COLOR = 30 minutes has passed and this request needs attention

### B. A new request for YOUR department will show a Notification like this:



# GUEST REQUEST: House Keeping Request

Guest Name: Tweddale

Room #: 123

Type: Maintenance

Department

Guest name

Room number

Type of request

Cancel

View

Press the View button to see the Request Details screen. OR, press the Cancel button to return to the Requests Screen. You can press on any requests to see the Request Details screen.

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"/>

### C. Request Details screen:

The screenshot shows the 'Requests / Details' screen. At the top, a blue header bar contains '148 House Keeping Request - Items' and '2 minutes ago'. Below this, a table shows 'Duffield / 5022' (Guest Name / ROOM) and 'N/A' (Rewards Number). A section titled 'Request entered by:' shows 'Requested directly by guest'. Below that, 'Staff member assigned:' shows 'Not assigned'. A section titled 'Housekeeping Item' shows 'Toothpaste, Tooth brush'. A text input field is labeled 'Type comments for guest email here'. Below this, there are two dropdown menus: 'Set request status' (set to 'New') and 'Assign request (optional)' (set to 'Not Assigned'), with a 'Save' button. At the bottom, there are two tabs: 'Comments For Guest Email' (active) and 'Staff Only Notes (Not for guest)'. The main content area shows 'Empty Comments'.

Department & Type of request

Guest name & Room Number

The request and any notes from guest

Comments you can type back to the guest

Set the \*status of the request by pressing here to select

Assign the request to staff member (optional)

Press 'Staff Only Notes' to type internal notes for the request

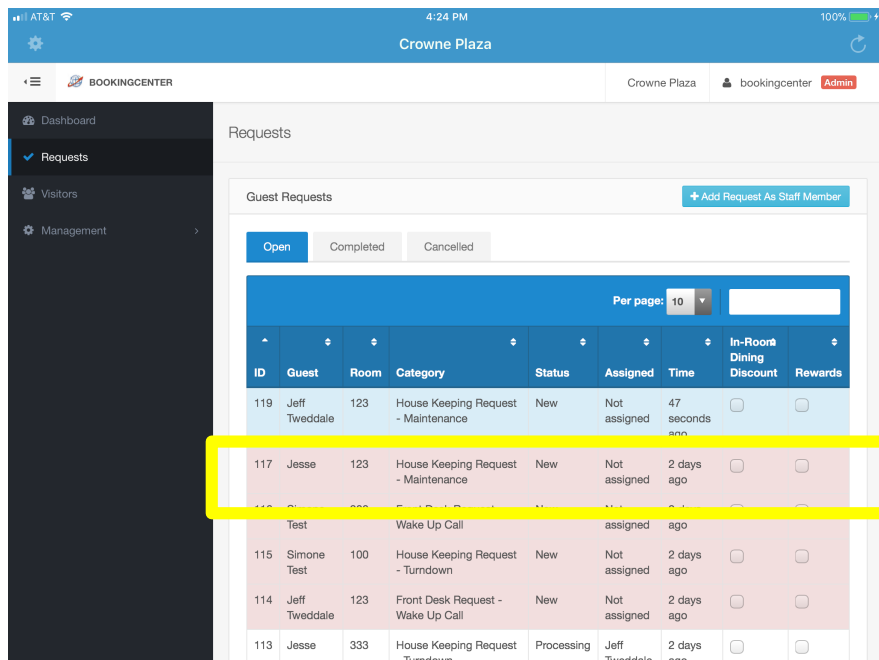
## Handling Requests

Each new request must be handled on the iPad. Go to the REQUESTS screen (highlighted below)

### Step 1 – View the request

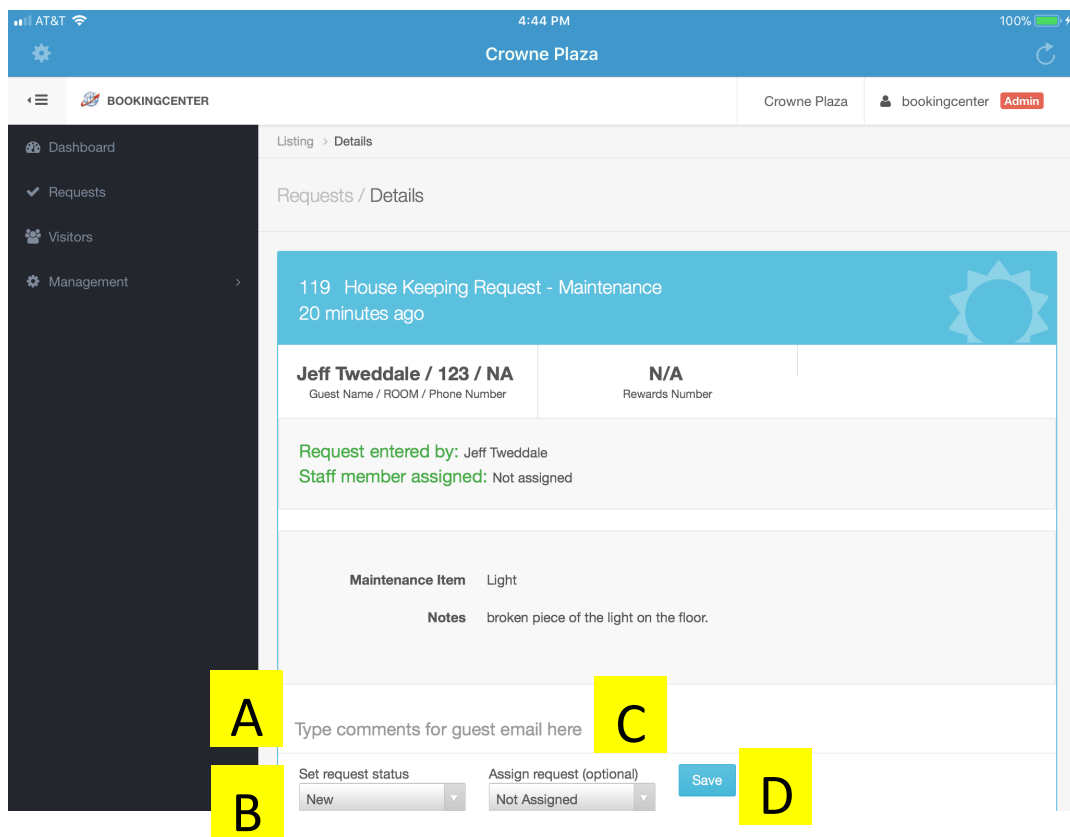
Press the View button or press on the colored row.





## Step 2 – Set the request to PROCESSING

You must complete steps A to D on this page and next page.



A. If you wish to type comments for the guest, do that first.

- Touch position A below and start typing.

Note: When you are finished typing on the iPad keyboard you can press this button to hide it.



B. Then set the 'request status' to PROCESSING.

- Touch position B and select PROCESSING

C. You can assign the request to a staff member if you wish.

- Touch position C and select Staff Member

D. You **MUST** then press SAVE button.

- This will send email to the guest to let them know their request is processing

## E. Return to the Requests screen.

<div> Open Completed Cancelled </div>									
<div> Per page: 10 </div>									
ID	Guest	Room	Category	Status	Assigned	Time	In-Room Dining Discount	Rewards	
119	Jeff Tweddale	123	House Keeping Request - Maintenance	Processing	John Duffield	27 minutes 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"/>	
111	Jesse	68	Dining Request - Restaurant Booking	New	Not assigned	1 week ago	<input type="checkbox"/>	<input type="checkbox"/>	

- Your request will turn WHITE color for PROCESSING. It will stay here in OPEN requests until it is completed.

## Complete Requests

A - When your request has been fulfilled, you can set the request to COMPLETED. This will move the request into the COMPLETED tab.

Requests / Details

148 House Keeping Request - Items  
2 minutes ago

Duffield / 5022  
Guest Name / ROOM

N/A  
Rewards Number

Request entered by: Requested directly by guest  
Staff member assigned: Not assigned

Housekeeping Item Toothpaste, Tooth brush

Type comments for guest email here

Set request status  
New

Assign request (optional)  
Not Assigned

Save

A

Comments For Guest Email

Staff Only Notes (Not for guest)

Emp

Set request status

Completed

New

Assigned

Processing

Completed

Cancelled

Unoccupied

C - Your request is now sent to the COMPLETED tab

Guest Requests

Open

Completed

Cancelled

## SEARCH for a Request

A - On the Requests screen press the SEARCH box and type in a guest name, issue type, ID number or room number etc.

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
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)

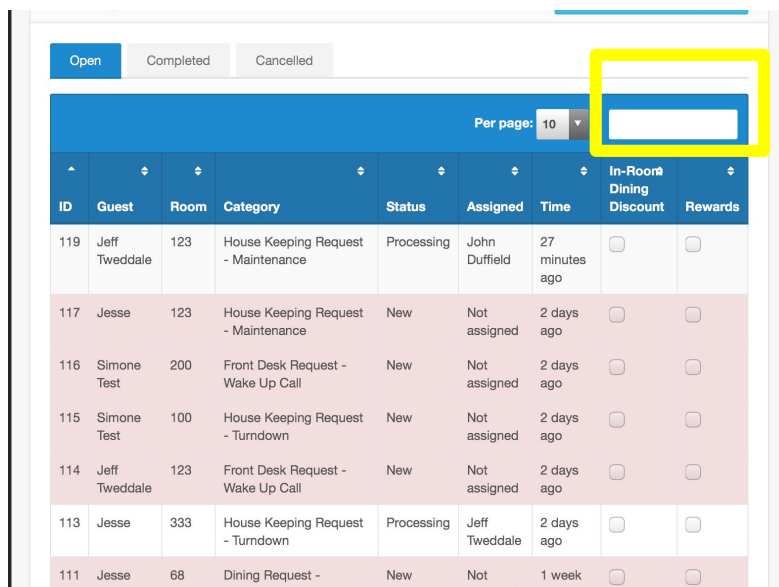
Previous **1** Next

A

Note: When you are finished typing on the iPad keyboard you can press this button to hide it.



B – When you are finished searching, can press on the search box to REMOVE your text.



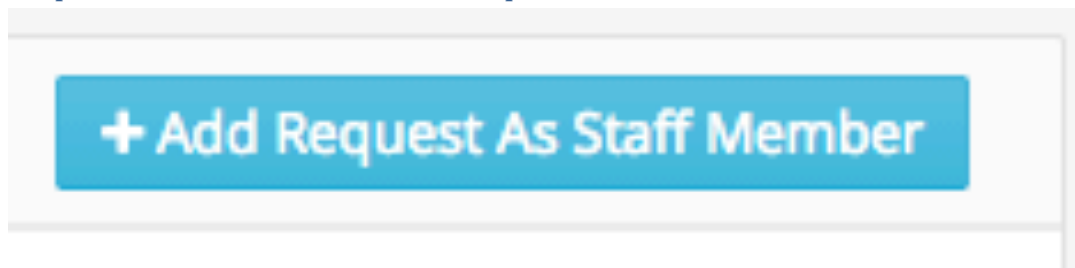
The button below will remove text once you have pressed on the search box.



## Add A Request As Staff Member

If a guests requests something by phone OR you receive the request from a PBX or staff member, you can add the request yourself.

Step 1: Press the button “Add Request As Staff Member”



Step 2: Select which type of request to add

Press the green button. For example, to add a request for items press this button.

Request

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 Dinning	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 Dinning	Crowne Plaza Redondo	Create form request
Pool Service Menu	Dining Request - In-room Dinning	Crowne Plaza Redondo	Create form request
Maintenance	House Keeping Request - Maintenance	Crowne Plaza Redondo	Create form request
Taxi	Transportation Request - Taxi	Crowne Plaza Redondo	Create form request
Wake-up Call	Front Desk Request - Wake Up Call	Crowne Plaza Redondo	Create form request
Valet	Transportation Request - Valet	Crowne Plaza Redondo	Create form request
Spa	Spa Request - Treatment	Crowne Plaza Redondo	Create form request

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.

## A – Complete the form and press PLACE REQUEST button.

Management / Forms

**Guest Information**

Name

Email

Room

Rewards Number

Phone

**Housekeeping Items**

What Item(s) do you need?

Additional Notes

**Place Request**

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% Crowne Plaza

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"/>

## Support

24 x 7 Support is accessible via the Support Center (<http://support.bookingcenter.com>) where you can 'Submit a Ticket' to track issues you have raised - with their answers. And you can 'View Tickets' you've already created, and open or review those tickets that are 'closed'. Or phone: +1-707-874-3922 ext. 202. The Support Area is managed 24 hours a day.