

InnDesk

Web Enabled Guest Administration Console for Hotel Staff

- Manage Wake-up Calls
- Monitor Housekeeping
- Check Occupancy
- Guest Phone Do Not Disturb
- Turn on Room Telephone
- Set Guest Language
- Assign Guest DID
- Call Front Desk Message
- Print Wakeup Reports
- Set Group Wakeup Calls

Wake-up Calls

Lakeview Inn Seattle InnDesk

Home Create Wakeup Guest Services Reports Administration

Scheduled Wakeup calls today Operator alerts today

Pending	Total calls made	Guest answered call	Guest snoozed call	Phone was busy	Nobody answered	Attempts	Answered	Nobody answered
5	0	0	0	0	0	0	0	0

Room	Scheduled	Attempts
1020	02/16/2011 at 06:00	0
1014	02/16/2011 at 07:15	0
1005	02/16/2011 at 08:00	0
1002	02/16/2011 at 09:00	0
1001	02/16/2011 at 10:00	0

Unanswered in last 90 minutes: None

Answered today: No records found.

From the Home Screen, see the day's completed, pending, and unanswered wake-up call statistics at a glance.

Setting a wake-up call for a single room, or for a busload of guests requires nothing more than a few mouse clicks.

Multiple wake-up calls can be set per room.

Lakeview Inn Seattle InnDesk

Home Create Wakeup Guest Services Reports Administration

Room wakeup/create

Enter Room number: Ok

Generated	Status	Name	Room	Extension	Maid Status	Text Msgs.	Voice Msgs.
2011-02-15 7:14 p.m.	Checked In	Guest Room 1043	1043	1043	Dirty	0	0

Pending Calls: None

Create

Time	Date	Options
: 00	2011-02-16	Repeat Daily <input type="checkbox"/>

Set Immediately Cancel

A detailed printable room report is available to show all details of wake-up call activity during the guest's stay.

Lakeview Inn Seattle Report for Room 1001

Generated	Name	Room	Extension	Maid Status	Text Msgs.	Voice Msgs.
February 15th 2011 at 19:02	Johnson - Jeff	1001	1001	Clean	0	0

Current Wakeup Log

When	Created by	Description	Result	Guest name	Line
2011/02/15 at 19:00:53	InnDesk User: duvoice	Wakeup call scheduled	Success	Johnson, Jeff	

Pending Calls

Room	Time
1001	02/16/2011 at 10:00

Generated by: duvoice
InnDesk by: DuVoice.com

InnDesk Room List

Check on occupancy, housekeeping status, and message counts.

Multiple staff members can assist guests from any PC on the hotel network.

Lakeview Inn Seattle InnDesk

Home Create Wakeup Guest Services Reports Administration

Room list

Checked In						Checked Out			
Room	Name	Maid Status	Text Msgs.	Voice Msgs.		Room	Maid Status	Text Msgs.	
1000	Smit, George	Dirty	0	0		1006	Dirty	0	
1001	Johnson, Jeff	Clean	0	0		1007	Dirty	0	
1002	Albertson, Ralph	Clean	0	0		1008	Out of service	0	
1003	Tomlinson, Mary	Clean	0	0		1009	Dirty	0	
1004	Wappas, Andrew	In progress	0	0		1010	Dirty	0	
1005	Johnson, Artie	Dirty	0	0		1011	Dirty	0	
1014	Jones, Tom	Dirty	0	0		1012	Dirty	0	
1020	Slovan, Terry	Dirty	0	0		1013	Dirty	0	
	Wilson,					1015	Dirty	0	
						1016	Dirty	0	
						1017	Dirty	0	
						1018	Dirty	0	
						1019	Dirty	0	
						1021	Dirty	0	