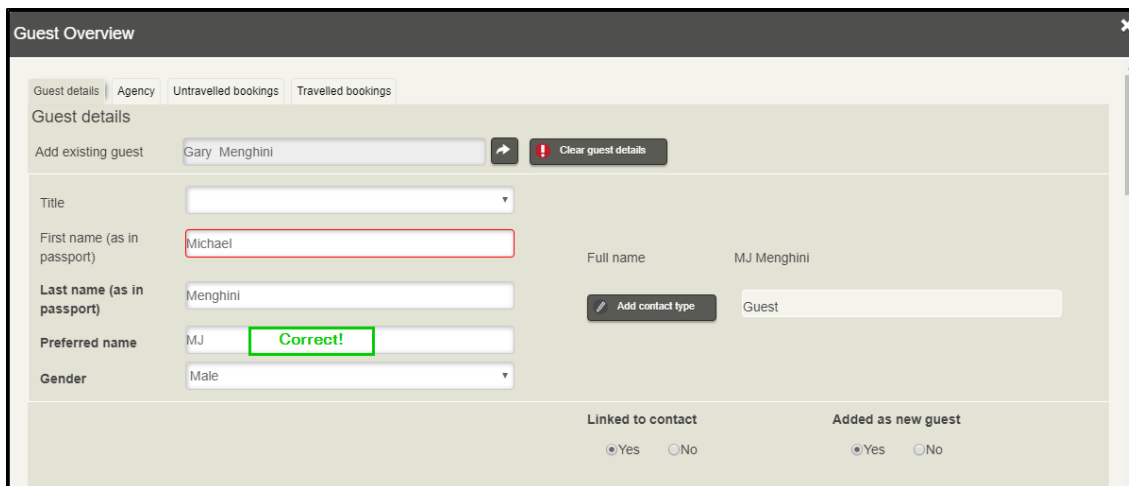




Do's and don'ts of the Database

Names

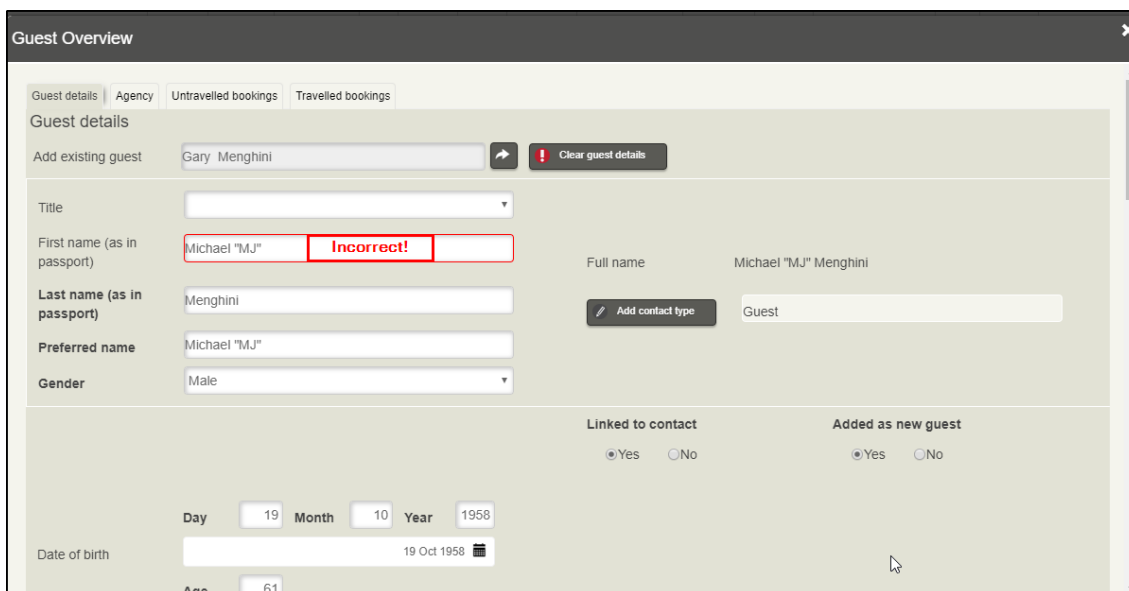
- Refrain from using special characters (especially emoticons) when adding information to the Window.
- Refrain from using all CAPS when adding first names. Rather add Johan Fourie than JOHAN FOURIE.
- Add the First Names and Calling Names in the correct places, do not add "James (Jim)" as first name. It should be separated into First Name and Calling Name.



The screenshot shows the 'Guest Overview' form with the following details:

- Guest details | Agency | Untravelled bookings | Travelled bookings
- Guest details
- Add existing guest: Gary Menghini
- Title: [Dropdown]
- First name (as in passport): Michael
- Last name (as in passport): Menghini
- Preferred name: MJ (highlighted with a green box and 'Correct!' text)
- Gender: Male
- Full name: MJ Menghini
- Add contact type: Guest
- Linked to contact: Yes (selected), No
- Added as new guest: Yes (selected), No

Figure 1 Name Correctly Captured



The screenshot shows the 'Guest Overview' form with the following details:

- Guest details | Agency | Untravelled bookings | Travelled bookings
- Guest details
- Add existing guest: Gary Menghini
- Title: [Dropdown]
- First name (as in passport): Michael "MJ" (highlighted with a red box and 'Incorrect!' text)
- Last name (as in passport): Menghini
- Preferred name: Michael "MJ"
- Gender: Male
- Full name: Michael "MJ" Menghini
- Add contact type: Guest
- Linked to contact: Yes (selected), No
- Added as new guest: Yes (selected), No
- Date of birth: 19 Oct 1958
- Age: 61

Figure 2 Preferred name incorrectly captured using special character

Contact Types

- Do not add contact type info in the name for example John (Guide) Smith / Jim (Pilot) Brown.
- Contact types should be assigned by using the drop down box.

Nationalities

- Please note that “British Indian Ocean Territory” is not Britain or the United Kingdom. If guests are British, please add “United Kingdom” as nationality or residency.

VIP & Repeat Guests

- If a guest is marked as VIP, always add more info as to why the guests are regarded as VIP’s.
- Repeat Guests – if a guest is a repeat, make sure to link to their past bookings. IF you cannot find past bookings, kindly contact Jaden at guestcrm@wilderness.co.za to assist

Figure 3 Further VIP info complete

Guides & Pilots

- Please add guide and pilot first and last names to the bookings instead of “Unknown Guide”, “Explorations Guide”, “Wilderness Air Pilot”, “Scenic Air Pilot”. We do not have any use for contacts like these on the database and they will be deleted in the future. “Empty” contacts like these clog up the database and will provide us with skewed statistics.

Health & Dietaries

- Ensure that all health and dietaries are recorded in the Window (even for Wish bookings) under the guest’s contact record thus not in party notes/sector notes. This will ensure that the camps receive all dietaries and allergies on their “dietary and allergies report”. You are welcome to add this info to the party notes as well after you have added them to the contact record.
- Camp Dietary and Allergies report: This report (example below) can be pulled off the Wilderness Window for any given date. It lists each day and all guests in camp. You will see that the dietaries are listed on every day that the Kulka x 6 party are in camp. There are no guests in camp on 11 Jan 2020 and the guests checking in on 12 Jan 2020 does not have any dietaries or allergies added to their contact records thus no info in this report.

09 Jan 2020			
Kulka x 6 - 230709	Jeffrey Scott Kulka		
Kulka x 6 - 230709	Joanne Kulka	Other :Allergic to shrimp (prawns), No Goat Cheese.	Allergies :Allergic to shrimp (prawns),
Kulka x 6 - 230709	Jennifer Mary Kulka	Vegan :Jennifer Kulka Is a Vegan therefore has vegan dietary restrictions, please accommodate accordingly.	

Kulka x 6 - 230709	Katharine Kulka Middleton	Other :No mushrooms, eggplants or ground meat (minced meat)	
Kulka x 6 - 230709	Elizabeth Kulka Hetherston	Other :Generally not a fan of seafood or bone-in meats. Don't like mushy vegetables like eggplant and zucchini; prefer things like grilled asparagus and brussel sprouts. Low Carb :Like to have a grain or starchy option with most meals (e.g. rice, quinoa, polenta) or a lentil or potato.	
10 Jan 2020			
Kulka x 6 - 230709	Jeffrey Scott Kulka		
Kulka x 6 - 230709	Joanne Kulka	Other :Allergic to shrimp (prawns), No Goat Cheese.	Allergies :Allergic to shrimp (prawns),
Kulka x 6 - 230709	Jennifer Mary Kulka	Vegan :Jennifer Kulka Is a Vegan therefore has vegan dietary restrictions, please accommodate accordingly.	
Kulka x 6 - 230709	Katharine Kulka Middleton	Other :No mushrooms, eggplants or ground meat (minced meat)	
Kulka x 6 - 230709	Elizabeth Kulka Hetherston	Other :Generally not a fan of seafood or bone-in meats. Don't like mushy vegetables like eggplant and zucchini; prefer things like grilled asparagus and brussel sprouts. Low Carb :Like to have a grain or starchy option with most meals (e.g. rice, quinoa, polenta) or a lentil or potato.	
11 Jan 2020			
12 Jan 2020			
Musazzi ED x 2 - 257927	Roberta Musazzi		
Musazzi ED x 2 - 257927	Simona Pastor		
13 Jan 2020			
Lang x 2 - 210017	Maximilian Van Bourgondien		
Lang x 2 - 210017	Kelly Teresa Lang		
14 Jan 2020			
Lang x 2 - 210017	Maximilian Van Bourgondien		
Lang x 2 - 210017	Kelly Teresa Lang		
15 Jan 2020			
Bates x 2 - 200308	Marie Therese Bates		

Bates x 2 - Michael Bates
200308

Baden x 2 - Susanne Baden Other :No Garlic, less onions
253121

Baden x 2 - Alexander Baden
253121

16 Jan 2020

Baden x 2 - Susanne Baden Other :No Garlic, less onions
253121

Baden x 2 - Alexander Baden
253121

Baden x 2 - Susanne Baden Other :No Garlic, less onions
253121

Baden x 2 - Alexander Baden
253121

17 Jan 2020

Baden x 2 - Susanne Baden Other :No Garlic, less onions
253121

Baden x 2 - Alexander Baden
253121

Baden x 2 - Susanne Baden Other :No Garlic, less onions
253121

Baden x 2 - Alexander Baden
253121