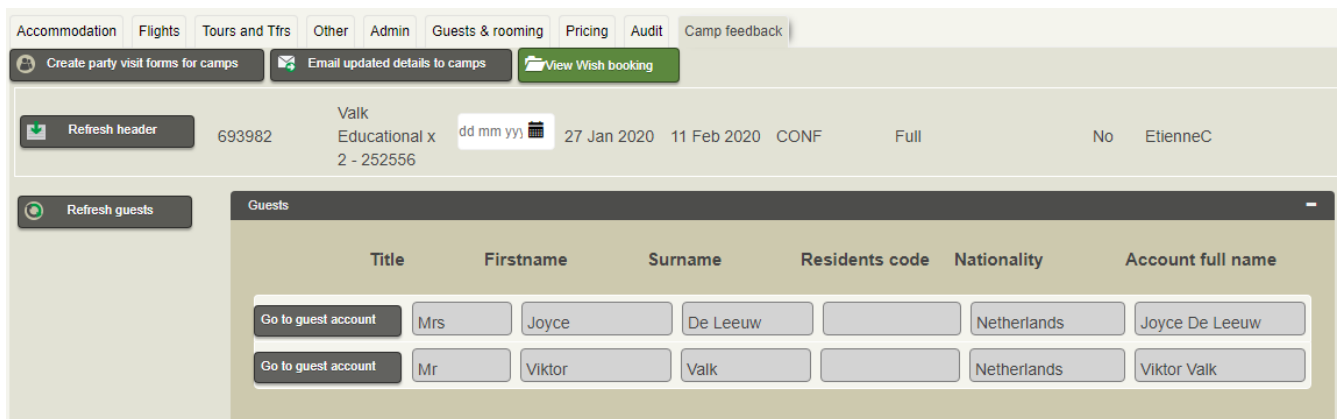




Understanding *Guest Summaries*

The Guest Summary contains important booking-specific information, as well as guest-centric information. This summary is sent out to the camps by the Wilderness Window 14 days prior to arrival.

A “Possible Missed Repeats” report is sent to Guest CRM weekly. Should we pick up that guests are indeed repeats, Guest CRM will link past bookings and resend the Guest Summary to the camps and change the title of the Guest Summary email to “Repeat Guest Summary”. A message is included to ask camps to arrange welcome gifts and cards accordingly.



The screenshot shows a software interface with a top navigation bar containing tabs: Accommodation, Flights, Tours and Tfirs, Other, Admin, Guests & rooming, Pricing, Audit, and Camp feedback. Below the navigation bar are three buttons: "Create party visit forms for camps", "Email updated details to camps", and "View Wish booking".

The main content area displays booking details for a guest named Valk. It includes a "Refresh header" button, the booking number 693982, the guest name "Valk", and contact information "Educational x 2 - 252556". There is a date selection field showing "27 Jan 2020" and "11 Feb 2020", along with status indicators "CONF", "Full", "No", and "EtienneC".

Below the booking details is a "Refresh guests" button and a table titled "Guests". The table has columns for Title, Firstname, Surname, Residents code, Nationality, and Account full name. Two guest entries are visible:

	Title	Firstname	Surname	Residents code	Nationality	Account full name
Go to guest account	Mrs	Joyce	De Leeuw		Netherlands	Joyce De Leeuw
Go to guest account	Mr	Viktor	Valk		Netherlands	Viktor Valk

Should there be last-minute changes to a booking, the consultant can re-send the Guest Summary to the camps out of the Wilderness Window. Kindly do also follow normal procedure by advising Guest Operations about the changes.

Go to Camp Feedback – Email updated details to camps – add a message for the camp and include Guest Ops email address.

Email Message Review

Date sent	20 Jan 2020
Recipient emails - add or delete as appropriate - eg Do not send to Joburg if a CT booking or vice versa	<input type="text" value="prc@iway.na;lenaf@wilderness.com.na"/>
CC emails	<input type="text" value="guestopsnam@wilderness.com.na"/>
BCC emails	<input type="text"/>
Subject	UPDATED: Party & guest details for book

Hi

Please note the updated summary as per attached.

Attached is an excel document with party and guest details recently updated at :Desert Rhino Camp

Thanks and regards
"Consultant name"

General booking information included in Guest Summary:

- Party name
- This booking (stay for x nights at x camp)
- Guests in camp (includes full passport name)
- Rooming
- Party general notes for all camps
- Sector notes
- Relationship between guests

Booking information for Repeat Guests:

- Previous bookings – Previous trip at x Camp – including date of stay
- Guest records – THIS IS A REPEAT GUEST FOR WILDERNESS
- VIP – VIP GUEST: Repeat guest (or another VIP type)
- Dietary requirements – historical
- Other preferences or requirements – historical
- Special occasions – historical
- Health issues – historical
- Comments left by guest (on previous feedback form)
- Activities in camp
- Sightings
- General comments
- Special experiences given
- TAKE NOTE – response to questionnaire (usually applies when previously scored 6 or lower)

General notes or additional requests:

- General notes or additional special requests for the party to be passed to ALL camps can be added when doing the rooming list and choosing “Guest details and party information” (as per example below).
- Camp-specific notes to be added under “Guest & Rooming” and then “Rooming”.

Accommodation | Flights | Tours and Tfrs | Other | Admin | Guests & rooming | Pricing | Audit | Camp feedback | Tourplan Debug

Guest details and party information | Rooming | Guests by Party Group and Cost Group

Please ensure Guest details are filled in and then select 'Commit booking guests'

Party cost group 1

<input type="checkbox"/>	NewPerson1	Guest	<input checked="" type="checkbox"/>
<input type="checkbox"/>	NewPerson2	Guest	<input checked="" type="checkbox"/>
<input type="checkbox"/>	NewPerson3	Guest	<input checked="" type="checkbox"/>
<input type="checkbox"/>	NewPerson4	Guest	<input checked="" type="checkbox"/>
<input type="checkbox"/>	NewPerson5	Guest	<input checked="" type="checkbox"/>
<input type="checkbox"/>	NewPerson6	Guest	<input checked="" type="checkbox"/>


Commit booking guests

Relationship between the guests

General notes or additional special requests for the party to be passed to ALL camps

File reference (change party file reference here)

Viva Operator ED



Accommodation | Flights | Tours and Tfrs | Other | Admin | Guests & rooming | Pricing | Audit | Camp feedback | Tourplan Debug

Guest details and party information | Rooming | Guests by Party Group and Cost Group

WS accommodation | AP accommodation | Explorations | Debug

Davison's


Specific room requirements for this camp

General notes for this camp

Special occasion at this camp

Create rooming list

NewPerson1 Guest	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NewPerson2 Guest	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NewPerson3 Guest	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NewPerson4 Guest	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NewPerson5 Guest	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
NewPerson6 Guest	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Guest Specific Information:	Info added; however, guest has no preferences:	Info was requested, but not received or added:
Guest in camp	Full passport name	Guest summary cannot be created without names in the booking
Age		Default age (usually 99 yrs)
BIRTHDATE during trip	This will automatically pull through when guests' birthdays fall within travel dates	
Calling name		
Useful info		
Weight	Weight in kilos is:	Weight unknown / Weight in kilos is: 0
Nationality		Nationality unknown, please add
Residency		Residency unknown, please add
Identification	Passport number: x Country: x ID Book number: x	No identification – please obtain
Dietary requirements	No special dietary requirements	Special dietary requirements unknown
Drinks preferences	None	Drinks preference unknown
Other preferences or requirements	None	Other preferences or requirements unknown
Health issues	No health issues	No health issues
Special occasions	None	
Rooming	This was the inventory chosen, and stipulates which guests will be sharing a room	Twin / Double / Family
Room requirements	This stipulates whether guests have requested a double or twin bed	Room requirements unknown