**Engineering Freshdesk Statistics**

|  |  |
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| **Requests received** | **Request** |
| **Guest Aircon Assistance** | **21** |
| **Busted Bulb** | **15** |
| **Guest Assistance - Others** | **11** |
| **Guest TV Assistance** | **11** |
| Guest Door Lock Assistance | 7 |
| Carpentry Works | 3 |
| Guest Toilet Assistance | 3 |
| Plumbing Works | 2 |
| Clogged Toilet | 1 |
| Electrical Works | 1 |
| Guest Electrical Assistance | 1 |
| Guest Telephone Assistance | 1 |
| Leak Fixing | 1 |

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| **Rooms with more than one issue reported** | |
| **467** | **4** |
| **201** | **3** |
| 117 | 2 |
| 204 | 2 |
| 210 | 2 |
| 247 | 2 |
| 267 | 2 |
| 322 | 2 |
| 361 | 2 |
| 378 | 2 |
| 384 | 2 |

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| **Request time** | |
| 6 AM - 12 NN | 32 |
| **12 NN - 6 PM** | **42** |
| 6 PM - 10 PM | 4 |

Select type\_name, count(ticket.ticket\_type\_id) as count

from ticket\_type

left join ticket

on (ticket\_type.id = ticket.ticket\_type\_id)

where department\_id = 1

group by ticket\_type.id

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| --- | --- |
| **Request location** | |
| Lake Wing | 30 |
| **Mountain Wing** | **32** |

Select room\_location, count(ticket.room\_room\_no) as count

from room

left join ticket

on (room.room\_no = ticket.room\_room\_no)

where department\_id = 1 and

room\_location = 'Mountain Wing'

Select room\_location, count(ticket.room\_room\_no) as count

from room

left join ticket

on (room.room\_no = ticket.room\_room\_no)

where department\_id = 1 and

room\_location = 'Mountain Wing'

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| **Issues** | **Date Reported** | **Date Resolved** | **Running Work Hours Based on 6 AM to 10 PM shift** |
| 117(reiner)- a/c with leak | 3/19/2016 8:55 | 3/25/2016 15:09 | 24:06:58 |
| 467(guest)- main door can’t be locked | 3/27/2016 7:48 | 3/30/2016 17:07 | 27:00:00 |
| 458(johndel)- toilet bowl continuous flushing | 3/15/2016 18:24 | 3/18/2016 18:06 | 27:00:00 |
| **480-closet bulb busted and hard to open** | **3/6/2016 9:44** | **3/13/2016 15:34** | **45:00:00** |
| **434-AC with leak** | **3/13/2016 11:47** | **3/18/2016 18:06** | **45:00:00** |

**Housekeeping Freshdesk Statistics**

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| **Request Received** | **Count** |
| **Guest Room Item Request** | **247** |
| **Guest Room Amenities Request** | **89** |
| Guest Room Setup Request | 31 |
| Guest Room Assistance | 24 |
| Guest Room Maintenance Request | 1 |

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| **Common Item Requests** | |
| **towel** | **95** |
| **Bottled water** | **62** |
| **Pillows** | **61** |
| Blanket | 29 |
| dipper | 28 |
| set of toiletries | 22 |
| RAB | 18 |
| Laundry bag | 18 |
| bedsheet | 12 |
| dental kit | 10 |
| Pail | 9 |
| shaving kit | 8 |
| Coffee set | 6 |
| shampoo | 6 |
| slippers | 6 |
| bath robe | 5 |
| Takeout trash | 4 |
| conditioner | 3 |
| soap | 3 |

Select type\_name, count(ticket.ticket\_type\_id) as count

from ticket\_type

left join ticket

on (ticket\_type.id = ticket.ticket\_type\_id)

where department\_id = 2

group by ticket\_type.id

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| **Request Location** | |
| Mountain wing | 132 |
| **Lake wing** | **258** |
| Drivers Quarters | 2 |

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| --- | --- |
| **Request Time** | |
| 6 AM - 12 NN | 100 |
| 12 NN - 6 PM | 107 |
| **6 PM - 10 PM** | **185** |

Select room\_location, count(ticket.room\_room\_no) as count

from room

left join ticket

on (room.room\_no = ticket.room\_room\_no)

where department\_id = 2 and

room\_location = Lake Wing'

Select room\_location, count(ticket.room\_room\_no) as count

from room

left join ticket

on (room.room\_no = ticket.room\_room\_no)

where department\_id = 2 and

room\_location = 'Mountain Wing'

Select room\_location, count(ticket.room\_room\_no) as count

from room

left join ticket

on (room.room\_no = ticket.room\_room\_no)

where department\_id = 2 and

room\_location = Drivers Quarters'

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| **Issue / Requests** | **Reported** | **Resolved** | **Running Work Hours** |
| 467(kevina)- 1 bedsheet | 3/9/2016 19:41 | 3/9/2016 20:55 | 1:13:47 |
| 254(kevina)- pail and dipper | 3/9/2016 16:53 | 3/9/2016 18:08 | 1:15:07 |
| 472 - Change bathtowels & facetowels | 3/30/2016 15:22 | 3/30/2016 17:06 | 1:44:06 |
| 314(Sheine)- pail and dipper | 3/8/2016 16:01 | 3/8/2016 17:59 | 1:58:29 |
| 234(Sheine)- 1blanket | 3/8/2016 16:00 | 3/8/2016 17:59 | 1:59:37 |
| 114 : MUR. Bad smell inside the room. | 3/18/2016 17:11 | 3/18/2016 19:46 | 2:35:05 |
| 467(denise)- 1blanket, 1pillow | 3/11/2016 17:23 | 3/11/2016 21:00 | 3:36:31 |