

SHIFT MANAGER REPORT

Nuvola Demo

110 East Broward Blvd - Suite 1700

Florida - Fort Lauderdale - 33301

Phone: 1.855.469.6886

Shifts	Users	Status	Priority	Tags	Start Date	Final Date
All shift	All users	Pending,Completed or Closed	High, Medium or Low	All TAG	All dates	All dates

Mr. John Johnson Room 803							Housekeeping - Room cleanliness	EVENT: 316	
Guest checked in and he is not happy with the size of the room. * Arrival Date: 07/25/2013. Departure Date: 07/27/2013.									
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	07/25/2013	10:25 am	Juan Carlos Abello	07/25/2013	10:25 am	Medium	Completed	NO	Morning
COMMENTS									
Juan Carlos Abello		Date: 07/25/2013		Time: 10:29 am		Priority: Medium		Contact Guest: NO	
Guest was upgraded to suite.									

Room ph03 Mr.Andres Gomez							VIP Guest		EVENT: 317	
Guest is really happy with his experience, thank you letter give to mod										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	07/25/2013	10:33 am				Medium	Pending	NO	Morning	
COMMENTS										

Test							0	EVENT: 318		
Test										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	07/25/2013	10:35 am				Medium	Pending	NO	Morning	
COMMENTS										

Priamo Vasquez Habitacion 203							Cambio de filtro A/C		EVENT: 197	
Aire no enfria										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Nicolas Lapentti	09/27/2012	12:56 pm				Medium	Pending	NO	Morning	
COMMENTS										
Nicolas Lapentti		Date: 09/27/2012		Time: 12:58 pm		Priority: Medium		Contact Guest: NO		
Jose fue al cuarto y cambio el filtro										

Remote control 915							bamote control Batteries		EVENT: 217	
Missing remote control, quest is upset and would like to speak to MOD										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	11/02/2012	3:35 pm	Jonathan Olier	07/15/2013	3:35 pm	High	Completed	NO	Evening	
COMMENTS										
Nicolas Lapentti		Date: 11/02/2012		Time: 3:36 pm		Priority: High		Contact Guest: YES		
Mod Called and spoke to guest, and gave the remote										

Mr. Diaz Room 312							Front Office - Room Move		EVENT: 262	
The guest is not happy with the size of the room. * Arrival Date: 04/05/2013. Departure Date: 04/06/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	04/05/2013	3:18 pm	Nicolas Lapentti	06/27/2013	3:18 pm	Medium	Completed	NO	Evening	
COMMENTS										
Juan Carlos Abello		Date: 04/05/2013		Time: 3:18 pm		Priority: Medium		Contact Guest: NO		
Guest was upgraded to suite										
Nicolas Lapentti		Date: 06/27/2013		Time: 12:11 pm		Priority: Medium		Contact Guest: NO		
MOD will contact guest ass soon as new room is available.										

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Room 1103 Alex Garcia							Lost and Found		EVENT: 283	
Haybe found a pair of sandals after the guest checked out * Arrival Date: 06/26/2013. Departure Date: 06/27/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Nicolas Lapentti	06/27/2013	1:09 pm	Nicolas Lapentti	06/27/2013	1:09 pm	High	Closed	NO	Morning	
COMMENTS										
Nicolas Lapentti		Date: 06/27/2013		Time: 1:12 pm		Priority: Medium		Contact Guest: NO		
The sandals will be placed in the lost and found box										

room 415 tv not working							Maintenance	EVENT: 282	
tv not working at all picture black									
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	06/27/2013	12:46 am	Juan Carlos Abello	06/27/2013	12:46 am	Medium	Closed	NO	Morning
COMMENTS									
Juan Carlos Abello		Date: 06/27/2013		Time: 12:48 pm		Priority: Medium		Contact Guest: NO	
Jose was out of the property, I went to the room to check tv and find out that it was unplug, issue resolve by luzzy									

Mr. Juan Perez Room 322							Housekeeping - Room cleanliness		EVENT: 278	
Guest checked in and there were not towels in the room. * Arrival Date: 06/27/2013. Departure Date: 06/29/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	06/27/2013	12:26 am	Nicolas Lapentti	06/27/2013	12:26 am	Medium	Closed	NO	Morning	
COMMENTS										
Nicolas Lapentti		Date: 06/27/2013		Time: 12:27 pm		Priority: Medium		Contact Guest: NO		
Haybe delivered the towels and the guest is happy										

Ms. Maria Gomez Room 312							Front Office - Room Move		EVENT: 277	
Guest is not happy because she does not have a balcony. * Arrival Date: 06/26/2013. Departure Date: 06/27/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	06/26/2013	10:23 am	Jonathan Olier	07/15/2013	10:23 am	Medium	Closed	NO	Morning	
COMMENTS										
Juan Carlos Abello		Date: 06/26/2013		Time: 10:24 am		Priority: Medium		Contact Guest: NO		
Guest was upgraded. Approved by Pearl.										
Juan Carlos Abello		Date: 06/26/2013		Time: 10:24 am		Priority: Medium		Contact Guest: NO		
Guest is happy.										

Mr. Rodriguez Room 1012							VIP Guest		EVENT: 240	
Mr. Smith has been staying with us for the last two weeks. He has a late flight and requested a late checkout. 7pm was honored and a car service was arranged. FOM requested to be notified when Mr. Smith is departing so he can wish the guest a safe flight home. * Arrival Date: 12/12/2012. Departure Date: 12/14/2012.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Michael Adams	12/12/2012	11:26 am				Medium	Pending	NO	Morning	
COMMENTS										
Nicolas Lapentti		Date: 12/12/2012		Time: 11:27 am		Priority: Medium		Contact Guest: NO		
Update event.										
Juan Carlos Abello		Date: 04/05/2013		Time: 3:23 pm		Priority: Medium		Contact Guest: NO		
Hi Como Hotels										
Juan Carlos Abello		Date: 04/06/2013		Time: 2:02 pm		Priority: Medium		Contact Guest: NO		
The client is now happy.										
Juan Carlos Abello		Date: 05/07/2013		Time: 2:47 pm		Priority: Medium		Contact Guest: NO		

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Juan Carlos Abello	Date: 05/07/2013	Time: 2:47 pm	Priority: Medium	Contact Guest: NO
Test -				

Mr. Rafael Diaz - Room 342							Maintenance - Air Conditioning	EVENT: 270			
The air conditioning in the room is not working properly. ENG was sent to the room to review issue. * Arrival Date: 05/29/2013. Departure Date: 05/31/2013.											
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift		
Juan Carlos Abello	05/29/2013	8:55 am				Medium	Pending	NO	Morning		
COMMENTS											
Juan Carlos Abello		Date:	05/30/2013		Time:	3:32 pm		Priority:	Medium	Contact Guest:	NO
AC filter was changed											
Juan Carlos Abello		Date:	06/18/2013		Time:	2:32 pm		Priority:	Medium	Contact Guest:	NO
Hello Hilton											
Juan Carlos Abello		Date:	06/18/2013		Time:	2:49 pm		Priority:	Medium	Contact Guest:	NO
Reminder											
Juan Carlos Abello		Date:	06/18/2013		Time:	3:03 pm		Priority:	Medium	Contact Guest:	YES
Test.											

Mr. John Johnson Room 312							Front Office - Room Move		EVENT: 295	
Guest requested a balcony and is not happy with current room. * Arrival Date: 07/11/2013. Departure Date: 07/12/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	07/11/2013	6:59 pm				Medium	Pending	NO	Evening	
COMMENTS										
Juan Carlos Abello		Date: 07/11/2013		Time: 7:01 pm		Priority: Medium		Contact Guest: NO		
Guest was room moved to Suite 803.										
Juan Carlos Abello		Date: 07/11/2013		Time: 7:02 pm		Priority: Medium		Contact Guest: NO		
He is happy. No need for further follow up.										

Guest is expecting a fed ex please call him 212.213.1415							Packages		EVENT: 296	
Room 601 Mr.Smith										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	07/12/2013	11:52 am				Medium	Pending	NO	Morning	
COMMENTS										

Guest is expecting a fed ex please call him 212.213.1415							Packages		EVENT: 297	
Room 601 Mr.Smith										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	07/12/2013	11:52 am				Medium	Pending	NO	Morning	
COMMENTS										

Mr. Gomez Room 603							Tes't		EVENT: 279	
Guest would like to have the Miami Herald held for him in the morning, for the duration of his stay . Guest will pick it up at the front desk.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Nicolas Lapentti	06/27/2013	12:29 am				Medium	Pending	NO	Morning	
COMMENTS										
Juan Carlos Abello		Date: 07/12/2013		Time: 11:53 am		Priority: Medium		Contact Guest: NO		
guest is happy.										

Mr. John Johnson Room 312							Valet Issue		EVENT: 300	
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User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	07/12/2013	11:56 am	Juan Carlos Abello	07/12/2013	11:56 am	Medium	Completed	NO	Morning
COMMENTS									
Juan Carlos Abello		Date: 07/12/2013		Time: 12:07 pm		Priority: Medium		Contact Guest: NO	
Guest is happy									
Juan Carlos Abello		Date: 07/12/2013		Time: 1:06 pm		Priority: Medium		Contact Guest: NO	
Police report was done.									

Mr. Adam Johnson Room 334						Front Office - Room Move	EVENT: 301		
Guest requested a balcony in room. * Arrival Date: 07/12/2013. Departure Date: 07/15/2013.									
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	07/12/2013	1:11 pm	Juan Carlos Abello	07/12/2013	1:11 pm	Medium	Completed	NO	Morning
COMMENTS									
Juan Carlos Abello		Date: 07/12/2013		Time: 1:15 pm		Priority: Medium		Contact Guest: NO	
Guest was moved to 803									
Juan Carlos Abello		Date: 07/12/2013		Time: 2:07 pm		Priority: Medium		Contact Guest: NO	
Moved to 903.									

Guest is very happy to be staying in the hotel for his wedding							Wedding Event		EVENT: 298	
Room 501 Alan Jones										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	07/12/2013	11:54 am				Medium	Pending	NO	Morning	
COMMENTS										

Guest is very happy to be staying in the hotel for his wedding							Wedding Event		EVENT: 299	
Room 501 Alan Jones										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	07/12/2013	11:54 am				Medium	Pending	NO	Morning	
COMMENTS										
Jonathan Olier		Date: 07/19/2013		Time: 4:14 pm		Priority: Medium		Contact Guest: NO		
sdfsdf22222222										

John Johnson Room 812						Front Office - Room Move		EVENT: 302	
Guest was oceanfront room. * Arrival Date: 07/12/2013. Departure Date: 07/15/2013.									
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	07/12/2013	2:10 pm	Jonathan Olier	07/15/2013	2:10 pm	Medium	Closed	NO	Morning
COMMENTS									
Jonathan Olier		Date: 07/13/2013		Time: 11:48 am		Priority: Medium		Contact Guest: NO	
Move room									

Elevator Maintenance at 2pm							Maintenance	EVENT: 280	
Miami elevators will come at 2pm to fix elevator.									
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	06/27/2013	12:29 am				Medium	Pending	NO	Morning
COMMENTS									
Juan Carlos Abello		Date: 06/27/2013		Time: 12:54 pm		Priority: Medium		Contact Guest: NO	
el elevero es working									

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Was not happy when you found hair in the bathroom. She requested a complementary spa for the inconvenience. The MOD will contact her this afternoon to follow up and grant her the spa service.									
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Peter Fox	08/28/2012	12:37 am				Medium	Pending	NO	Morning
COMMENTS									
Juan Carlos Abello		Date:	08/31/2012	Time:	9:58 am	Priority:	Medium	Contact Guest:	NO
Check her room status									
Juan Camilo Rodriguez		Date:	08/31/2012	Time:	9:59 am	Priority:	Medium	Contact Guest:	NO
Her room is spotless									

							Información Adicional		EVENT: 181	
The bathroom sink needs to be changed.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	08/23/2012	11:08 am				Medium	Pending	NO	Morning	
COMMENTS										

Limpiar corredores del piso 15							Servicio de Limpieza		EVENT: 193	
se encuentra basura en el piso										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Nicolas Lapentti	09/06/2012	12:28 pm				Medium	Pending	NO	Morning	
COMMENTS										
Nicolas Lapentti		Date: 09/06/2012		Time: 12:30 pm		Priority: Medium		Contact Guest: NO		
enfrente del cuarto 1503										

Sr. Rodriguez Habitación 1011							Queja por limpieza de cuarto		EVENT: 206	
La huésped se quejo por el estado de la sabanas cuando ingreso a la habitación luego de hacer check-in. Claudia Diaz, gerente de turno, se disculpo con la cliente y hara un seguimiento con el fin mejorar la estadía de la Sra. Alvarez. * Arrival Date: 10/18/2012. Departure Date: 10/19/2012.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Nicolas Lapentti	10/18/2012	10:04 am				Medium	Pending	NO	Morning	
COMMENTS										
Juan Carlos Abello		Date: 10/18/2012		Time: 10:07 am		Priority: Medium		Contact Guest: NO		
isita a areas comunes y salas de eventos (Terraza Norte, sala de fiestas y capilla) para posible grupo. Asociación de planeadores de eventos internacionales. Llamar a Paola Pineda cuando la visita llegue a ext. 233										

ph05							Cambio de filtro A/C		EVENT: 211	
Dead batteries in remote control										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Jonathan E	10/31/2012	3:09 pm				Medium	Pending	NO	Evening	
COMMENTS										
Oscar Martorell		Date: 10/31/2012		Time: 3:13 pm		Priority: Low		Contact Guest: YES		
batteries changed										

Mr. Gomez 415							Front Office - Room move		EVENT: 225	
Called after checking in to room 415 and said that he had requested a non smoking room.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Angela Castillo	11/15/2012	8:53 pm				Medium	Pending	NO	Evening	
COMMENTS										
Patricia Smith		Date: 11/15/2012		Time: 8:54 pm		Priority: High		Contact Guest: YES		
A room move has been set up to nonsmoking room in the 16th floor, pending HSKP inspection										
Nicolas Lapentti		Date: 11/15/2012		Time: 8:55 pm		Priority: Medium		Contact Guest: YES		
Room 1601 has been blocked for the guest to be moved.										

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Mr. Gomez has been moved and is very happy with the hotel service.

Juan Carlos Abello	Date: 11/16/2012	Time: 1:37 pm	Priority: High	Contact Guest: YES
guest is happy				

Sr. Diego Diaz - Habitación 201							VIP Guest	EVENT: 220	
He requested to me under an alias; 'Mr. Black'. Please do not forward any phone calls to his room. His car is registered in valet under Mr. Black as well. * Arrival Date: 11/09/2012. Departure Date: 11/11/2012.									
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Nicolas Lapentti	11/09/2012	5:10 pm				Medium	Pending	NO	Evening
COMMENTS									
Michael Adams		Date: 11/09/2012		Time: 5:12 pm		Priority: Medium		Contact Guest: NO	
El señor ya cambio su nombre a su nombre natural.									
Juan Carlos Abello		Date: 11/12/2012		Time: 12:11 pm		Priority: Medium		Contact Guest: NO	
test comment									

Mr. Ponder Room 818						Credit Issue	EVENT: 230		
Arrived today from the technology convention in downtown and realized that his wallet was left in the taxi, He requested help in localizing the taxi driver.									
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	11/21/2012	3:41 pm				Medium	Pending	NO	Evening
COMMENTS									
Juan Carlos Abello		Date: 11/21/2012		Time: 3:42 pm		Priority: Medium		Contact Guest: NO	
Upsate test.									

Paul expecting VIP							VIP Guest	EVENT: 227	
Mr. Nazarian will be checking in. Please call Paul him at 212.222.2222 * Arrival Date: 11/19/2012. Departure Date: 11/20/2012.									
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Nicolas Lapentti	11/19/2012	5:22 pm				Medium	Pending	NO	Evening
COMMENTS									
Juan Carlos Abello		Date: 11/19/2012		Time: 5:23 pm		Priority: High		Contact Guest: NO	
he will be arriving tomorrow									
Juan Carlos Abello		Date: 12/05/2012		Time: 5:41 pm		Priority: Medium		Contact Guest: NO	
Test									
Juan Carlos Abello		Date: 12/05/2012		Time: 5:42 pm		Priority: Medium		Contact Guest: NO	
Test 5									

1103 Dirty Sheets						Housekeeping - Room cleanliness	EVENT: 223		
Mr. Smith checked into room 1103 and he found stains in his bed sheets. He was very upset and requested an immediate room move.									
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Jonathan E	11/15/2012	8:45 pm				Medium	Pending	NO	Evening
COMMENTS									
Michael Adams		Date: 11/15/2012		Time: 8:46 pm		Priority: High		Contact Guest:	YES
b. A room move was offered to upgraded suite per MOD at no additional charge for the remainder of the stay, pending HSKP inspection of new room STE02									
Angela Castillo		Date: 11/15/2012		Time: 8:46 pm		Priority: High		Contact Guest:	YES
c. Guest was moved and extremely happy with his new room and thanked the staff for the prompt response									
Michael Adams		Date: 11/16/2012		Time: 1:35 pm		Priority: High		Contact Guest:	YES
guest is happy									

Show Room							Sales - Show Rooms		EVENT: 226	
Mr. John Appleseed, an IBM representative stopped by the desk today and requested a show room, 614 and meetings spaces were shown. Email JA@ibm.com										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	

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COMMENTS									
Nicolas Lapentti		Date:	11/16/2012	Time:	1:31 pm	Priority:	High	Contact Guest:	YES
The guest has been contacted by sales									

Ms. Diaz Room 321							Security - Lost and found		EVENT: 252	
Arrived today from the technology convention in downtown and realized that his wallet was left in the taxi, He requested help in localizing the taxi driver. * Arrival Date: 02/07/2013. Departure Date: 02/13/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	02/07/2013	3:45 pm				Medium	Pending	NO	Evening	
COMMENTS										
Juan Carlos Abello		Date: 02/07/2013		Time: 3:47 pm		Priority: Medium		Contact Guest: NO		
Arrived today from the technology convention in downtown and realized that his wallet was left in the taxi, He requested help in localizing the taxi driver.										

Mr. Gomez - Room 213						Noise Complaints	EVENT: 250		
Mr. Smith has been staying with us for the last two weeks. He has a late flight and requested a late checkout. 7pm was honored and a car service was arranged. FOM requested to be notified when Mr. Smith is departing so he can wish the guest a safe flight home. * Arrival Date: 02/07/2013. Departure Date: 02/09/2013.									
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	02/07/2013	1:11 pm				Medium	Pending	NO	Morning
COMMENTS									
Juan Carlos Abello		Date: 02/07/2013		Time: 1:12 pm		Priority: Medium		Contact Guest: NO	
Mr. Smith has been staying with us for the last two weeks. He has a late flight and requested a late checkout. 7pm was honored and a car service was arranged. FOM requested to be notified when Mr. Smith is departing so he can wish the guest a safe flight home.									

Alex Smith - Room 207							VIP Guest		EVENT: 239	
Mr. Smith has been staying with us for the last two weeks. He has a late flight and requested a late checkout. 7pm was honored and a car service was arranged. FOM requested to be notified when Mr. Smith is departing so he can wish the guest a safe flight home. * Arrival Date: 11/28/2012. Departure Date: 12/12/2012.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Nicolas Lapentti	12/12/2012	10:49 am				Medium	Pending	NO	Morning	
COMMENTS										

Mr. Vasquez - Habitación 1010							Credit Issue		EVENT: 254	
Arrived today from the technology convention in downtown and realized that his wallet was left in the taxi, He requested help in localizing the taxi driver. * Arrival Date: 02/18/2013. Departure Date: 02/20/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	02/18/2013	4:17 pm				Medium	Pending	NO	Evening	
COMMENTS										
Juan Carlos Abello		Date: 02/18/2013		Time: 4:18 pm		Priority: Medium		Contact Guest: NO		
Actualizar los eventos. Llame al cliente a solicitar una nueva forma de pago.										
Juan Carlos Abello		Date: 02/22/2013		Time: 8:05 pm		Priority: Medium		Contact Guest: NO		
Hola Valeria										
Juan Carlos Abello		Date: 02/22/2013		Time: 8:09 pm		Priority: Medium		Contact Guest: NO		
prueba										

Sr. Diaz Habitacion 703							Housekeeping - Room cleanliness	EVENT: 260	
El cliente quiere que le cambien las toallas todos los dias. * Arrival Date: 03/08/2013. Departure Date: 03/11/2013.									
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	03/08/2013	10:23 am				Medium	Pending	NO	Morning
COMMENTS									
Juan Carlos Abello		Date:	03/08/2013	Time:	10:24 am	Priority:	Medium	Contact Guest:	NO
Listo. Le llevaremos las toallas todas las mañana. Y ahora tambien quiere que le cambien las sabanas todos los dias.									
Juan Carlos Abello		Date:	03/08/2013	Time:	10:25 am	Priority:	Medium	Contact Guest:	NO

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Mr. Joe Black Room 518							Room Under an Alias		EVENT: 256	
Guest is under an alias, real name is Pedro Rodriguez. * Arrival Date: 02/18/2013. Departure Date: 02/21/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	02/20/2013	9:56 am				Medium	Pending	NO	Morning	
COMMENTS										
Juan Carlos Abello		Date: 02/20/2013		Time: 9:58 am		Priority: Medium		Contact Guest: NO		
Guest checkout today										
Juan Carlos Abello		Date: 02/20/2013		Time: 10:01 am		Priority: Medium		Contact Guest: NO		
Hello Grove Isle Hotel										

Mr Diaz - Room 812							Security - Lost and found		EVENT: 261	
The guest is not happy with the size of the room. * Arrival Date: 04/04/2013. Departure Date: 04/05/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	04/04/2013	10:28 am				Medium	Pending	NO	Morning	
COMMENTS										
Juan Carlos Abello		Date: 04/04/2013		Time: 10:29 am		Priority: Medium		Contact Guest: NO		
He was upgraded to a suite.										

Ms. Maria Johnson Room 513							Front Office - Room Move		EVENT: 294	
The guest is not happy with the size of the room. * Arrival Date: 07/03/2013. Departure Date: 07/04/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	07/03/2013	4:11 pm				Medium	Pending	NO	Evening	
COMMENTS										
Juan Carlos Abello		Date: 07/03/2013		Time: 4:12 pm		Priority: Medium		Contact Guest: NO		
Upgraded to suite by Juan.										

Mr. John Johnson - Room 819							Room Service Complaint		EVENT: 264	
1103 Dirty Sheets -Mr. Smith checked into room 1103 and he found stains in his bed sheets. He was very upset and requested an immediate room move. * Arrival Date: 05/08/2013. Departure Date: 05/09/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	05/07/2013	2:17 pm				Medium	Pending	NO	Morning	
COMMENTS										
Juan Carlos Abello		Date: 05/07/2013		Time: 2:19 pm		Priority: Medium		Contact Guest: NO		
Mr. Smith has been staying with us for the last two weeks. He has a late flight and requested a late checkout										

Mr. Sandra Johnson - Room 802							Housekeeping - Room cleanliness		EVENT: 293	
Guest was not happy when he checked into the room. The floors were dirty. * Arrival Date: 07/03/2013. Departure Date: 07/05/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	07/03/2013	1:16 pm				Medium	Pending	NO	Morning	
COMMENTS										
Juan Carlos Abello		Date: 07/03/2013		Time: 1:18 pm		Priority: Medium		Contact Guest: NO		
Floor was cleaned. Guest is happy.										

Ms. Johnson - Room 818							Front Office - Room Move		EVENT: 272	
Guest does not like the room facing the city. * Arrival Date: 06/17/2013. Departure Date: 06/21/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	06/17/2013	1:08 pm				Medium	Pending	NO	Morning	
COMMENTS										
Juan Carlos Abello		Date: 06/17/2013		Time: 1:09 pm		Priority: Medium		Contact Guest: YES		
She was upgraded to an oceanview room.										

SHIFT MANAGER REPORT

Nuvola Demo

110 East Broward Blvd - Suite 1700

Florida - Fort Lauderdale - 33301

Phone: 1.855.469.6886

Hello The Inn at Key West

Mr. Alvin - Room 1021							VIP Guest		EVENT: 266	
Mr. Smith has been staying with us for the last two weeks. He has a late flight and requested a late checkout. 7pm was honored and a car service was arranged. FOM requested to be notified when Mr. Smith is departing so he can wish the guest a safe flight home. * Arrival Date: 05/20/2013. Departure Date: 05/28/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	05/20/2013	3:02 pm				Medium	Pending	NO	Evening	
COMMENTS										
Juan Carlos Abello		Date: 05/20/2013		Time: 3:05 pm		Priority: Medium		Contact Guest: NO		
We had to call the doctor.										
Juan Carlos Abello		Date: 05/23/2013		Time: 3:30 pm		Priority: Medium		Contact Guest: YES		
We do have rooms available, so let's grant him a latecheckout. Diana please call guest.										
Juan Carlos Abello		Date: 05/23/2013		Time: 3:30 pm		Priority: Medium		Contact Guest: NO		
I called the guest and he was very thankful.										

Mr. Diaz - Room 818							Front Office - Room Move		EVENT: 265	
Mr. Smith has been staying with us for the last two weeks. He has a late flight and requested a late checkout. 7pm was honored and a car service was arranged. FOM requested to be notified when Mr. Smith is departing so he can wish the guest a safe flight home. * Arrival Date: 05/08/2013. Departure Date: 05/09/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	05/08/2013	11:31 am				Medium	Pending	NO	Morning	
COMMENTS										
Juan Carlos Abello		Date: 05/08/2013		Time: 11:33 am		Priority: Medium		Contact Guest: NO		
Mr. Smith has been staying with us for the last two weeks. He has a late flight and requested a late checkout.										
Juan Carlos Abello		Date: 05/08/2013		Time: 11:34 am		Priority: Medium		Contact Guest: NO		
Juan Carlos Abello: Mr. Smith has been staying with us for the last two weeks. He has a late flight and requested a late checkout. - Date: 05/08/2013 - Time:11:33 am										
Juan Carlos Abello		Date: 05/08/2013		Time: 11:35 am		Priority: Medium		Contact Guest: NO		
Hello Remington										

Mr. James Jackson - Room 1213							Credit Issue		EVENT: 267	
The guest has a credit with a low limit. Cash was given to cover room and incidentals. * Arrival Date: 05/23/2013. Departure Date: 05/31/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	05/23/2013	3:32 pm				Medium	Pending	NO	Evening	
COMMENTS										

Ms. Gomez Room 1016							Housekeeping - Room cleanliness	EVENT: 274	
Guest was not happy with the size of the room. * Arrival Date: 06/18/2013. Departure Date: 06/21/2013.									
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	06/18/2013	2:19 pm				Medium	Pending	NO	Morning
COMMENTS									
Juan Carlos Abello		Date:	06/18/2013	Time:	2:21 pm	Priority:	Medium	Contact Guest:	NO
Guest was invited to breakfast.									

Mr. and Mrs. Robinson - Room PH03							Wedding Event		EVENT: 269	
The wedding will be hosted at room C13. Sunday at 3pm EST. * Arrival Date: 05/23/2013. Departure Date: 05/31/2013.										
User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift	
Juan Carlos Abello	05/23/2013	3:46 pm				Medium	Pending	NO	Evening	
COMMENTS										

SHIFT MANAGER REPORT

Nuvola Demo

110 East Broward Blvd - Suite 1700

Florida - Fort Lauderdale - 33301

Phone: 1.855.469.6886

The guest has a credit with a low limit. Cash was given to cover room and incidentals. * Arrival Date: 05/23/2013. Departure Date: 05/31/2013.

User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	05/23/2013	3:33 pm				Medium	Pending	NO	Evening
COMMENTS									

Mr. John Johnson Room 812

Housekeeping - Room cleanliness

EVENT: 275

Guest wanted a room with a balcony. * Arrival Date: 06/24/2013. Departure Date: 06/27/2013.

User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	06/24/2013	12:38 am				Medium	Pending	NO	Morning
COMMENTS									

Juan Carlos Abello Date: 06/24/2013 Time: 1:41 pm Priority: Medium Contact Guest: NO

Guest was moved to a one bedroom suite. No additional fee charged.

Juan Carlos Abello Date: 06/24/2013 Time: 1:50 pm Priority: Medium Contact Guest: NO

Hello Divi Hotel

Juan Carlos Abello Date: 06/24/2013 Time: 1:50 pm Priority: Medium Contact Guest: NO

Hello Divi Hotel

Juan Carlos Abello Date: 06/26/2013 Time: 10:54 am Priority: Medium Contact Guest: NO

Send housekeeping to deliver extra towels

room 222 reported there is no tv control

Maintenance

EVENT: 281

Mr ramon reported thereis no tv control when he arrived in the room

User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	06/27/2013	12:37 am				Medium	Pending	NO	Morning
COMMENTS									

Juan Carlos Abello Date: 06/27/2013 Time: 12:38 pm Priority: Medium Contact Guest: NO

remote control was deliver

Mr. Diaz - Room 312

Packages

EVENT: 271

FedEx package in back office. See Juan. * Arrival Date: 05/30/2013. Departure Date: 05/31/2013.

User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	05/30/2013	3:35 pm				Medium	Pending	NO	Evening
COMMENTS									

Juan Carlos Abello Date: 05/30/2013 Time: 3:41 pm Priority: Medium Contact Guest: NO

Package delivered.

Juan Carlos Abello Date: 05/30/2013 Time: 3:42 pm Priority: Medium Contact Guest: NO

Package received.

habitacion 125 r. contraras

Noise Complaints

EVENT: 257

Es segunda vez que el Sr. Contreas reporta es problema con el aire

* Arrival Date: 03/06/2013. Departure Date: 03/09/2013.

User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Juan Carlos Abello	03/06/2013	4:20 pm	Juan Carlos Abello	07/15/2013	4:20 pm	High	Completed	YES	Evening
COMMENTS									

Lost wallet Mr. Jones 1201

Security - Lost and found

EVENT: 224

Arrived today from the technology convention in downtown and realized that his wallet was left in the taxi. He requested help in localizing the taxi driver.

User Open	Date Open	Time Open	User Closed	Date Closed	Time Closed	Priority	Status	Contact Guest	Shift
Jonathan E	11/15/2012	8:48 pm	Jonathan Olier	07/15/2013	8:48 pm	High	Completed	NO	Evening
COMMENTS									

SHIFT MANAGER REPORT

Nuvola Demo

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Phone: 1.855.469.6886

b. A report was made the hotel security and a local taxi companies will be contacted.

Jonathan E	Date: 11/15/2012	Time: 8:51 pm	Priority: High	Contact Guest: NO
c. After calling several cab companies the wallet was found and the guest has been contacted.				
Patricia Smith	Date: 11/15/2012	Time: 8:51 pm	Priority: High	Contact Guest: YES
Mr. Jones picked up his wallet today and thanked for all their efforts				
Juan Carlos Abello	Date: 11/16/2012	Time: 1:26 pm	Priority: High	Contact Guest: YES
gm is very happy with the solution				
Juan Carlos Abello	Date: 11/16/2012	Time: 1:31 pm	Priority: High	Contact Guest: NO
Hi Ed				
Juan Carlos Abello	Date: 11/19/2012	Time: 5:16 pm	Priority: High	Contact Guest: YES
thank you				
Juan Carlos Abello	Date: 11/21/2012	Time: 10:47 pm	Priority: High	Contact Guest: NO
Best				
Juan Carlos Abello	Date: 12/05/2012	Time: 5:22 pm	Priority: High	Contact Guest: NO
wallet given to guest				