

Incidents - Daily Reports (Managing Guest Incidents)

Daily Incident Reports are generated for your property from the data entered into Incidents by your team in Asgard. In order to receive the report, you must be on the distribution list for your property. If you are not receiving these reports, and think you should be, contact your manager to be added to the list. If you have any questions or need help with this report, please contact support@katanasoft.com.



The reports will arrive in your Inbox at **6am, 2pm and 10pm property local time, daily**.
This report includes all the open, active and closed incidents within the last 24 hours.

Step 1: Open Incidents – is grouped by location, it displays the comments and responses that have been recorded to date:

1. Guest Incident Type
2. Guest Name
3. Issue Reported
4. Issue Owned by - who the incident was assigned to
5. Description of the situation
6. Comment - Beneath the original description, is a list of all the *Comments, Responses*, and any *Compensation* entered to date (who entered them and the date and time they were entered)

Open Incidents									
Guest Incident Type	Entered	Last Name	GuestUnit	Description	Comment Entry	Comment	Incident R..	Compensation ..	
Associate - Understanding Needs	12/30/21		#5314 (Two Bdrm)	Guest Name: Issue Reported: Guest upset about No Housekeeping Policy During Stay Guest Type: Ov Issue Owned by: Entered in ASGARD: Y Guest Number: MBV# Stay Dates: 12/30-01/06/2022 Compensation: None	12/30/2021 9-15-19 PM	Mr. And Mrs. came to the PD and was checking in with Liam. Liam mentioned during check-in that we are not offering housekeeping service during their stay but we can deliver any items they request. MR became very agitated and said that he just stayed in a Marriott Hotel and received service for his 3-night stay. Liam apologized and asked Catherine for assistance with the guest. Catherine noticed that MR w.	Null	Null	\$0.00
					12/30/2021 9-15-22 PM	Catherine explained to MR that in the past we were able to offer these types of services at cost, but we are currently not offering them, and have not offered them during the pandemic. MR was agitated at first but understood once the policy was explained. However, MR still wants services every other day during his stay as he is "on vacation and does not want to work". Catherine told him that she would follow up with t.	Null	Null	\$0.00

Step 2: Closed Incidents – provides the incidents and responses taken to recover the guest.

1. Status – incident status
2. Guest Incident Type
3. Comment Entered Date and Time
4. Comment
5. Incident Response
6. Compensation

Closed Incidents									
1 Status	2 Guest Incident Type	Entered	Last Name	Guest Unit	Description	3 Comment E..	4 Comment	5 Incident Re..	6 Compensation
Closed/Resolved	Billing - Credit Card Discrepancy	1/2/22	UY	#5012 (2 Bdrm)	Guest wants to talk about the credit card authorizations on their card need clarification on pending authorizations.	1/2/2022 8:35:31 AM	guest called last night requested a call back	Phone Call to Guest - Unresolved	Null \$0.00
								Spoke to Guest / Follow-Up Required	Null \$0.00
						1/2/2022 12:32:32 PM	GR manager reached out and left a VM for the guest to call back or stop by the desk with a new MOP	Phone Call to Guest - Unresolved	Null \$0.00
								Spoke to Guest / Follow-Up Required	Null \$0.00



If needed, you can return the incident to Open in Asgard.

File Organization Site Facilities Tools Help
Directory Account List Expense Search Locations Assets Work Orders PM Projects Inspections Supply Chain Billings Cleans Guest Incidents Training/How To...

Welcome Page Active Guest Incidents Recently Completed Guest Incidents [-2147473498] Guest Incident: Hull, Ruby

Closed - Resolved Closed - Unresolved Return to Incomplete Save Save / Close Close

Guest: 1000444 - Hull, Ruby Closed Date: 1/4/2022 7:09 AM
New...

Guest Status: On-Property/In-House Guest Type: Owner Incident Source:

Guest On-Property

Guest Location: Unit #15204 (2 Bdrm) Incident Location: Front Desk

Type: Front Desk Experience - Check-In (Front Office) Assignee: Christian, Michael

Incident Summary:
GUEST was upset that her Villa was not ready at check-in and that the property was unable to honor her A1.

Guest Response/Compensation Comments Work Orders Log

New Response Remove New Compensation Remove

Response	Entered Date
Addressed Internal Process	1/4/2022 7:09:24 AM
Addressed Associate	1/4/2022 7:09:24 AM
Phone Call to Guest - Resolved	1/4/2022 7:09:24 AM