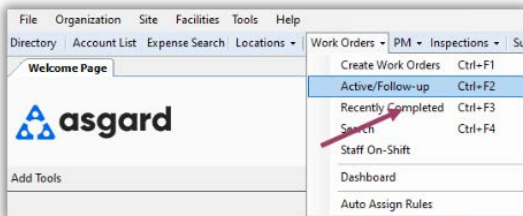


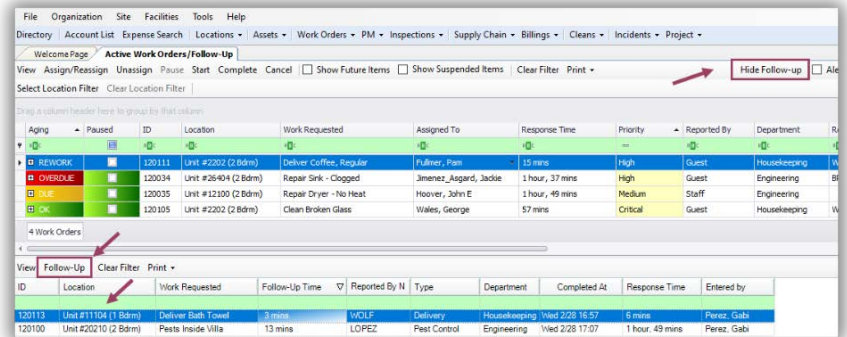


Follow the steps below to complete the Follow-Up to a Standard Work Order. Follow-Up work orders can only be completed in the main Asgard Desktop app. For assistance with managing work orders, please contact [support@asgardsoftware.com](mailto:support@asgardsoftware.com).

**Step 1:** From the Work Orders drop-down, open the **Active/Follow-up** screen.



**Step 2:** Highlight the work order and double-click or click the **Follow-Up** button.



If your property or department does not make follow-up calls, click the Hide Follow-up button on the top right of the toolbar. Your screen will only display incomplete active work orders.

**Step 3:** When the Follow-Up dialog box opens, you will see:

Follow-up: Deliver Bath Towel, others...

Location: Unit #11104 (1 Bdrm)  
Guest Name: WOLF

Fail	#	Name	Summary	Extra Request
<input type="checkbox"/>	1	Deliver Bath Towel	In the main location itself	<input checked="" type="checkbox"/>
<input type="checkbox"/>	1	Deliver Coffee, Re...	1 Coffee, Regular	<input checked="" type="checkbox"/>

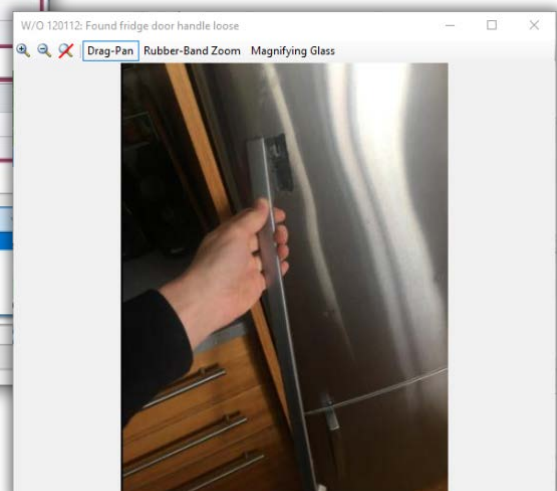
Date	Comment	By	Picture
2/28/...	Found fridge door ...	Perez, Gabi	

Aging	Name	At	Response Ti...	Summary
OK	Clean Floor - Spill / Wet	Wed 2/2...		

Action: **Spoke with Guest**  
 Comment: Texted Guest  
 Left Message  
 No Follow Up Required

Buttons: Complete, Fail Selected Tasks, Cancel

- Location and Guest Name
- All **Completed Tasks for the same location**
- Any **Comments or Pictures** (double click on picture icon to enlarge image)
- **Pending or In-Progress Work**
- The drop-down menu to select the **Action** for the Follow-Up
- The option to add a **Comment** under the selected Action, if needed



Note: Your management team determines the Action list.

#### Step 4:

If all of the tasks are completed to the guest's satisfaction...

Fail	#	Name	Summary	Extra Request
<input type="checkbox"/>	1	Deliver Bath Towel	In the main location itself	<input checked="" type="checkbox"/>
<input type="checkbox"/>	1	Deliver Coffee, Regular	1 Coffee, Regular	<input checked="" type="checkbox"/>

Choose an **Action** from the drop-down and click **Complete**.

Action: Spoke with Guest

Comment:

**Complete** Fail Selected Tasks Cancel

If the guest is dissatisfied with the work or a task wasn't completed, click the **Fail** checkbox next to the specific task(s), all other tasks will pass.

Fail	#	Name	Summary	Extra Request
<input type="checkbox"/>	1	Deliver Bath Towel	In the main location itself	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	1	Deliver Coffee, Regular	1 Coffee, Regular	<input checked="" type="checkbox"/>

Select an **Action**, add **Comments** describing the problem, and click **Fail Selected Tasks**.

Action: Spoke with Guest

Comment: Guest received decaf coffee, not regular

Complete **Fail Selected Tasks** Cancel

When a task is **Failed**, Asgard automatically generates a **Rework** work order, which immediately appears on the Active Screen to be assigned as soon as possible. Ensuring that any failed tasks are promptly addressed, allowing for guest recovery and satisfaction.

Aging	Paused	ID	Location	Work Requested	Assigned To	Response Time	Reported By	Department
REWORK	<input type="checkbox"/>	120115	Unit #11104 (1 Bdrm)	Deliver Coffee, Regular	[None]	36 mins	Guest	Housekeeping
OVERDUE	<input type="checkbox"/>	120034	Unit #26404 (2 Bdrm)	Repair Sink - Clogged	Jimenez_Asgard, Jackie	2 hours, 9 mins	Guest	Engineering
DUE	<input type="checkbox"/>	120114	Unit #11104 (1 Bdrm)	Clean Floor - Spill / Wet	Fisher, Delaine	27 mins	Guest	Housekeeping
OK	<input type="checkbox"/>	120105	Unit #2202 (2 Bdrm)	Clean Broken Glass	Wales, George	9 mins	Guest	Housekeeping

6 Work Orders