

Quest Front Office Operations:

Guest Portal – Pre Check In

Quest Learners Guide

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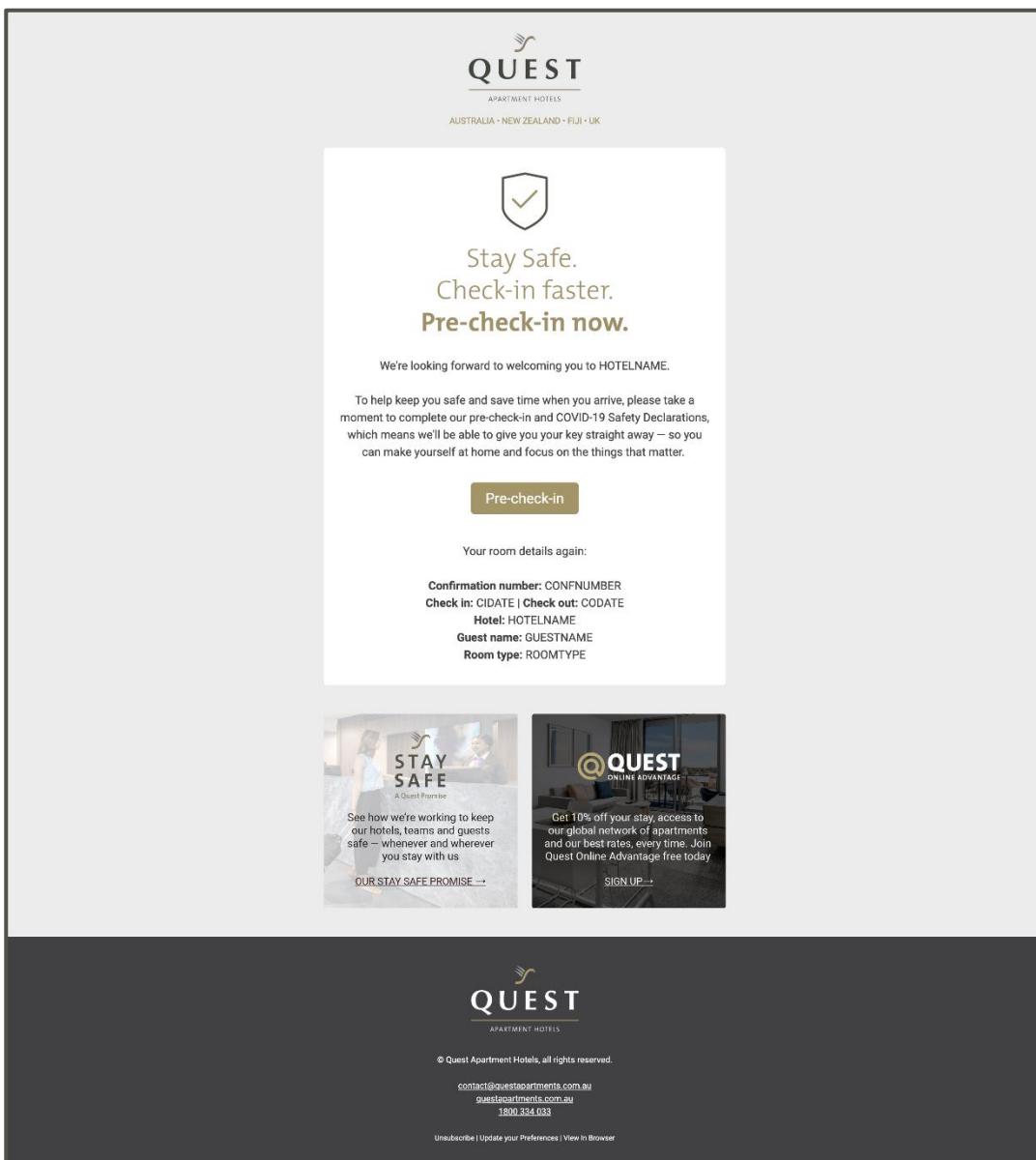
1.0 About Guest Pre-Check In

RMS allows clients/guests to access their details of their reservation via a bespoke web page appropriately dubbed the Guest Portal. By accessing this portal, guests can action a request to pre check-in prior to arriving at the property. The correspondence will be triggered 24 hours prior to the arrival time of the guest, provided the reservation is in '**Confirmed**' status. The guest will receive the link to the guest portal via the triggered e-mail correspondence received.

2.0 Pre-Check In

The following overview will be beneficial when properties in understanding and assisting guests in navigating through the required content and forms.

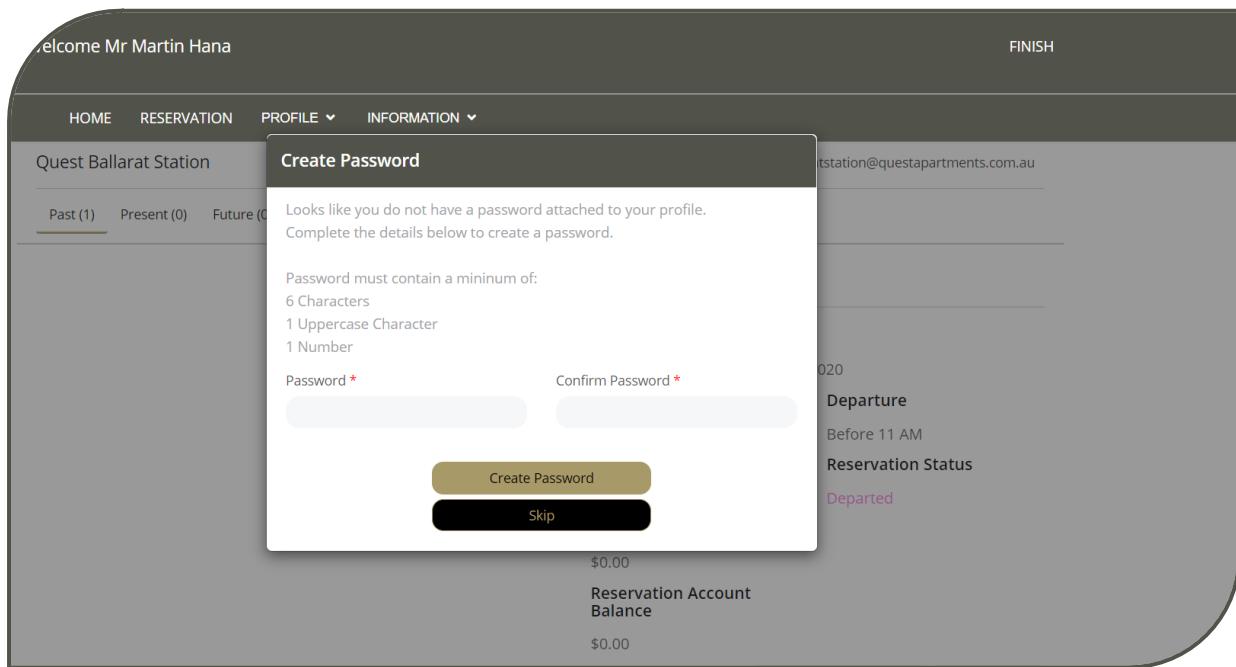
- The guests will receive the following Pre Check In automated e-mail within 24 hours of their estimated arrival time that is reflected in the guest's reservation in RMS.



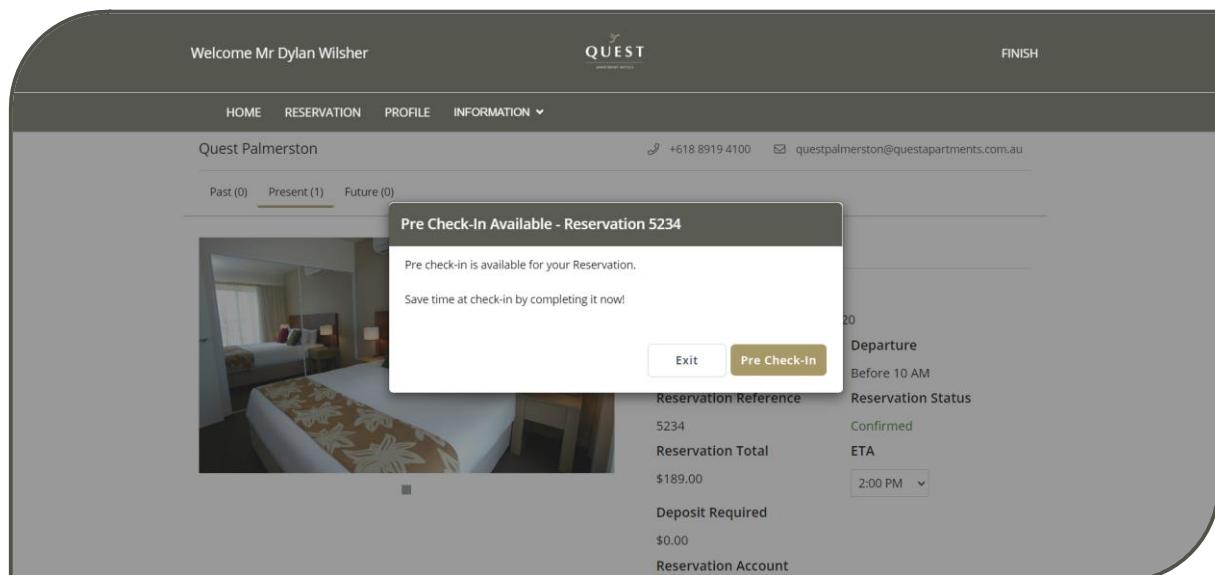
The screenshot shows an email from Quest Apartment Hotels. The header includes the Quest logo, 'APARTMENT HOTELS', and 'AUSTRALIA • NEW ZEALAND • FIJI • UK'. The main content features a shield icon with a checkmark, followed by the text: 'Stay Safe. Check-in faster. Pre-check-in now.' Below this, a message says: 'We're looking forward to welcoming you to HOTELNAME. To help keep you safe and save time when you arrive, please take a moment to complete our pre-check-in and COVID-19 Safety Declarations, which means we'll be able to give you your key straight away – so you can make yourself at home and focus on the things that matter.' A 'Pre-check-in' button is present. The middle section displays room details again, including a confirmation number, check-in and check-out dates, hotel name, guest name, and room type. At the bottom, there are two promotional banners: 'STAY SAFE' (a promise to keep guests safe) and 'QUEST ONLINE ADVANTAGE' (offering 10% off and access to a global network of apartments). The footer contains the Quest logo, copyright information, contact details (email, website, phone), and links for unsubscribe, update preferences, and view in browser.

- Once the guest has clicked 'Pre-Check In', the guest will be redirected to a web page to complete the Pre-Check In. Prior to doing so the guest will need to create a password specific to the Guest Portal user account. This will allow the guest to view past, present and future reservation when needed and make any amendments to the reservation as required.

Note: The Guest is able to skip creating a password, however when signing in the Guest portal the guest will be required to provide email, surname and arrival date for the reservation.



- Once navigated to the guest portal, the guest will receive the pop-up request to pre check-in to their reservation



- The guest is prompted to complete all the fields pertaining to their reservation.

Welcome Mr Dylan Wilsher QUEST FINISH

HOME RESERVATION PROFILE INFORMATION ▾

Quest Palmerston
+618 8919 4100
questpalmerston@questapartments.com.au

1 Guest Details
2 Terms and Conditions
3 COVID-19 Declaration
4 Payment Details

Tue 21 Jul 2020 - Wed 22 Jul 2020
One Bedroom Apartment
Adults: 1

Enter your Details

Surname *

Given *

Title *

Mobile *

Email *

Email 2

Enter a location

Address Line 2

Town

State

Post Code

Country Of Residence

FFlyer No

ETA

Vehicle Registration

Yes, I would like to receive marketing
Continue

Note: If the guest wishes to opt out of receiving marketing, they will need to untick the 'Yes, I would like to receive marketing' tick box.

- Once the guest details page it is then required for the guest to accept the terms and conditions specific to the property and sign to proceed.

Quest Palmerston +618 8919 4100 questpalmerston@questapartments.com.au

1 Guest Details **2 Terms and Conditions** **3 COVID-19 Declaration** **4 Payment Details**

Guest details provided:

Surname Wilsher	Given Dylan
Title Mr	Mobile +61411 720 401
Email dwilsher@questapartments.com.au	Email 2
Address Line 1	Town
Address Line 2	Post Code
State	FFlyer No
Country Of Residence	Vehicle Registration
ETA	

Terms And Conditions

These terms and conditions apply in addition to any terms and conditions agreed to when this booking was made and continue to apply during your stay.

A valid credit card pre-authorisation is required upon check in. If sufficient funds are not available, payment in advance will be required. Accounts for in-house guests must not exceed \$500, and when an account reaches this limit, payment will be taken from the credit card provided on arrival for pre-authorisation. If you wish to pay cash instead of using a credit card, Accommodation charges must be made upfront. Electronic Key Cards to the apartment are to be returned to reception upon departure.

Apartment checkout is at 11am. Failure to checkout of the apartment at the designated time, will incur additional costs. Maximum costs can be equivalent to the nightly rate.

Quest Palmerston maintains a strict NO PARTY POLICY; we reserve the right to terminate the accommodation immediately without refund at any time if a party occurs, notice is excessive or the number of guests in the room exceeds the number permitted.

Qantas Frequent Flyer points will be rewarded for reservations made at published accommodation rates and will not be rewarded for: special offers, last minute accommodation booked via the internet, or negotiated rate.

I acknowledge that this information is correct and accept the Terms & Conditions listed above

Signature



Clear Signature

[Previous](#) [Continue](#)

- Finally, the guest is required to input their credit card information.

Note: This will only be available for properties utilising a payment gateway.

Card details required for incidentals

Use Another Credit Card

Card number MM / YY CVC

Previous Finish Pre Check-In

3.0 Additional Information

Once the guest has completed the pre check-in process, the reservation status will change to a 'Pre Check-In' status. This can be viewed in the reservation, with relevant documents available in the correspondence tab. The reservations of guests that have not undergone this process will be identified in the 'In/Out Movements' screen under the 'Arrivals Yet to Pre Check In' tab.

Regardless of whether the guest has opted to undertake the pre check-in process, the reservation is still required to be checked in and payment taken according to best practice.

Filters

Today (05-Jan-2021 - 05-Jan-2021)

Arriving 15

Expected Arrivals 13

Arrivals Yet to Pre Check In 12

Checked In 2

In House Guest 34

Day Use 0

Checked Out 10

Expected Departures 0

Departing 10

Quote 0

No Show 0

Cancelled 7

Advanced Filters

Expected Arrivals

Records Found : 13 (25 Adults, 0 Children, 0 Infant)

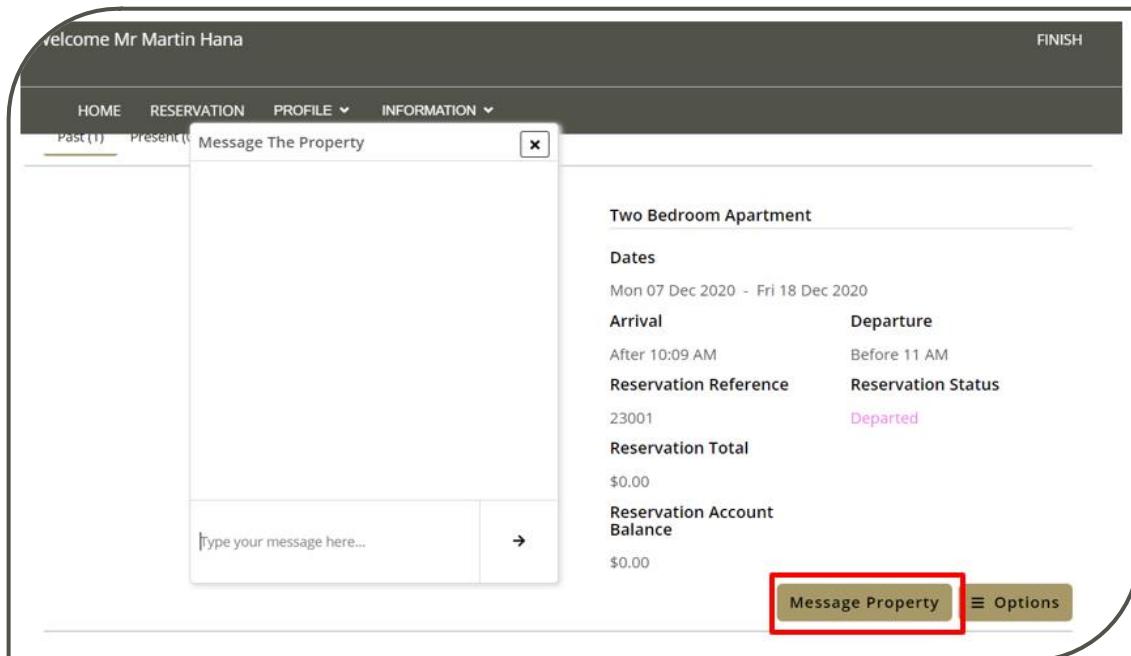
GrpRes No	Res No	Group Name	Surname	Given	Status	Room Type	R
0	31416		Dahlin	Andrea	Confirmed	SK - Studio - 011	3
0	26730		WISE	ZOE	Confirmed	SK - Studio - 011	1
0	31251		Chen	Richard	Confirmed	SK - Studio - 011	2
0	31360		Hosking	Elizabeth	Confirmed	SK - Studio - 011	1
0	31468		Hallam	Liesl	Confirmed	SK - Studio - 011	3
0	31211		Fullgrabe	Maree	Confirmed	1K - 1 Bedroom - ...	3
0	29411		KANDIAH	SEEVAMR	Confirmed	1K - 1 Bedroom - ...	3
0	30950		Langdon	Jenny	Confirmed	2KK - 2 Bedroom - ...	4
0	31344		Craig	Ellie	Confirmed	2KK - 2 Bedroom - ...	1
0	23488		Hosking	Laurel	Confirmed	T2KKA - TK 2 Bedr...	1
0	26221		Ralph	Sarah	Pre Check In	1K - 1 Bedroom - ...	1
0	31533		Pastore	Steve	Unconfirmed	SK - Studio - 011	2
0	25724		Kiernan	Mark	Unconfirmed	1K - 1 Bedroom - ...	1

4.0 Message Centre

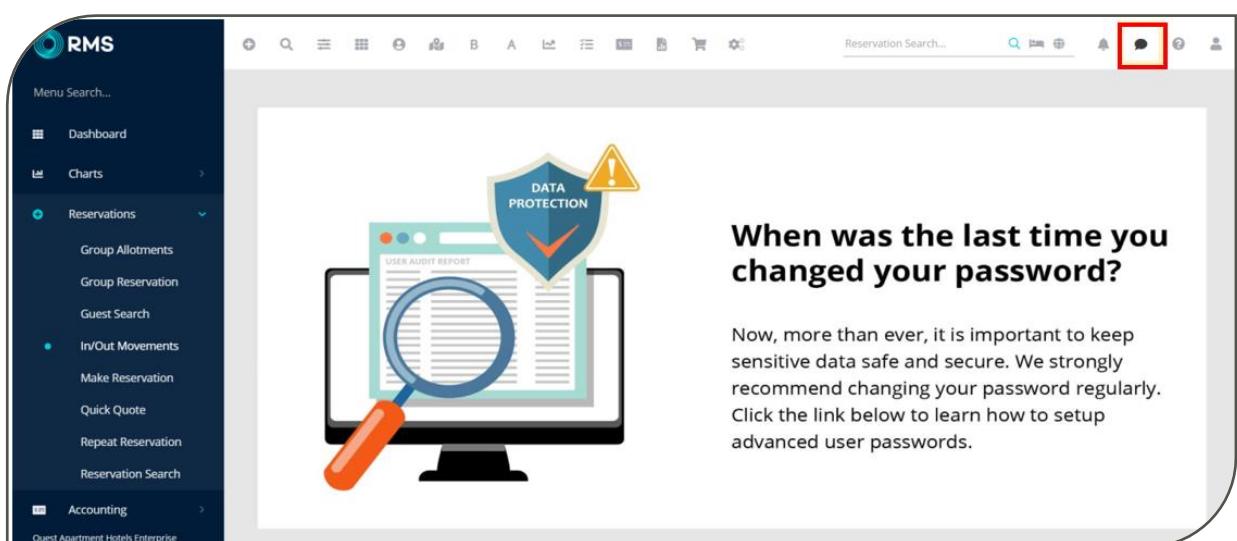
The Guest Portal offers guests the ability to communicate directly through to the property and the property can respond via the Message Centre in RMS.

It is imperative that all messages are responded to in a timely and effective manner.

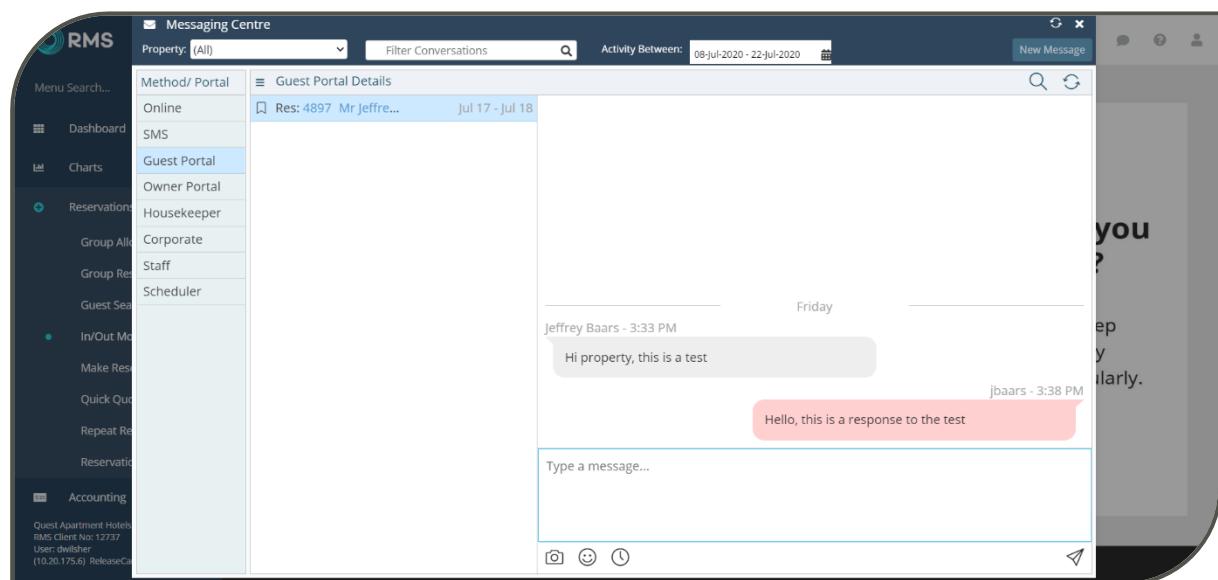
- The guest can send a message by selecting 'Message Property' in the Guest Portal.



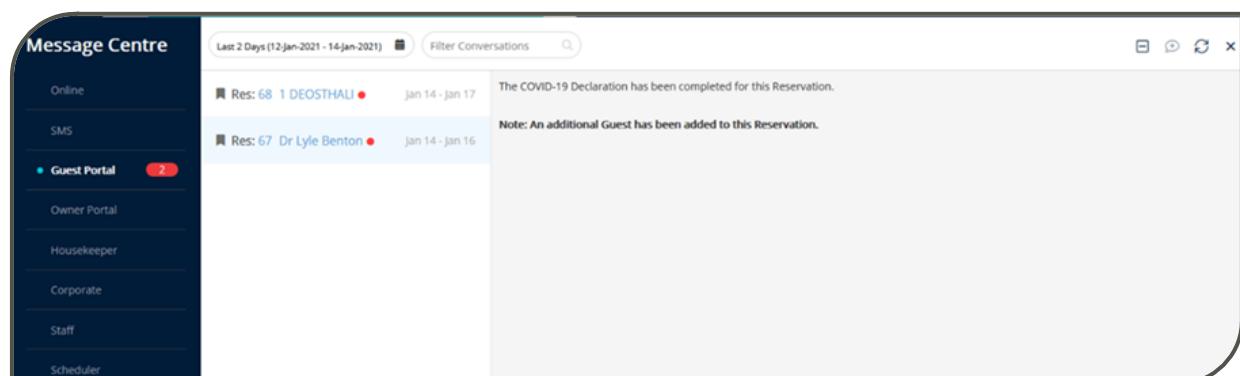
- Message received via the Guest Portal will appear in the 'Messaging Centre' of RMS
- Navigate to the speech bubble icon and select it to access the messaging centre



- Once in the messaging centre the communication received via the Guest Portal can be viewed under the '**Guest Portal**' tab.
- By selecting the appropriate reservation, the communication sent from the guest can be identified.
- Reply by entering in the content in the message box and select the paper plane icon to send the communication.
- It is imperative that employees maintain appropriate and professional communication when utilising this function.
- Once the communication has been sent, the guest will receive an e-mail with the content displayed.



Note: If the guest adds additional guests to the reservation during the Pre Check in, the property will be notified in the message centre.



5.0 Additional Requirements

The Pre-check in feature will not be triggered if the reservation status is Unconfirmed. When performing the 3-day arrival call the status is required to be updated to confirmed.

The Pre-Check In feature will not be triggered with an invalid email attached to the reservation. The Guest Pre-Check-in feature to be effective it is required the property obtains the email address for the guest prior to arrival when completing the 3-day arrival call.

If a reservation is back-to-back, the property must leave the second reservation in '**unconfirmed**' status otherwise the guest will receive another Pre-Check-in email.

Note: Reservations that have been created within the 24-hour window of arrival will receive a second email once a room has been allocated or if the room type has been changed on the reservation. This **ONLY** applies for reservations that have come through via Siteminder.