

Companies

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List view

The list view shows all establishments regardless of their status. The following restrictions can be made using the filters:

- **Text search** : Filter by name or location of the company
- **Status** : Restriction according to a certain status
- **Star category**: Filtering according to the category 1 to 5 stars
- **Expiry date from / to** : Restriction according to the expiry date
- **Tags** : Search for keywords that are stored for the companies
- **Create company**: save new data of a company
- **Excel**: Functions are the same as those of the advanced search

It should be noted that the filters are retained until they are reset accordingly.

Companies

Reset filter

Create Company

Excel

Show Filter

Show 100 entries

Search:

Hotel name	Street	House number	Zip Code	City	Catalog	Status	Valid to	Star Category	Superior	Bed & Breakfast	Points
Big Bad Berlin	Am Weidendamm	1A	10117	Berlin		Submitted	28.08.2024				
Hotel Mama	Dachsberg 13		4865	Nussdorf		New					
Test	Test		1234	Test		Open					
Test Hotel	Teststreet	13	43534	Testcity		Open					

Showing 1 to 4 of 4 entries

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Create complaints

At the company level, new complaints can be created as required. To do this, go to the "Complaints" tab and then click on the "Create complaint" field (see image above).

HOTELCLASS Classifications Profile Companies **Complaints** Reminders [Advanced Search](#)

Logged in as **HSU Office** | [Log out](#)

Complaints

[Reset filter](#) **Create Complaint** [Excel](#)

☐ My Complaints

Company --

Complaint Category --

Status --

Show entries Search:

Hotel Name	Street	House Number	Zip code	City	Valid to	Last Name	First Name	Created at	Status
Big Bad Berlin	Am Weidendamm	1A	10117	Berlin	28.08.2024	Test	Test	27.08.2021	Open

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A new page opens, all important data must be entered on the page. This primarily includes the assignment to the relevant federal state via the "Client" field. Then create all the data on the complainant and the content of the complaint. Photos or other documents can be uploaded from the "Files" section. When creating a new complaint, it must first be saved before the function can be used.

Big Bad Berlin - 10117 Berlin

Complaint Categories	✕ Unprofessional staff
Responsible Person	HSU Office
Description	Everything were dirty. Staff laughed about our complaints.
Last Name	Test
First Name	Test
Street	
House Number	
Zip Code	
City	
Email	
Telephone	
Fax	
Status	Open
Created at	27.08.2021
Edited at	
Finished at	
Internal note	
Files	+ Upload Files

Merge Companies

Companies can be merged in case

Big Bad Berlin - 10117 Berlin - **** / 527 Points

General

Classifications

Complaints

Follow ups

History

Criteria Catalog*

Hotel

x

Commissioner

x HSU Office

Hotel name*

Big Bad Berlin

Company name

BBB Ltd.

Company Contact

There is no assigned contact person yet

Add new Contact

Street*

Am Weidendamm

House number

1A

Zip Code*

10117

City*

Berlin

County

Email

neumann@hotelstars.eu

Telephone

Mobile

Fax

Internet

Merge Company

Save

Save and back

Delete

Merge Company: Big Bad Berlin - 10117 Berlin

Company

Test - 1234 Test

Hotel Mama - 4865 Nussdorf

Test Hotel - 43534 Testcity

Big Bad Berlin - 10117 Berlin

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Merge Company: Big Bad Berlin - 10117 Berlin

Company

Test Hotel - 43534 Testcity

Perform Company Merge