Musa for concierges and activity desks

Plan the guest's day, book with your operators and manage changes as a team.

Photo by Marc Wieland

From recommendation to booking



Musa itinerary with representative data

Five ways Musa helps your desk

01	**One itinerary guests can return to**	Keep confirmed bookings, recommendations and meeting details together.
02	**Two ways to finish the booking**	Lead the sale at the desk or let the guest finish an eligible booking.
03	**Agreed terms and visible sales credit**	Track eligible bookings and reconcile commissions with operators.
04	**Rescue a canceled outing across shifts**	Find alternatives and hand open work to the next shift.
05	**Ask Assist about this guest’s plan**	See what’s confirmed and draft a useful update.

One itinerary guests can return to

A morning walk is already booked. The guest is thinking about paddleboarding next.

Compare around the party

Review options, dates and pricing for their schedule and party size.

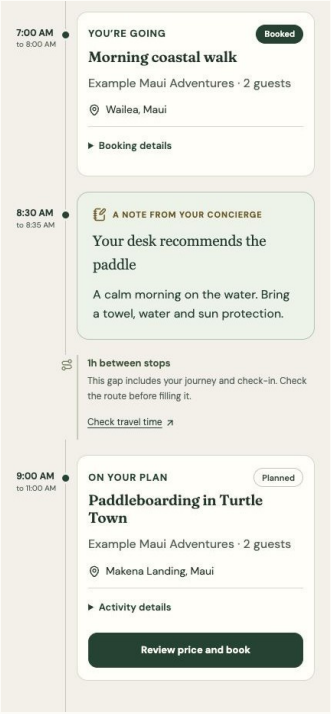
Keep context with the recommendation

Add the location, time and useful guest notes to the same plan.

Share the guest view

Print or share a private view link. Share guest-facing notes while staff-only notes and margins stay in the desk.

The full plan



A closer look at the paddle



Musa itinerary with representative data

Planned, priced and booked

The same paddleboarding recommendation stays in view while its status changes.

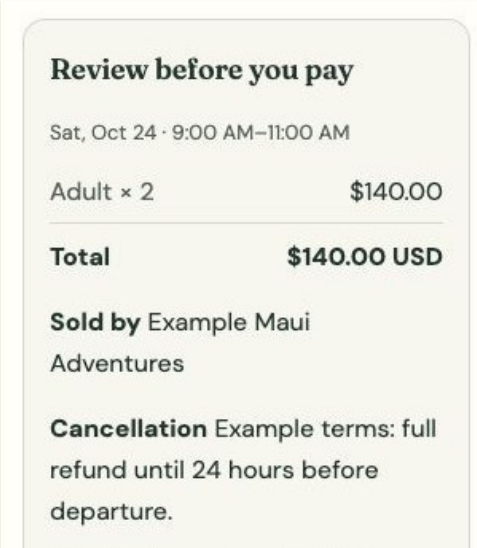
Recommendation

The desk saves the paddle as an idea. The guest can check current availability.



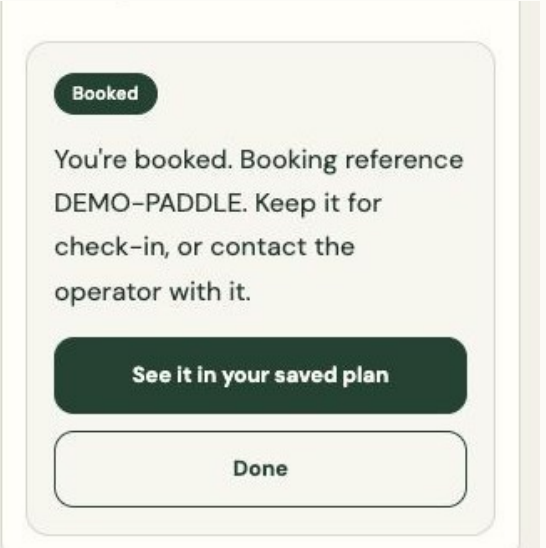
Review before payment

The guest checks the party, seller, price and cancellation terms.



Confirmed booking

The guest returns to the plan with booking details.



Representative itinerary and illustrative payment journey. Each activity has its own checkout and cancellation terms.

Two ways to finish the booking

Help the guest buy while they’re with you, or give them a way to come back and decide.

At the desk

Check a departure for the whole party. Place a hold and share a payment link when your operator setup supports it.

If the operator collects payment, the operator handles the refund.

On the guest’s phone

With an eligible personal handoff, share the guest link with their permission. Guests review the details and complete each eligible purchase on their phone.

A saved idea by itself does not reserve seats or earn a commission.

The available path depends on the operator, the activity and your desk setup.

What a desk-led booking looks like

The guest wants two places. Start by checking the exact departure and party size.

Choose tickets

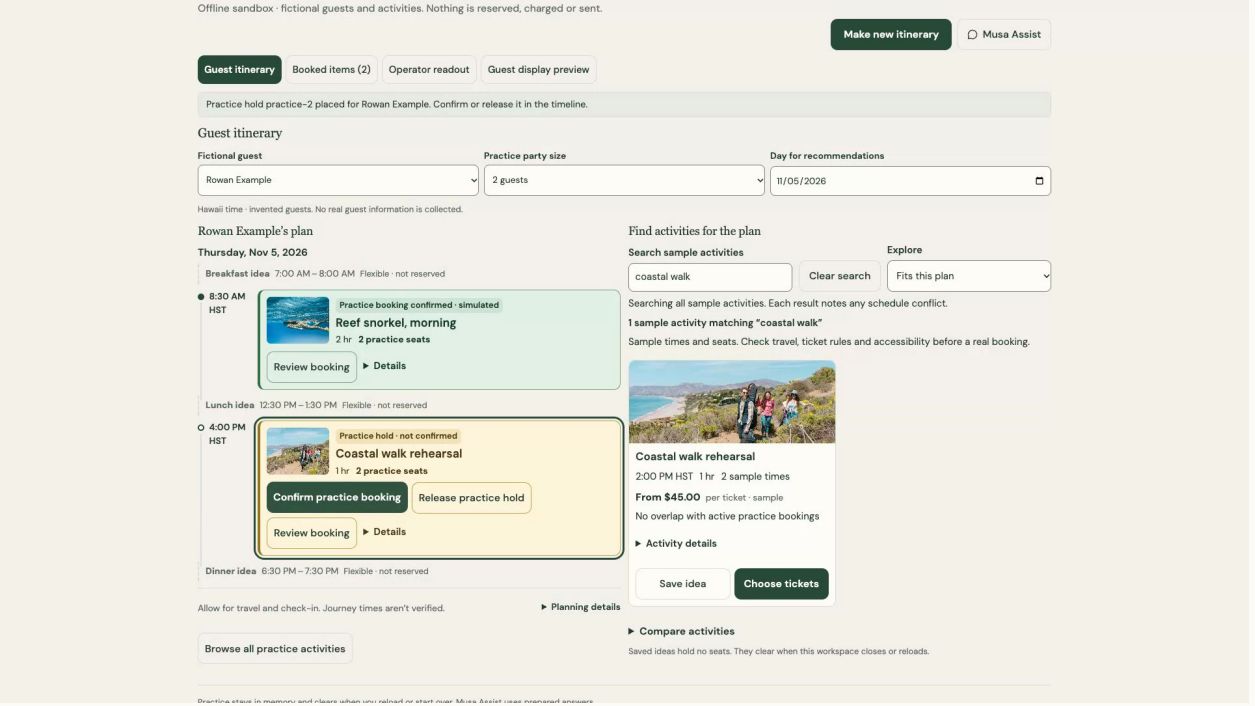
Set the quantity and review the quoted total and terms.

Hold the right departure

Place a timed hold when the listing and your desk terms allow it.

Give the guest the next step

Share the payment link where supported. Check the booking status before treating the places as confirmed.



Musa desk sandbox. Fictional activity and practice hold.

Your operators, your accepted terms

Each relationship sets what the desk may sell and how eligible bookings are credited.

Operator offers selling access

The offer specifies eligible inventory, hold limits and agreed commercial terms.

Desk manager reviews and accepts

Confirm what the rate applies to, who collects and how the two businesses settle.

Staff sell within the agreement

Eligible sales can identify the desk and staff member, with the accepted terms tied to the booking.

A recommendation, a click or a saved plan is not itself an earned commission.

What a commission statement explains

Illustration using the two-ticket paddleboarding booking.

$140 × 20% = $28

Assumed eligible ticket amount × agreed rate = illustrative commission

Native desk sale

Check the seller and accepted terms on eligible bookings.

Guest books later

Attribution requires a covered handoff and the operator’s accepted terms.

Per-head agreements

Managers can also review qualifying arrivals and the related amounts.

Actual rates, fee basis, adjustments and payment terms depend on your agreement. Statements show amounts to reconcile.

Rescue a canceled outing

The operator cancels the paddle. The morning walk is still booked.

Find the affected order

Check who collected payment and who handles any refund on the original order.

Compare real alternatives

Look for an approved departure that fits two people and works around the rest of the day.

Confirm the guest’s choice

Hold an eligible alternative when available. Help the guest finish the new booking and update their plan.

The original refund and the new booking follow their respective operator policies.

The next shift knows what’s open

Leave the next agent the status, the owner and the decision still needed.

Assign the follow-up

Put an operator confirmation on someone’s list, with a deadline.

Record the reply

Log the answer and review it before changing the booking.

Give managers the full picture

Managers can review shift counts and statements. Staff see the work and records their role permits.

Operator messaging, where enabled, depends on channel setup and the operator’s permission.

Ask Musa Assist about this guest’s plan

Use the selected guest itinerary so the question starts with details your role can access.

“What’s confirmed this morning, and what’s still open?”

Read the answer against the plan

Check the walk, the paddle and any open confirmation before acting.

Prepare a useful guest update

Ask for a note about a new departure or meeting point. Review it before sharing.

Availability depends on workspace setup. The example question illustrates how staff can use Assist.

Useful details travel with the guest

After the booking, keep the essentials easy to find for the day of the visit.

Before the activity

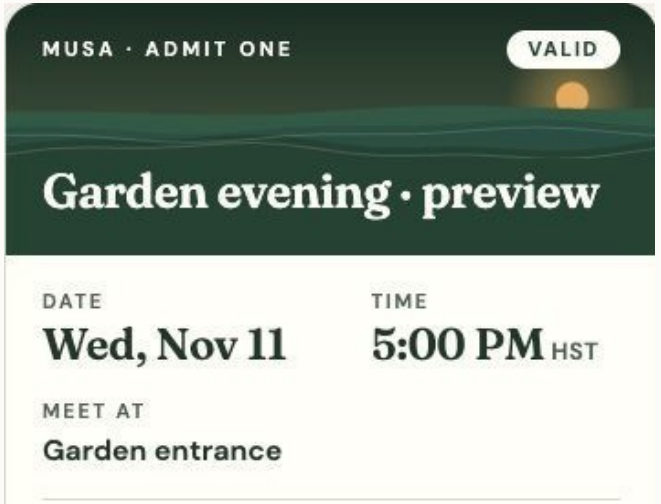
Put the meeting point, time and your practical notes on the guest plan.

At check-in

Guests can reopen their booking details. Supported tickets can offer Apple Wallet or Google Wallet.

As plans change

Check the source and latest update for local conditions before making a recommendation.



Sample ticket. Wallet availability varies by ticket.

Local conditions coverage varies. Check the operator’s guidance for anything that affects the trip.

One itinerary to try at your desk

Bring a typical guest request, a few operators and the terms you use today.

Choose “Ask us for a desk account” on the activity-desk page. Access is subject to approval.

bookmusa.com/activity-desks