Campspot Webinar: Front Desk Operations

Recorded March 08, 2023

All information shared during this webinar is based on functionality available at time of this recording.

Webinar Notes

Great webinar hosted by Allison of our Customer Success team! We discussed a ton of great information focusing specifically on Front Desk Operations. Below you will find notes on what topics were discussed.

You will also see a time stamp beside topics so you can hop into the recording and listen to specific information you are curious to learn more about.

All this information and more is also covered in more detail within Campspot's Certification Program: Level 1 which focuses on how to use Campspot as a Front Desk customer service representative.

At the end of the notes is also a list of the Questions asked in our Q&A during the Webinar including the answer to that question and a corresponding Knowledge Base article to provide more support.

Reporting

Learn what reports to use when starting each day (03:25):

- Arrivals
- Departures
- Who's in the Park
- Guests with a Balances

Learn what reports to use when ending each day (1:01:33)

- Reservation Item Originations by Date & Source
- Total Payments Received
- Invoice Payment by Type
- Payments by User
- Journal Entry
- Daily Manager Report (Campspot Analytics)

Q: Do I need to print these reports each day?

Whether you print these reports or save them to a computer, having these on hand is very useful if there is a loss of power or internet during the day.

Booking Page

Learn more about:

Q: I have two profiles for the same guest, what can I do?

Use the Merge feature found on the Customers tab of the Booking Page. This will allow you to merge two guest profiles at a time. So, if you have 4 of the same, start with 2 at a time until you have merged all 4.

Q: I have a guest I would like to block. I want to make sure my staff is alerted to this guest if they try to book – how can I inform my staff? (13:58)

Using the Block Guest feature within the Guest Profile will alert users if this guest is not welcome back at your park. The user can go into the profile and see the notes on why this guest was blocked as well.

Q: Where can I view one-way text messages a guest has received from our mass texting feature in Campspot?

View text messages a guest has received as part of a mass text on their Guest Profile.

Q: How do I use the Best and Preferred Site functionality?

This is a feature you can set up in your parks Campspot Admin site.

Look at this article to learn more:
https://support.campspot.com/best-and-preferred-site-function

Q & A

Question & Answer	Knowledge Base Article for more information
Q: In the Guest Profile, when using the <mark>Block Guest</mark> feature, can the blocked guest still make a reservation? Campspot does not automatically prevent blocked guests from making future reservations. This feature can only notify you of a reservation tied to a blocked guest profile.	How to Block a Guest: https://support.campspot.com/how-to-block-a-guest
Q: How many guests can be <mark>merged</mark> at one time? Two guest profiles can be merged at one time. Once merged, the new single profile can be merged with another, then another, and so on until you have successfully consolidated that Guest Profile. Caution: Merging cannot be undone, so take caution as you do this.	Customers: https://support.campspot.com/booking-customers
Q: How do we send a <mark>text message</mark> in Campspot? Text a guest from the Front Desk page in Campspot. Currently, texts can be sent in mass to either all of the current day Arrivals, Who's in the Park List, or all guests arriving on a certain day. Texts cannot be sent to individual guests within Campspot.	Text Messaging FAQ: https://support.campspot.com/text-messaging-faq
Q: Can I send an <mark>email</mark> from a Guest Profile? Currently, you can send a Confirmation Email from the Reservation Summary.	
Q: Can I view upcoming <mark>arrivals</mark> for the entire week? The Front Desk page does show a list of Arrivals, but only for a single day. To view a date rate of Arrivals, run the Arrivals Report.	Arrivals Report: https://support.campspot.com/reports-arrivals
Q: If a reservation is changed to "<mark>No Show</mark>," would I be able to check them in later when they arrive? Update the status of the booking by changing it to Checked In.	

Best Practice for a No Show: If a reservation is marked as a No Show – this does not free the site up in the booking grid to potentially book another reservation in its place. The Reservation would need to be set to Cancelled to free that site up on the Reservation Grid.	
Q: If I would prefer to have a guest sign a physical copy of my Terms & Conditions, will Campspot automatically print it for me? Print the Terms & Conditions by selecting the "Print" button at the top right corner of the Reservation Summary. This will print the Reservation Summary including the Terms & Conditions with a signature area.	
Q: How do I add new pictures to my Campspot Site Types, Add-ons, etc.? Site photos are added in Campspot at the site type level.	Adding/editing site type photos: https://support.campspot.com/how-to-add-or-edit-site-type-images
Q: When making a multi-site reservation, what is the best way to change the number of people on each site? After adding the first site to your cart, you can adjust the number of guests or reservation dates, then click the search button again to update the search criteria for the next site that needs to be added to the cart.	
Q: Can we add additional Payment Methods? This can be done in Campground Setup under Payment Methods. All payment methods are available on this screen. Select Payment method you would like to add and simply check the box in front of the payment type.	Payment Methods: https://support.campspot.com/campground-setup-general-payment-methods
Q: Is there a quick way to swap sites on two existing reservations? The best approach would be to move one of those guests to an open site, move the other into the correct one and lastly move that temporary one to the correct site. If you are fully booked, we can setup an additional site type called "overflow swap" that is not bookable online.	
Q: Is there a way to get payments by payment type for the whole year? The Total Payments Received report can used to report on a set of dates.	Total Payments Received: https://support.campspot.com/reports-total-payments-received

User Credit & Camp Credit

Question & Answer	Knowledge Base Article for more information
Q: If I do not want to refund a guest, how can those funds be consumed by the campground as revenue? If a reservation is being canceled and the park does not want to make those funds available to the guest through a credit account, a miscellaneous charge can be posted to the invoice. This will create an outstanding balance that can then be paid using the credit. If this is common practice at the park, our recommendation would be to change your cancelation rules in Campspot to reflect how refunds are handled. If this is a one-off solution, another recommendation would be to create a miscellaneous charge that is trackable in reporting as it is used.	Cancellation Policy: https://support.campspot.com/cancellation-policy Create a Miscellaneous Charge: https://support.campspot.com/how-to-create-a-miscellaneous-charge
Q: How can I refund a guest credit? Refund a guest User Credit by clicking the Refund button on the top right corner of the Customer Profile.	Refund from User Credit: https://support.campspot.com/how-to-refund-from-user-credit
Q: Can I transfer funds between User and Camp Credit accounts? User Credit balance can be directly transferred to Camp Credit by using the "Refund" button at the top of the guest profile page, and then selecting "Camp Credit" as the refund method. Transferring a balance from Camp Credit to User Credit involves a few more steps, as Camp Credit balances can only be used as payment towards reservations.	Refunding Camp Credit: https://support.campspot.com/how-to-refund-a-guest-from-camp-credit
Q: Can I transfer User or Camp Credit from one guest to another? There is not a direct transfer option. The best solution would be to utilize the 'internal transfer' payment option. Refund the user credit to 'internal transfer,' then make a payment on the other guest's reservation in that same amount using 'internal transfer' as the method of payment. Best Practice: Always including payment notes with those types of transactions so you know what happened with the user credit.	