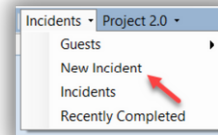


Documenting a guest's concerns/issues and resolution allows you to capture data to improve a guest's experience.

Step 1: Go to the Incidents dropdown and select **New Incident**.



Step 2: When the New Guest Incident screen opens up fill in the required fields.

A new Guest can be created from this screen by clicking the **New** button.

- **Guest:** Enter the guest name or click on the drop-down menu to select the guest name.
- **Guest Status:** Select the correct status (pre-stay, on-property/in-house or post-stay).
- **Guest Type:** Automatically populates. To edit the guest type, go to the *Guest List* screen.
- **Incident Source:** Select how the incident was reported from options in the drop-down menu.
- **Guest Location:** Enter the guest unit.
- **Incident Location:** Enter the location of the incident.
- **Type:** Select the incident type from the drop-down list (Department and Category).
- **Assignee:** Select the assignee that will work on the incident.
- **Incident Summary:** Enter a brief description of the guest's issues/concerns (500 characters or less). Use proper spelling and punctuation.

Step 3: Click on **New Response** and add a **Response** from the choices in the dropdown menu. Multiple Responses can be added depending on the situation and over the duration of resolving the incident.

Next steps may include one or all of the following as circumstances or workflow dictate:

- Click on **Comments** to add a comment. Comments are required to Close the Incident.
- If **Compensation** is provided, it should be added to the associated **Response**. Select **New Compensation** and choose the correct option from the drop-down. Add a value.

- Associated work orders can be attached to the Incident by clicking **Work Orders** and select **Add**.

Work Order currently active or completed within the last 30 days can be linked to the incident.

! Guest preferences are NOT to be documented under Incidents.

Step 4: Click on **Save** or **Save and Close**.