Front desk agent

Every guest request, one place

One-page sheet | For: Front desk, guest services and night audit

A guest calls or walks up

1. ➕ Tap **+ New**.
2. 👆 Tap a quick pick. Example: **Extra towels or linen**.
3. 🚪 Type the room. Type the guest’s name.
4. ☎️ Set **Source** to **Phone call** or **Front desk**.
5. ⭐ VIP? Tick **VIP guest**.
6. 📨 Tap **Create request**. Tell the guest the number.

Guest tracking link

🔗 Open the guest request. Next to **Guest tracking link**, tap **Copy**. Send it to the guest.

Rooms for check-in

1. 🛏️ Open **Rooms**. Set **Any reservation** to **Due in**.
2. 🟩 Green rooms are ready.
3. ⚡ Need one fast? Tap it. Tick **Rush**.

Out of order

🚧 Tap the room. Type a reason. Tap **Set OOO**. Fixed? Tap **Return to service**.

A complaint

1. ☹️ Log it as a **Guest complaint**.
2. 🎁 In the job, fill in **Resolution and service recovery**: what you gave and what it cost.

Minibar

🍫 Tap an occupied room. Tap **Minibar**. Post the charge.

If something is wrong

- ⭐ Guest gave 1 or 2 stars? Call them back.
- 😕 Stuck? Ask your supervisor.

Why this helps you: you can answer “where is my towel?” in seconds, with no phone calls.