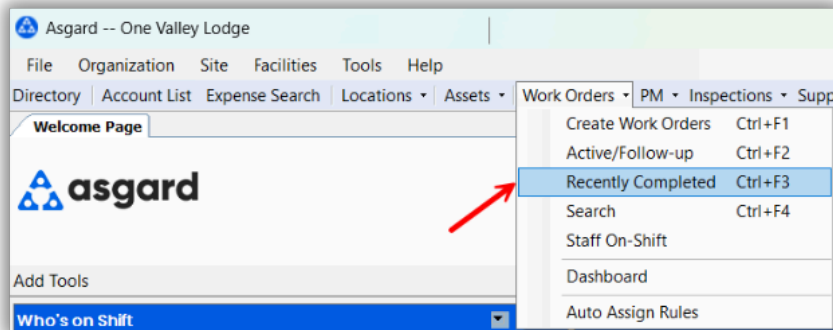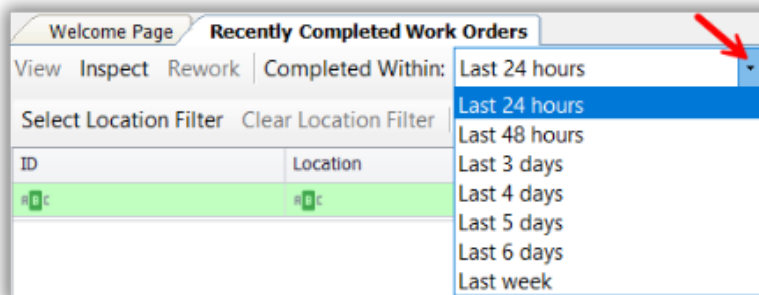**Rework a work order if the guest isn't satisfied with the results or if any tasks remain Incomplete.**
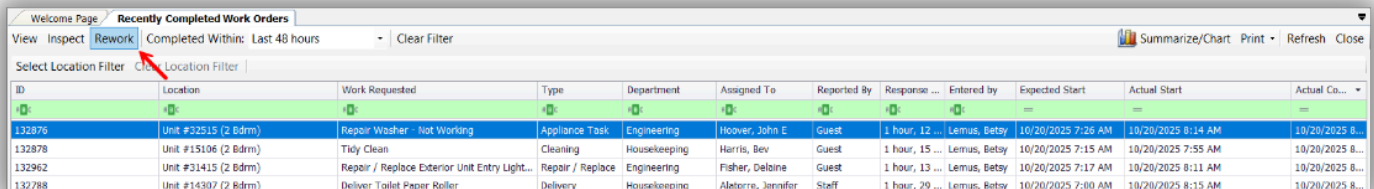
Step 1: From the Work Orders drop-down, open the **Recently Completed** screen.

Step 2: The Recently Completed screen shows all standard work orders completed by all departments within the last 24 hours by default. Click on the **Completed Within** drop-down menu to expand the timespan up to the Last Week.

Step 3: Highlight the needed work order and select **Rework** in the upper lefthand corner.

Step 4: On the Select Failed Tasks to Rework screen, check the **Fail** tasks box, enter a **Comment,** and click on **Generate Rework on Failed Tasks** button.

Step 5: When a task fails, Asgard automatically creates a **Rework** work order. This promptly appears on the Active Screen, ready to be assigned. **Best practice is to immediately assign a Rework.**

If your property uses Auto-Assign, the Rework work order will be automatically assigned.