Request Management

Request Management is the screen where you follow every hotel request in one list, whether the guest opened it from the portal or reception entered it by hand, assign it to staff and close it. Room cleaning, malfunctions, extra requests, late check-out, room service and reservation requests all land here.

What is it for?

- Shows open work, waiting times and who is handling each request at a glance.
- Lets you assign a request to a staff member, nudge the person responsible on their phone and message the guest.
- Gives today's summary at the top (total, completed, open, average response, approved extra sales).

When do you use it?

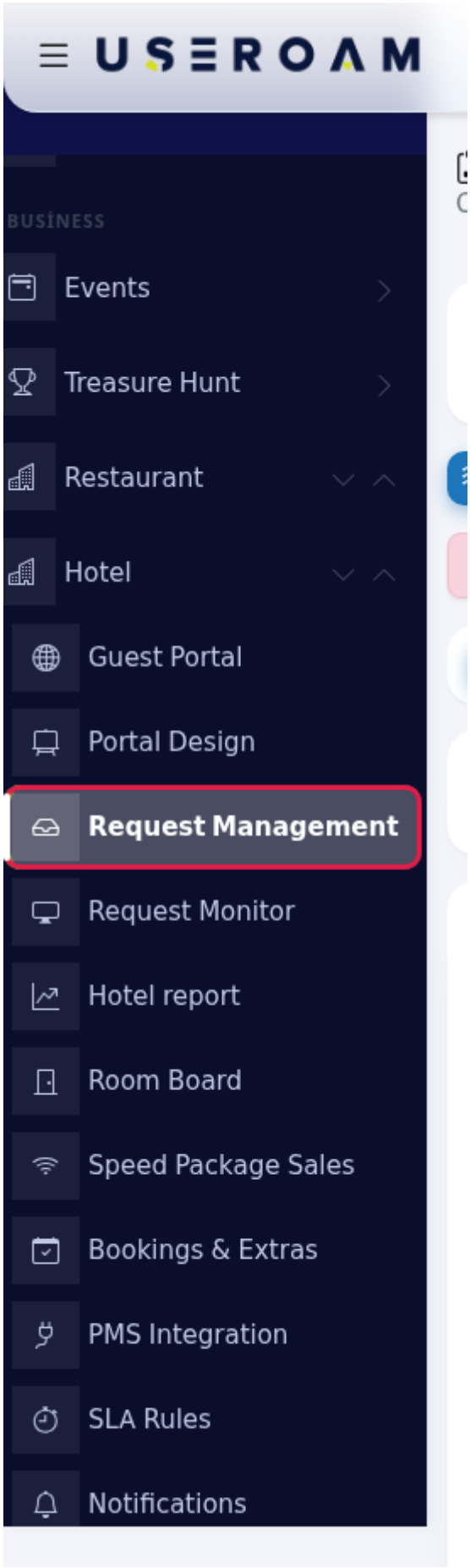
- At the start of a shift, to see open requests and overdue work.
- To record a request that came by phone or at the desk (**Open New Request (reception)**).
- To hand a job to someone else or remind the person responsible.
- To search past requests by date, status, type, room and staff member.

Before you start

- A hotel profile must exist. If it doesn't, this screen takes you to Guest Portal.
- If the hotel has never received a request, the first time you open the screen the panel sends you once to the Venue Setup Wizard (hotel mode). You can come back afterwards; the wizard does not open by itself again.
- To assign requests to people, staff must be linked to a hotel department (Staff). A hotel without staff can still use the screen; requests wait in the department pool.

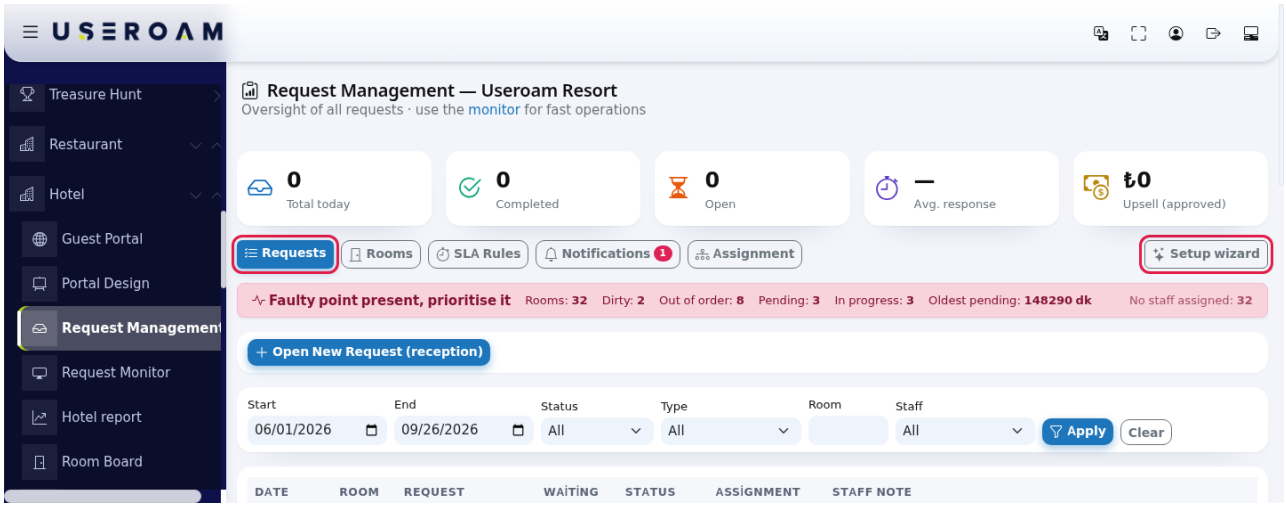
Step by step: handling a request from start to finish

1. **Open the screen.** In the left menu press **Hotel → Request Management**.

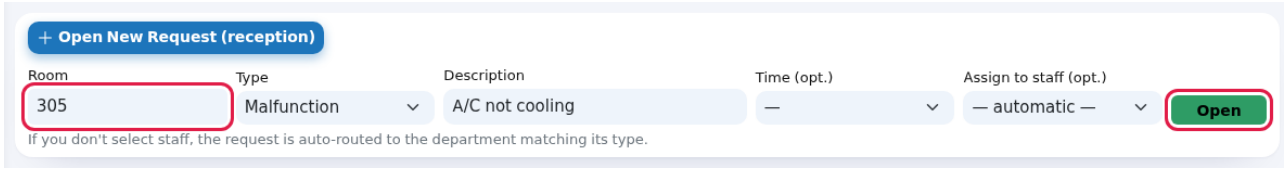


2. **Read the summary and live status.** The five cards at the top show today's numbers; the coloured strip below shows the current state. The tabs (**Requests**, **Rooms**, **SLA**

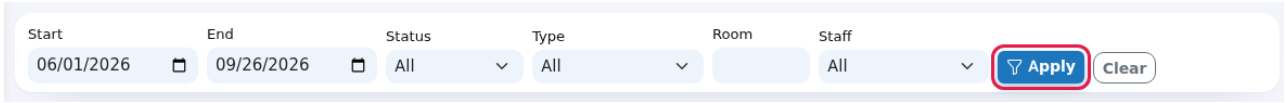
Rules, **Notifications**, **Assignment**) and the **Setup wizard** button on the right are here too.



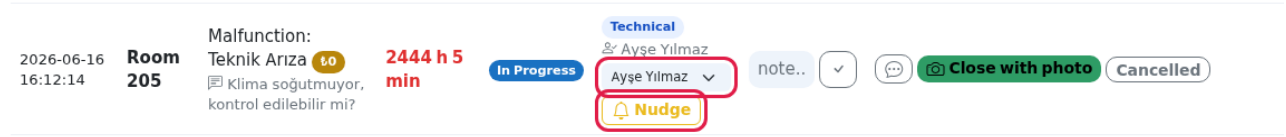
3. **Open a request by hand if needed.** Press **Open New Request (reception)**. Type the room number in **Room** (for example `305`), pick a **Type** and write a short note in **Description**. **Time (opt.)** and **Assign to staff (opt.)** are optional. Press **Open**. If you don't pick anyone, the request goes to the department that matches its type.



4. **Filter the list.** Set **Start** and **End** dates and, if needed, **Status**, **Type**, **Room** and **Staff**, then press **Apply**. **Clear** removes all filters. The screen opens on the last 7 days.



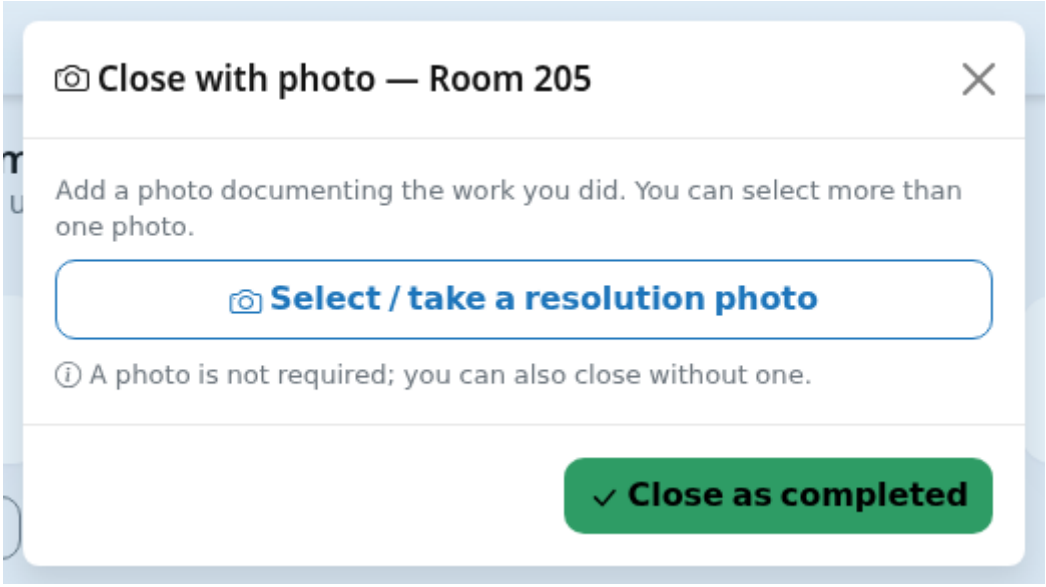
5. **Assign the request and nudge if needed.** Pick the person from the list in the row's **Assignment** column; the choice is saved as soon as you select it. When the request is open and has someone responsible, a **Nudge** button appears below it; pressing it sends a reminder notification to that person's phone.



6. **Take the request and close it.** On a pending request press **Take**. When the work is done, press **Complete**, **Approve ₺...** on paid requests, or **Close with photo** on a malfunction. In the same row you can type a **Staff Note** and save it with the tick next to it, or press the speech bubble to message the guest.



7. **Close a malfunction with a photo.** In the **Close with photo** window press **Select / take a resolution photo**, choose the photo and press **Close as completed**. If a photo is not required you can also close without one.



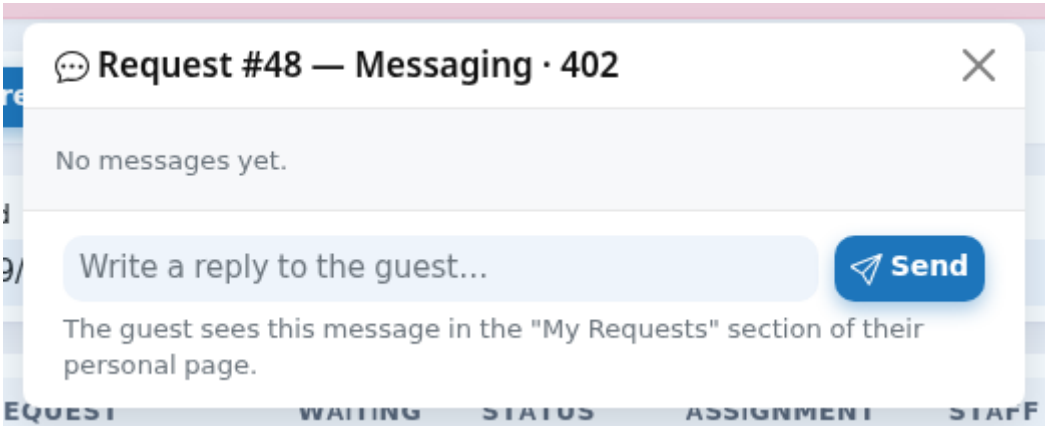
Room service orders

Room service requests (type **Room Service**) follow their own flow. The status column shows the order stage: **New Order** → **Preparing** → **Ready** → **Delivered**. The green button in the row always names the next stage: **Start preparing**, **Marked ready**, **Delivered**. A delivered order counts as completed.



Messaging the guest

The speech bubble in the row opens the **Messaging** window. The title shows the request number and the room (*Request #… Messaging* and the room, for example 402). When there is no conversation yet you see *No messages yet.* Type in **Write a reply to the guest…** and press **Send** . The guest sees the message in the **My Requests** section of their personal page. While the window is open, new messages arrive by themselves every few seconds; messages are labelled **Hotel** and **Guest**. The number next to the bubble is the message count for that request.



Every field and button on the screen

Top section

Field / button	What it does	Example
Subtitle: *Oversight of all requests · use the monitor for fast operations*	The **monitor** link opens the Request Monitor.	-
Total today	Requests opened today.	12
Completed	Requests opened and completed today.	9
Open	Requests opened today that are still pending or in progress.	3
Avg. response	Average time from opening to closing for requests completed today (min). A dash shows when nothing is completed yet.	18 min
Upsell (approved)	Total amount of paid requests completed today (late check-out, early check-in, room service, paid extras).	₺1,200
Requests, **Rooms**, **SLA Rules**, **Notifications**, **Assignment**	Tabs. A red number appears on Notifications when there are unread alerts.	-
Setup wizard	Opens the Venue Setup Wizard in hotel mode.	-

Live status strip

The strip appears on every tab and gives a verdict rather than a number:

Strip text	When it appears	What to do
Faulty point present, prioritise it (red)	At least one room is **Out of order**.	Check the red rooms on the Rooms tab and assign the malfunction request.
A pending request is overdue (yellow)	The oldest pending request is older than 30 minutes.	Take the request or nudge the person responsible.
Open work in progress (yellow)	There is a dirty room or a pending request but nothing is late.	Normal work; keep an eye on it.
Everything is on track (green)	No dirty or out-of-order rooms and no pending requests.	-

Numbers on the strip: **Rooms** (total rooms), **Dirty**, **Out of order**, **Pending**, **In progress**, **Oldest pending** (minutes) and, on the right, **No staff assigned** (rooms without a responsible person). Dirty, Out of order and In progress are hidden when they are zero.

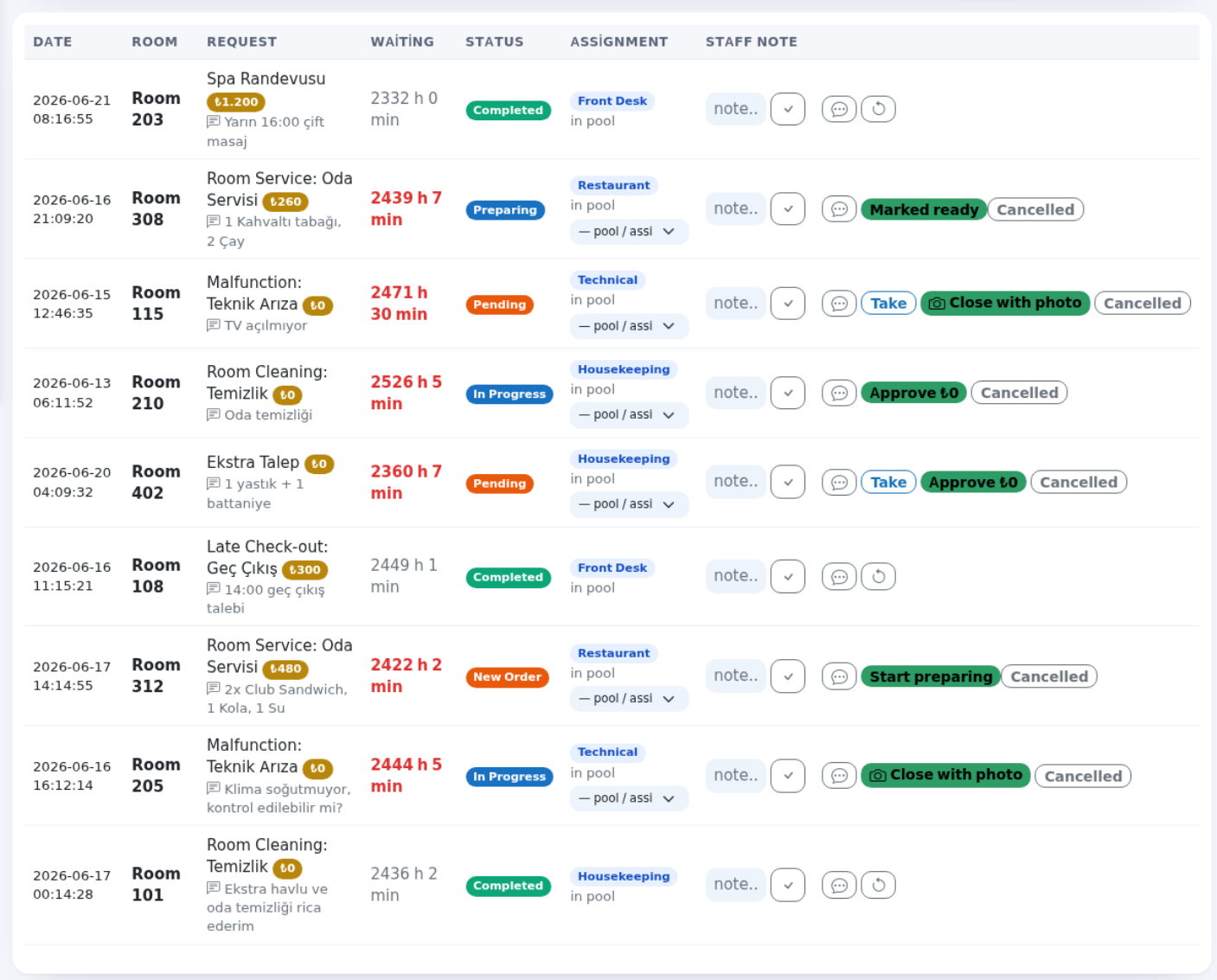
Open New Request (reception)

Field	What it does	Example
Room	The room of the request. Required. If it is not on the Room Board yet, it is added automatically.	*e.g. 305*
Type	**Room Cleaning**, **Extra**, **Late Check-out**, **Early Check-in**, **Malfunction**, **Room Service**, **Reservation**, **Extra sale**.	Malfunction
Description	Short note (300 characters).	*e.g. 2× towels / A/C malfunction*
Time (opt.)	Preferred time: **As soon as possible**, 10:00-12:00, 12:00-14:00, 14:00-16:00. Can be left empty.	As soon as possible
Assign to staff (opt.)	Default **automatic**: the request goes to a department by type (Automatic Assignment). Pick a person to assign it directly.	automatic
Open	Opens the request as **Pending**. If an automation rule matches, an e-mail also goes to the support company (Automation).	-

Filters

Field	What it does
Start, **End**	Date range in which the request was opened. Default: last 7 days.
Status	**All**, **Pending**, **In Progress**, **Completed**, **Cancelled**.
Type	One of the request types, or **All**.
Room	Requests of a single room.
Staff	Requests assigned to or taken by that person. Handy for reviewing closing photos per person.
Apply / **Clear**	Filters / removes all filters.

Request list



Column	What it shows
Date	When the request was opened.
Room	Room number.
Request	Type and, if any, which extra or service; a gold amount badge; the guest's note; the preferred time for cleaning. The small picture with a red frame is the guest's **Malfunction (before)** photo; green-framed ones are **Resolved (after)** photos. If a staff member opened it, an **Opened by:** line appears. If an automation rule ran, a company badge shows.
Waiting	Time since opening (until closing if closed), for example *2 h 15 min*. On open requests it turns orange after 30 minutes and red after 60.
Status	Badge: **Pending**, **In Progress**, **Completed**, **Cancelled**. Room service shows the order stage.
Assignment	The blue badge is the request's department (**Housekeeping**, **Technical**, **Restaurant**, **Front Desk**). Below it you see the assigned person or **in pool**. On open requests the **pool / assign** list picks a person; the choice saves at once. Open requests with someone responsible get a **Nudge** button; hovering it shows *Sends a reminder notification to the phone of the person responsible for this job.*
Staff Note	A note only the team sees. Type it and press the tick next to it (**Save note**).
Buttons	Speech bubble (**Messaging**), **Take** (pending only), **Complete** or **Approve ₺...** on paid requests, **Close with photo** on malfunctions and on types that require a closing photo, and the cancel button (the English panel labels it **Cancelled**). On a closed request the circular arrow is **Reopen**; it sets the request back to pending.

The list shows at most 300 records; if there are more you see *First 300 records, use filters to narrow down.* at the bottom. When nothing matches you see *No requests for these filters.*

Close with photo window

Item	What it does
Title: **Close with photo** and the room	Shows which request you are closing.
Add a photo documenting the work you did. You can select more than one photo.	Explanation.
Select / take a resolution photo	Opens the camera on a phone, the file picker on a computer. After choosing, a count such as *2 photo(s) selected* appears.

Item	What it does
A photo is not required; you can also close without one.	Shown when this type has no closing-photo rule.
At least ... photo(s) are required to close this request.	Shown when there is a rule; you cannot close without enough photos (**Closing photo requirement** on the SLA Rules page).
Close as completed	Completes the request. For cleaning or malfunction requests the room goes back to **Clean**.

Alerts and messages

On screen	Meaning / what to do
This request can only be closed with at least ... photo(s). It was not closed; upload the photos and try again.	Not enough photos were uploaded. Open Close with photo again and pick photos.
Reminder notification sent.	The nudge worked.
A reminder was already sent for this request in the last 5 minutes. Please try again shortly.	A request can be nudged once every 5 minutes.
This request is not assigned to anyone. First pick a person in the row and save.	Pick a person from the Assignment list first.

The first time you open the screen a short tour shows three bubbles: **End-of-day summary** (*Today's request volume, completions and average response time.*), **Filters** (*Review history by date, status, type and room.*) and **Status flow** (*Take, Complete / Cancel. Turns orange after 30 minutes of waiting, red after an hour.*).

What does the guest see?

When you press **Take** or **Complete**, a guest who allowed notifications gets "Your request is in progress" / "Your request is completed" on their phone, in their own language. No notification is sent for a cancellation; tell the guest yourself. Details: The hotel portal your guests see.

Frequently asked questions

The list is empty but guests say they opened requests.
The screen shows the last 7 days. Move **Start** back and press **Apply**; check that **Status** is **All**.

I can't see the Nudge button.
Nudge only appears on open (pending or in progress) requests that have someone responsible.

Pick a person in the Assignment list first.

There is nobody in the Assignment list.

Only active staff linked to this hotel appear. Add staff on the Staff screen and link them to a hotel department.

Why does a request I closed on the monitor behave differently?
Done on the monitor only completes the request. Setting the room back to clean and notifying the guest happen when you close it on this screen.

Where is checkout?

It is done per room: Room Board.

Related pages

- Setting up your hotel on day one
- Request Monitor · Room Board · SLA Rules · Hotel Notifications · Automatic Assignment
- Automation (e-mailing a malfunction to your support company)
- Role guide: hotel manager · Role guide: hotel staff (Useroam Go)

Revizyon #6
tugay tarafından 11 Ağustos 2026 07:16:21 oluşturuldu
tugay tarafından 26 Eylül 2026 09:52:57 güncellendi