

Yesterday's Dashboard

MVC - Newport Coast Villas | August 17, 2022 | 700 Keys



Preventive Maintenance - Villa Care PMs Completed

Engineering

0

Housekeeping

0



Housekeeping Inspections Completed

Inspections

22

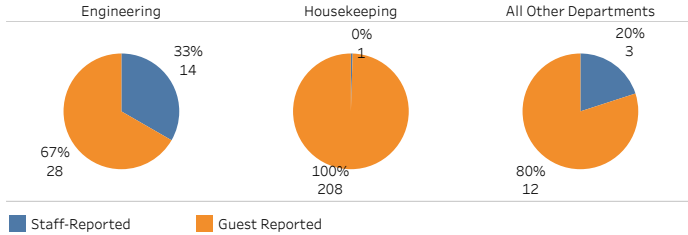
Avg. Score

80.7



Work Order Statistics

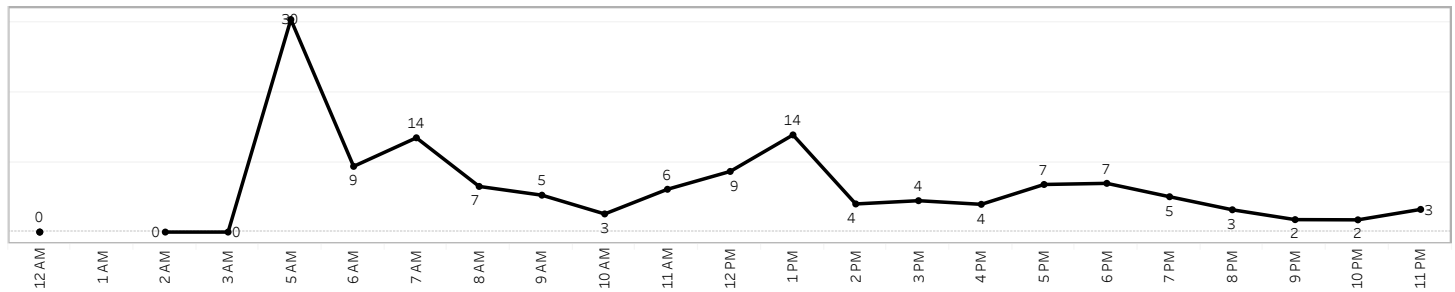
How many work orders were **completed**, yesterday?



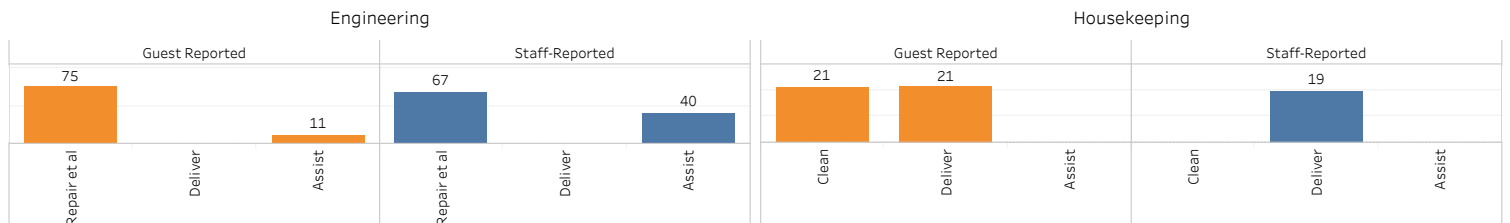
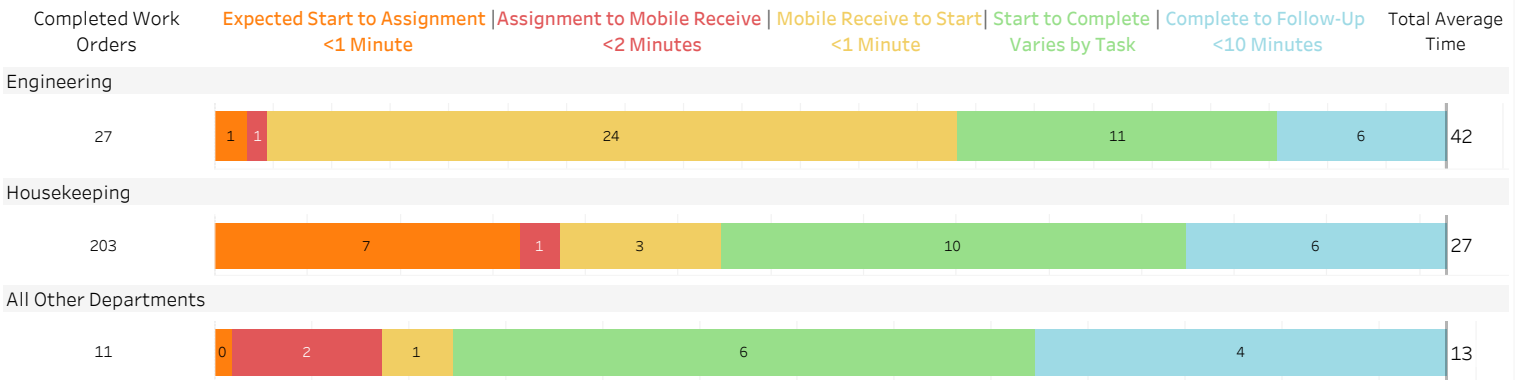
Desktop Work Orders Created	284
Mobile Work Orders Created	0
Number of Suspended Work Orders*	57
Cancelled Work Orders	12
Average Follow-Up Time (minutes)	6
Reworked Work Orders	11

* See supplemental page for details

How long did it take for work orders to be **assigned**, yesterday? (Minutes)



Guest Work Order Lifecycle (Average Minutes)



Top Requests Yesterday

Top 5 Repairs Reported by Guests

Repair Dishwasher Problem / Issue	5
Repair AC / Heater	4
Repair Toilet - Clogged/Broken	3
Repair Telephone - Not Working	3
Repair: TV / Television	2
Grand Total All Repairs Reported by Guests	33

Top 5 Repairs Reported by Staff

Repair Telephone - Not Working	2
Repair Dishwasher Problem / Issue	2
Repair Ceiling - Investigate / Leaking	2
Repair Weatherstrip	1
Repair Shower Handle - Loose Handle	1
Grand Total All Repairs Reported by Staff	16

Top 5 Deliveries Requested by Guests

Deliver: Bath Towel (Exchange)	64
Deliver Pool Towel (Exchange)	53
Deliver Dishwasher Soap (Cascade)	29
Deliver Wash Cloth (Exchange)	28
Deliver Hand Towel (Exchange)	23
Grand Total All Guest Deliveries	480

Repeat Guest Work Orders

includes Housekeeping, Engineering, Safety & Security

Rank	Location	Task	Department	Tasks Expected To Start
1	#2722 (2 Bdrm)	Deliver Pool Towel (Exchange)	Housekeeping	5
2	#4814 (2 Bdrm)	Deliver Pool Towel (Exchange)	Housekeeping	2
3	#2734 (2 Bdrm)	Deliver Pool Towel (Exchange)	Housekeeping	2
4	#2722 (2 Bdrm)	Deliver Wash Cloth (Exchange)	Housekeeping	4
5	#2722 (2 Bdrm)	Deliver: Bath Towel (Exchange)	Housekeeping	4
6	#4814 (2 Bdrm)	Deliver: Bath Towel (Exchange)	Housekeeping	2
7	#2722 (2 Bdrm)	Deliver Hand Towel (Exchange)	Housekeeping	3
8	#3250 (2 Bdrm)	Pick Up Trash - Hallway	Housekeeping	3
9	#1123 (2 Bdrm)	Deliver Liquid Dish Soap (Palmolive)	Housekeeping	3
10	#5020 (2 Bdrm)	Deliver Pool Towel (Exchange)	Housekeeping	2
11	#5020 (2 Bdrm)	Deliver: Bath Towel (Exchange)	Housekeeping	2
12	#4641 (2 Bdrm)	Deliver Pool Towel (Exchange)	Housekeeping	2
13	#4641 (2 Bdrm)	Deliver: Toilet Paper	Housekeeping	2
14	#3925 (2 Bdrm)	Deliver Salt / Pepper	Housekeeping	2
15	#3925 (2 Bdrm)	Deliver Wash Cloth (Exchange)	Housekeeping	2
16	#3350 (2 Bdrm)	Deliver Mop	Housekeeping	2
17	#3350 (2 Bdrm)	Deliver: Bath Mat (Exchange)	Housekeeping	2
18	#2325 (2 Bdrm)	Deliver Hand Towel (Exchange)	Housekeeping	2
19	#2325 (2 Bdrm)	Deliver Wash Cloth (Exchange)	Housekeeping	2
20	#1112 (2 Bdrm)	Deliver Kitchen Dish Towel (Exchange)	Housekeeping	2
21	#1112 (2 Bdrm)	Deliver: Bath Towel (Exchange)	Housekeeping	2
22	#4032 (2 Bdrm)	Pick Up Trash - Hallway	Housekeeping	2
23	#3730 (2 Bdrm)	Deliver Coffee Pot	Housekeeping	2
24	#3450 (2 Bdrm)	Deliver Pool Towel (Exchange)	Housekeeping	2
25	#2411 (2 Bdrm)	Assist ECO - Frog (ENG)	Engineering	2
26	#2331 (2 Bdrm)	Deliver Paper Cups	Housekeeping	2
27	#2320 (2 Bdrm)	Deliver Coffee Filter (Round Basket)	Housekeeping	2
28	#2123 (2 Bdrm)	Deliver Bath Bar Soap	Housekeeping	2
29	#1720 (2 Bdrm)	Deliver: Bath Towel (Exchange)	Housekeeping	2
30	#1711 (2 Bdrm)	Deliver King Sheet Set	Housekeeping	2
31	#1423 (2 Bdrm - Hearing Impaired)	Pick Up Trash - Hallway	Housekeeping	2
32	#1210 (2 Bdrm - Hearing Impaired)	Deliver Sponge	Housekeeping	2
33	#1021 (2 Bdrm)	Pick Up Dirty Towels	Housekeeping	2

Work Orders Still Open from Yesterday

Most Recently Suspended Work Orders

								Summary of Suspended Work Orders	
								Engineering 54	Housekeeping 1
Days Since Suspended	Location	External ID	Work Order Name	Reported By	Reason Suspended	Date of Entry	Comments		
2	3500 Associate Breakroom / Inte..	1566227	Repair Ceiling - Investigate / Leak..	Staff	Waiting for Contractor (See Comm..	8/16/2022	Anoj will investigate leak		
2	#5135 (2 Bdrm)	1566291	Repair Mirror	Guest Call	Waiting for Parts / Supplies (See C..	[N/A]			
3	#4831 (2 Bdrm)	1565980	Repair Smoke Detector - Beeping..	Guest Call	Waiting for Contractor (See Comm..	8/15/2022	Rework on previous work order #1565957, which failed in follow-up		
4	#2744 (2 Bdrm)	1565403	Deliver / Replace Sofa Bed Mattr..	Guest Call	Waiting for Parts / Supplies (See C..	8/14/2022	Victor from housekeeping said, they don't have one available right now, but working on getting		
4	Coast Pool Area	1565547	Assist with Music - Guest Request	Staff	Waiting for Contractor (See Comm..	[N/A]			
5	5100, Elevator	1564814	Repair Elevator - Emergency Pho..	Staff	Waiting for Contractor (See Comm..	[N/A]			
5	#3351 (2 Bdrm)	1565096	Repair Wall - Damaged	Staff	Waiting for Next Unit PM (See Co..	[N/A]			
5	Womens Locker Room	1565052	Repair Shower Head - Clogged	Staff		8/13/2022	backed up shower s		
7	#1812 (2 Bdrm)	1564249	Repair Carpet / Rug - Torn / Rippe..	Staff	Waiting for Contractor (See Comm..	[N/A]			
8	3700 FI1 Sales Offices	1563776	Repair / Replace Light Bulb	Staff	Waiting for Next Unit PM (See Co..	8/10/2022	Unable to do repairs during the day		
10	#4142 (2 Bdrm)	1563086	Replace Door Closer - Inoperative	Guest Call	Waiting for Parts / Supplies (See C..	[N/A]			
11	#4132 (2 Bdrm)	1562743	Retrieve Lost and Found Items	Guest Call	Waiting for Parts / Supplies (See C..	[N/A]			
12	#5025 (2 Bdrm)	1562017	Repair Door - Broken Lock	Staff	Waiting for Next Unit PM (See Co..	[N/A]			
12	#5112 (2 Bdrm)	1562169	Repair Patio / Balcony Door	Guest Call		8/7/2022	steve reached out to guest and taking care of it after check out		
12	Spa By the Sea	1561715	Repair Wall - Investigate / Leaking	Staff	Waiting for Next Unit PM (See Co..	8/6/2022	Making sure problem doesn't come back		
12	Spa By the Sea	1561931	Repair Sauna / Steam Room	Guest Call	Waiting for Contractor (See Comm..	[N/A]			
13	#1525 (2 Bdrm - ADA)	1561399	Repair Telephone - Not Working	Guest Call	Waiting for Contractor (See Comm..	[N/A]			
13	#4615 (2 Bdrm)	1561660	Repair AC / Heater	Guest Call	Waiting for Contractor (See Comm..	8/5/2022	Rework on previous work order #1561653		
15	#4032 (2 Bdrm)	1560119	Repair: TV / Television	Guest Call	Waiting for Contractor (See Comm..	[N/A]			
17	#4343 (2 Bdrm)	1559004	Repair Shower Door	Guest Call	Waiting for Contractor (See Comm..	8/1/2022	Company is coming to measure and replace glass		
18	#2844 (2 Bdrm)	1558557	Repair Telephone - Reprogram	Guest Call	Waiting for Contractor (See Comm..	7/31/2022	Margarito says waiting for guy come out to check today		
20	#2535 (2 Bdrm)	1557930	Repair: TV / Television	Guest Call	Waiting for Parts / Supplies (See C..	[N/A]			
22	3500 Associate Breakroom / Inte..	1556961	Repair Drain Problem / Issue	Staff	Waiting for Contractor (See Comm..	[N/A]			
22	#2221 (2 Bdrm)	1556958	Repair Door - Damaged / Broken	Guest Call	Waiting for Contractor (See Comm..	[N/A]			
22	#2412 (2 Bdrm)	1556780	Repair Telephone - Not Working	Guest Call	Waiting for Contractor (See Comm..	7/27/2022	Suspended, will be working on it soon.		
22	Kitchen, La Vista Grille	1556884	Repair Sink Stopper	Staff	Waiting for Contractor (See Comm..	[N/A]			
23	3500 Womens Associate Locker ..	1556663	Retrieve / Check for Items Fallen ..	Staff	Waiting for Contractor (See Comm..	[N/A]			
24	#3824 (2 Bdrm)	1556090	Repair Ceiling - Investigate / Leak..	Staff	Waiting for Parts / Supplies (See C..	7/25/2022	Patching tomorrow		
24	Hot Tub/Jacuzzi 2 Catalina Pool	1556130	Repair Hot Tub / Jacuzzi / Spa - Je..	Staff	Waiting for Contractor (See Comm..	7/25/2022	The jets are working.. The blower is not. New blower is ordered.		
26	3700 FI1 Public Restroom Wome..	1554891	Repair Toilet - Clogged/Broken	Staff	Waiting for Parts / Supplies (See C..	[N/A]			
26	Electrical Rm 3300/3400 Prkg Ga..	1555110	Repair Roof - Investigate / Leaking	Staff	Waiting for Parts / Supplies (See C..	[N/A]			
28	3700 FI1 Sales Offices	1554124	Repair Door - Damaged / Broken	Staff	Waiting for Contractor (See Comm..	[N/A]			
28	#2511 (2 Bdrm)	1554190	Safe Assist - Can't Open (LP)	Guest Call	Waiting for Next Unit PM (See Co..	[N/A]			
28	Pacific Park	1554143	Repair Floor	Staff	Waiting for Contractor (See Comm..	[N/A]			
29	#3031 (2 Bdrm)	1553619	Repair Dishwasher Problem / Iss..	Guest Call	Waiting for Parts / Supplies (See C..	7/20/2022	Steve from engineering wants to keep an eye on this issue so he called me (hayden) to suspend		
29	Pacific Park	1553713	Repair Baseboard	Staff	Waiting for Parts / Supplies (See C..	[N/A]			
30	Pacific Park	1553301	Repair Floor	Staff	Waiting for Contractor (See Comm..	7/19/2022	Outside company does this		
31	3500 Mens Associate Locker Rm	1552781	Repair Faucet - Leaking	Staff	Waiting for Parts / Supplies (See C..	[N/A]			
32	#1735 (2 Bdrm)	1552197	Repair AC / Heater	Staff	Waiting for Contractor (See Comm..	7/17/2022	we going try found leak today and tomorrow		
32	#4120 (2 Bdrm)	1552299	Repair Dryer Problem/Issue	Guest Call	Waiting for Parts / Supplies (See C..	[N/A]			
35	#2222 (2 Bdrm)	1549875	Repair Telephone - Not Working	Guest Call	Waiting for Contractor (See Comm..	[N/A]			
35	#3251 (2 Bdrm)	1550002	Repair Trellis	Guest Call		7/14/2022	Martha is coordinating with landscaper and will advise guest.		
36	#2311 (2 Bdrm)	1549730	Repair Dishwasher Problem / Iss..	Guest Call	Waiting for Next Unit PM (See Co..	7/13/2022	guest request someone to come at 9am this will be the second time we go to the unit.		
36	#3844 (2 Bdrm)	1549601	Repair Clothes Washer Problem/I..	Guest Call		[N/A]			
37	#2820 (2 Bdrm)	1549371	Repair Ceiling - Investigate / Leak..	Guest Call	Waiting for Parts / Supplies (See C..	[N/A]			
39	Coast Pool Area	1548075	Repair Refrigerator Problem/Iss..	Staff	Waiting for Contractor (See Comm..	[N/A]			
40	#4123 (2 Bdrm)	1547509	Repair Wall - Damaged	Guest Call	Waiting for Next Unit PM (See Co..	7/9/2022	Drywall repair		
41	#5114 (2 Bdrm)	1547303	Repair Ceiling - Investigate / Leak..	Guest Call	Waiting for Parts / Supplies (See C..	[N/A]			
43	Spa By the Sea	1546455	Repair Ceiling - Investigate / Leak..	Staff	Waiting for Contractor (See Comm..	[N/A]			
45	#1221 (2 Bdrm)	1545637	Repair Wall - Investigate / Leaking	Guest Call	Waiting for Next Unit Renovation (..	7/4/2022	Repairs need to be done upstairs.		
46	#1520 (2 Bdrm)	1544743	Repair Clothes Washer Problem/I..	Guest Call	Waiting for Parts / Supplies (See C..	7/3/2022	per engineering.		
49	#2815 (2 Bdrm)	1542839	Repair Shower Door	Guest Call		7/1/2022	Guest will call later to reschedule		
53	#2335 (2 Bdrm)	1537544	Repair Telephone - Reprogram	Staff	Waiting for Contractor (See Comm..	[N/A]			
55	#2335 (2 Bdrm)	1536438	Repair Telephone - Not Working	Guest Call	Waiting for Contractor (See Comm..	6/24/2022	telephone company will be by on Monday afternoon		
55	#2714 (2 Bdrm)	1536672	Repair AC / Heater	Guest Call	Waiting for Next Unit PM (See Co..	[N/A]			
60	#4134 (2 Bdrm)	1534468	Repair Carpet / Rug - Torn / Rippe..	Staff	Waiting for Next Unit Renovation (..	[N/A]			
87	6001 Upper Fitness Center	1520483	Repair Free Weight Bench	Staff	Waiting for Contractor (See Comm..	[N/A]			