SORASO

Manual

Guest History Activity Report User Guide

Version : 1.0
Last Updated : 6 June 2025
Author : Documentation Team

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Export Guest History Activity Report **03**

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1. Overview

This PMS – Guest History Activity Report User Guide provides hotel staff and system users with step-by-step instructions to export historical guest activity data. This includes information such as guest visit history, return status, revenue contributions, and guest segmentation. The guide outlines how to search, view, and export data for analysis, marketing, and operational purposes.

2. Export Guest History Activity Report

Available under **Report > Guest History Activity**, this function allows hotel staff to retrieve historical guest activity data, including return visits, revenue, and segmentation filters. Reports can be customized and exported in various formats.

To export a Guest History Activity Report:

1. Navigate to the Report menu.
2. Search for Guest History Activity Report.
3. Select the desired year, start date, and end date.
4. Click the Add Guest button or check 'Default' to include all guests.
5. Adjust optional filters such as Market Segments, Nationalities, or Date of Birth.
6. Choose data view options:
   - By Detail: Shows Arrival–Departure dates and number of visits.
   - Guest Name: Displays records sorted by guest name.
   - No. of Visit: Sorts guests by number of visits, highest to lowest.
   - Total Revenue: Sorts guests by total spending, highest to lowest.
7. Click View to preview the report.
8. Click Export to download the report in PDF, XLSX, XLS, TXT, DOC, or CSV format.

Guest History Activity Report
By Summary

Page(s) :1/1
Print Date :10/06/2025 15:11
Print by :ADMIN S.

Smart Soraso Hotel 4
Arrival Date: 18/04/2025 - 21/04/2025
Guest Name: All
Market Segment: All
Sort By: Guest Name

Nationality: All
Date of Birth: All

Profile No.	Guest Name Date Of Birth	Gender	Nationality Email	Market Segment Phone	Company Name Passport/ID Card/Other	No.of visit	Room Rev	F&B Rev	HK Rev	Other Rev	Total Rev
VH25000510	Devid SMF	Male	Thai qa0310.test@gmail.com	Airlines 0123456789	987654321	1	5,900.00	600.00	0.00	0.00	6,500.00
VH25000502	Katae SMF	Female	Thai qa0310.test@gmail.com	Airlines 0123456789	987654321	1	5,900.00	1,738.00	0.00	0.00	7,638.00
VH25000498	Kevin SMF	Male	Thai qa0310.test@gmail.com	Airlines 0123456789	987654321	1	0.00	0.00	0.00	0.00	0.00
VH25000509	Kevin SMF	Male	Thai qa0310.test@gmail.com	Airlines 0123456789	987654321	1	4,600.00	3,714.00	0.00	250.00	8,564.00
VH25000500	Levis SMF	Male	Thai qa0310.test@gmail.com	Airlines 0123456789	987654321	1	0.00	800.00	0.00	741.51	1,541.51
VH25000501	Tate SMF	Female	Thai qa0310.test@gmail.com	Airlines 0123456789	987654321	1	5,900.00	600.00	0.00	0.00	6,500.00
Total							22,300.00	7,452.00	0.00	991.51	30,743.51

Note: Use filters to segment guest history data for marketing, retention analysis, or operational planning.