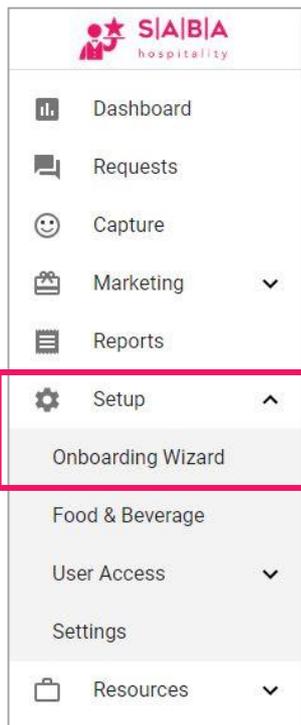


## BookingSuite: Onboarding Wizard

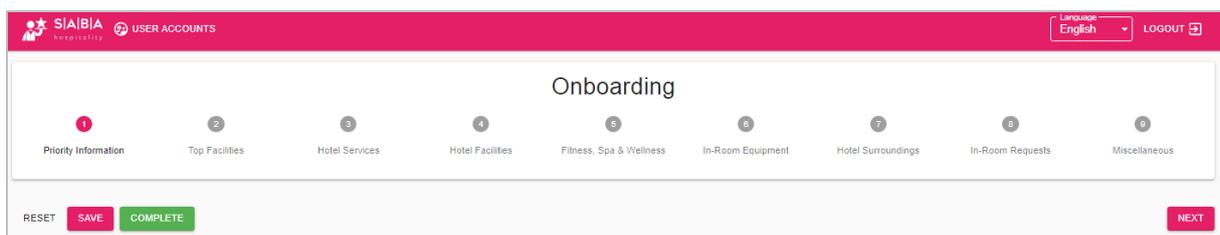
In this job aid, you will learn how to setup the SABAGuest Request solution and customize the content to your property. Our setup tool is self-paced and available for you to customize the information in the database of the virtual assistant according to your property's characteristics.



Refer to the previous job aid to learn more on how to login to the SABAGuest Request solution.

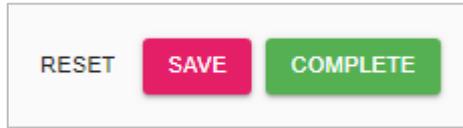
As mentioned before, you will be redirected to the dashboard. You will find a menu bar on the left hand side. Click on "Setup" to display all options under this tab. The "Onboarding Wizard" is the first option.

Once you have clicked on the onboarding wizard button or accessed the wizard via the link from the email communication, the following website will open:



As you can see, we have structured the onboarding process in a logical way: the most important information come first, followed by the facilities that most guests ask for. We then cover hotel services and facilities before covering aspects of the amenities and equipment in the guestrooms.

You can click on the different areas to have a look and don't have to fill the information in a particular sequence.

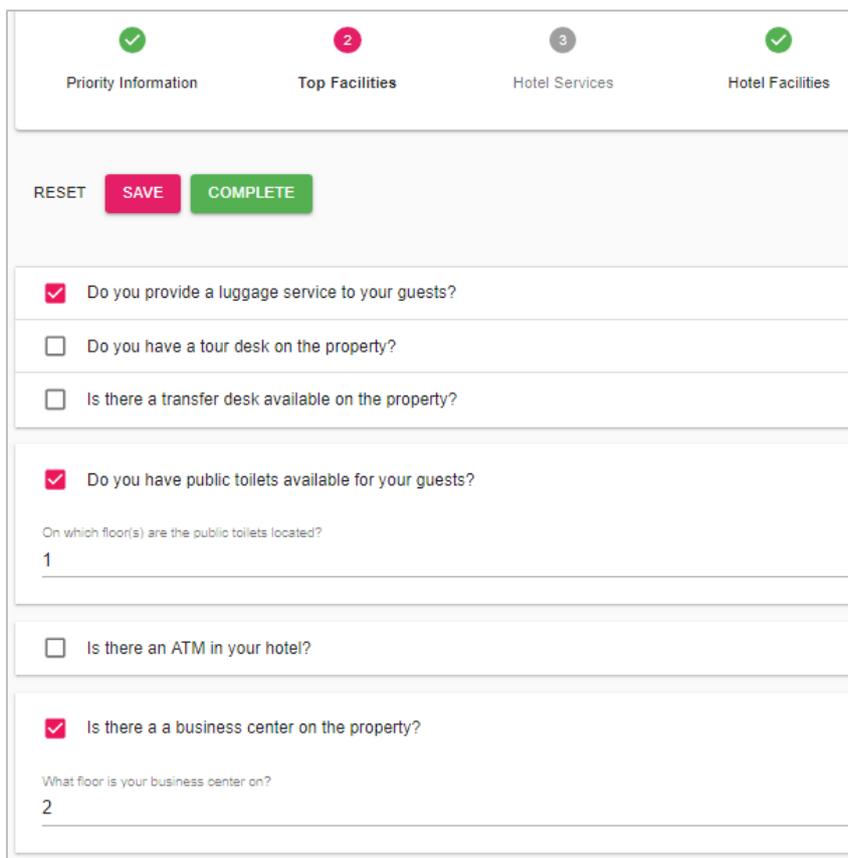


**Reset:** Deletes all the previously inserted information from the fields. But don't worry, a confirmation box will check if you really want to delete the information in case you click this button by accident.

**Save:** As the name already suggests: it saves the content that you have inserted so you can go back to it later. Also helpful if more than one person works on the setup.

**Complete:** Marks the section complete. Complete sections are indicated by a green tick at the top for easy reference.

Have a look at the following example:



Priority Information ✓      Top Facilities 2      Hotel Services 3      Hotel Facilities ✓

RESET    SAVE    COMPLETE

Do you provide a luggage service to your guests?

Do you have a tour desk on the property?

Is there a transfer desk available on the property?

Do you have public toilets available for your guests?

On which floor(s) are the public toilets located?  
1

Is there an ATM in your hotel?

Is there a a business center on the property?

What floor is your business center on?  
2

In the example, we are currently updating information for section "2 – Top Facilities". Priority Information and Hotel Facilities are already completed while section 3, Hotel Services has not been completed yet.

The property in the example above provides luggage assistance, does not have a tour or transfer desk on property, has public toilets on level 1, and a business center on level 2.



The onboarding wizard works the same way for all the different section. Depending on the item in question, more information may be necessary to give your guests all necessary details. So if your guests has any questions in regards to your F&B outlets, SABAGuest Request is able to answer correctly:

<input checked="" type="checkbox"/> Do you have Food and Beverage outlets in the hotel?	
How many Food and Beverage outlets does your hotel have? 2	What is the name of your main restaurant? The Restaurant
On what floor is your main restaurant located? 1	What time does your main restaurant open? 07:00 AM
What time does your main restaurant close? 11:00 PM	What is the name of your main bar? The Bar
On what floor is your main bar located? 1	What time does your main bar open? 04:00 PM
What time does your main bar close? 02:00 AM	

Complete all information that apply to your property and click the "complete" button to ensure that they are up to date. All information are published live so if some of the details change, log back into the wizard and click save, they will immediately reflect in the guest interface as well.

**\*\*\*Please make sure the answers you provide in the onboarding wizard follow the same format provided in the example answers (found in light grey)**