

Create Work Order – “Reported By” Field

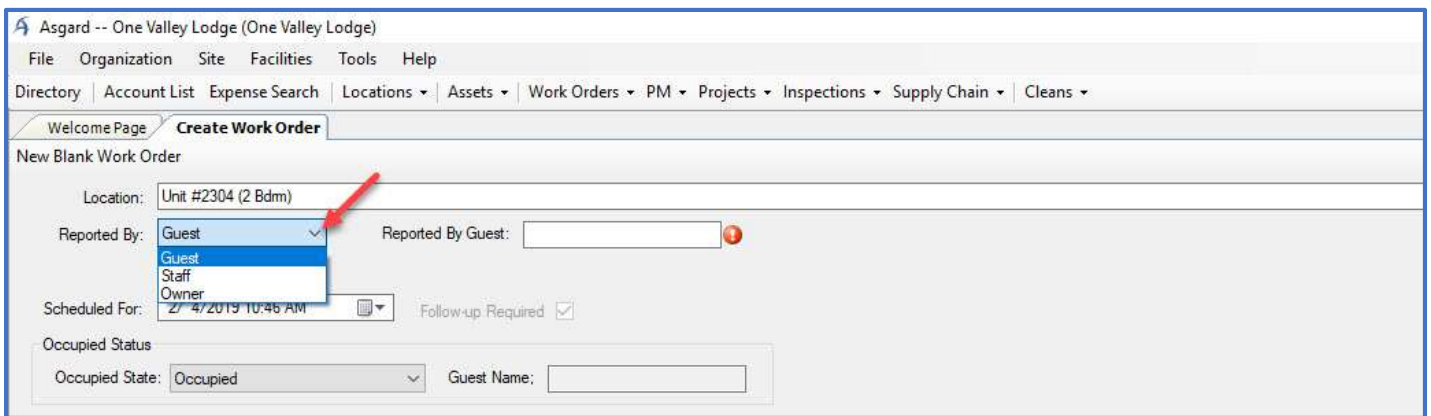
The Reported By field captures who originated the request - Guest, Staff member, Owner, etc. It is a critical data point with direct correlation to owner/guest satisfaction. Guest requests are easily recognized on mobile devices and always have a higher priority.



Select “Guest” or “Owner” if the Guest or Owner **originated the request** by a phone call or in person to any staff member. For example, if Mrs. Smith calls to have towels delivered to her room, the work order is Reported By: Guest or Owner.

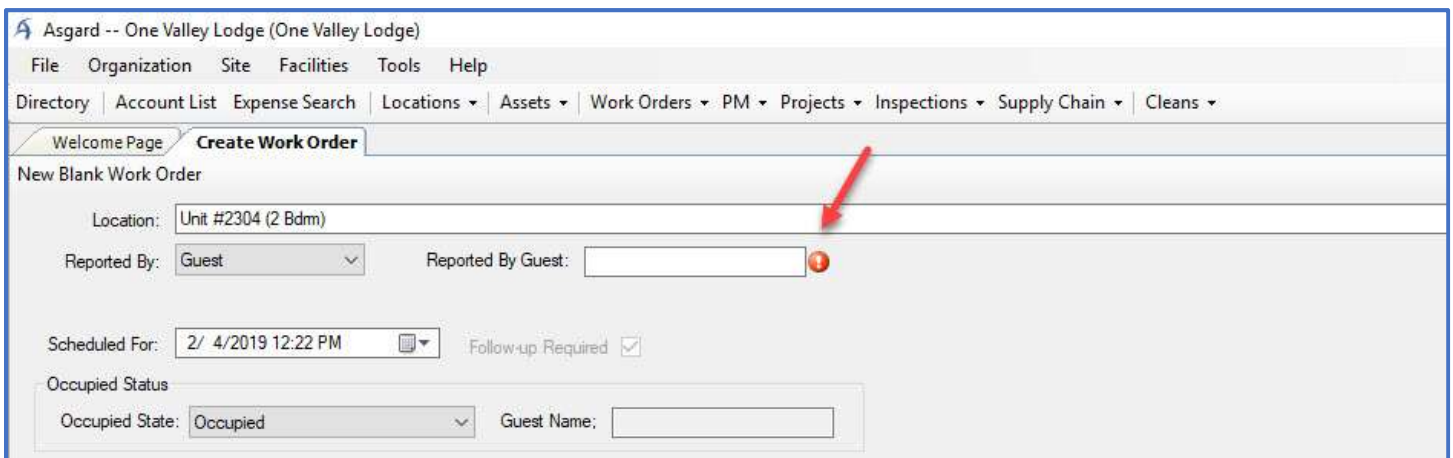
Select “Staff” if the Staff Member originated the request. For example, if a Housekeeper noticed the towel rack was broken and needs to be fixed. The work order is Reported By: Staff.

Step 1: Enter Location and tab. The next required field is Reported By. Click the dropdown menu and choose the correct option from the list.



The screenshot shows the 'Create Work Order' form in the Asgard software. The 'Location' field is filled with 'Unit #2304 (2 Bdrm)'. The 'Reported By' dropdown menu is open, showing 'Guest', 'Staff', and 'Owner'. A red arrow points to the 'Guest' option. The 'Reported By Guest' field is empty and has a red error icon. The 'Scheduled For' field is '2/ 4/2019 10:46 AM' and 'Follow-up Required' is checked. The 'Occupied Status' is 'Occupied' and 'Guest Name' is empty.

Step 2: When selecting Guest or Owner, the guest name is required, as indicated by the red icon. If your site has an interface with the PMS system, the guest name will populate automatically. If not, it must be entered manually.



The screenshot shows the 'Create Work Order' form in the Asgard software. The 'Location' field is filled with 'Unit #2304 (2 Bdrm)'. The 'Reported By' dropdown menu is set to 'Guest'. The 'Reported By Guest' field is empty and has a red error icon. The 'Scheduled For' field is '2/ 4/2019 12:22 PM' and 'Follow-up Required' is checked. The 'Occupied Status' is 'Occupied' and 'Guest Name' is empty.

Step 3: When selecting Staff, the staff name is either optional or required. If required, it will be indicated by the red icon.

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Welcome Page **Create Work Order**

New Blank Work Order

Location: Unit #2304 (2 Bdm)

Reported By: Staff | Reported By Guest: | Staff Name: [Red Information Icon]

You can add a staff member by typing in their name or selecting from the dropdown field.

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Welcome Page **Create Work Order**

New Blank Work Order

Location: Unit #2304 (2 Bdm)

Reported By: Staff | Reported By Guest: | Staff Name: gul

Scheduled For: 2/ 4/2019 12:22 PM | Follow-up Required

Occupied Status

Occupied State: Not Occupied | Guest Name: | Tasks: Type here to add a task

- Gustav, Rogelio
- Gustavo, Martin (Engineering)
- Nguyen, Vincent (Audit)
- Rodriguez, James

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Welcome Page **Create Work Order**

New Blank Work Order

Location: Unit #2304 (2 Bdm)

Reported By: Staff | Reported By Guest: | Staff Name: [Red Information Icon]

Scheduled For: 2/ 4/2019 12:22 PM | Follow-up Required

Occupied Status

Occupied State: Not Occupied | Guest Name: | Tasks: Type here to add a task

- Dunn, Paula (Front Office)
- Evergreen, Amanda
- Farro, Royston (Audit)
- Gasparini, Nathan (Audit)
- Gompers, Samuel
- Green, Miles (Audit)
- Gustav, Rogelio
- Gustavo, Martin (Engineeri...
- Hansen, Jerry (Engineerin...

These data points are visible on the Active Screen. **Reported by** - is the Guest or Staff that reported the issue. **Entered By** - is populated by the system based on who created the work order.

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Welcome Page Locations **Active Work Orders/Follow-Up**

View Assign/Reassign Unassign Start Complete Cancel Show Future Items Show Suspended Items | Clear Filter Print

Select Location Filter Clear Location Filter

Drag a column header here to group by that column.

| Aging | Location | Work Requested | Department | Assigned To | Reported By Guest Name | Reported By | Entered by | Mobile Receive Dela |
|-------|----------------------|---------------------------------|--------------------|-------------------------------|------------------------|-------------|-----------------|---------------------|
| OK | Unit #1202 (2 Bdr... | Deliver Fireplace Tools | Safety & Securi... | Reynolds, Anthony (Off-Shift) | JONES | Guest | Fullmer, Pam | |
| OK | Unit #1200 (2 Bdr... | Assist with ADA Equipment (SEC) | Safety & Securi... | [None] | TEST | Guest | Alatorre, Julie | |
| OK | Unit #2103 (1 Bdr... | Pick Up Crib | Housekeeping | [None] | YOUNG | Staff | Tree, Denise | - |