

Eagle Suites Guest App for review, not just discussion.

This prototype turns the strategy into something concrete: current-guest phone login, service-request intake tied to the real AppFolio issue mix, request tracking, Google review flow, Joe Bucks referrals, and the linked Joe Eagle store concept.

The design leans into the Eagle Suites promise of simple weekly-stay convenience instead of trying to feel like a generic hotel app.

- Phone login + Cloudbeds guest validation
- 7 structured maintenance categories + Other
- AppFolio middleware-ready request model
- Joe Bucks + referrals + store module

PROTOTYPE STATUS

Ready

Clickable review build created in HTML for fast iteration.

ISSUE INTAKE

7+1

Seven structured issue types plus an Other catchall.

GUEST IDENTITY

OTP

Phone number login with current-guest backend cross-check.

BACKEND SHAPE

Shared

Designed for one Eagle Suites backend serving both guest and maintenance apps.

Recommendation: treat this as the visual direction for a pilot build. If the flow feels right, the next smart step is a working middleware-backed MVP rather than more slideware.

Review Screens

Use these buttons to switch the prototype phone between the key guest flows.

- 1. Phone Login**
Current-guest verification against Cloudbeds.
- 2. Home Dashboard**
Stay summary, fast actions, Joe Bucks, and service entry.
- 3. Maintenance Request**
Structured categories mapped to the last 60 days of AppFolio issue volume.
- 4. Request Tracking**
Guest-visible status updates from the shared backend.
- 5. Referrals + Joe Bucks**
Reward loop and simple referral capture flow.
- 6. Reviews + Store**
Google review handoff and linked Joe Eagle merchandise module.

Eagle Suites Stay

GUEST ACCESS

Welcome back to Eagle Suites

Enter your phone number. The backend checks Cloudbeds to confirm you are a current guest before unlocking the app.

- LOGIN
OTP
- STAY MATCH
Cloudbeds
- ACCESS
Current Guest

Phone Verification

PHONE NUMBER

(501) 555-0148

ONE-TIME CODE

8 4 2 1 9 6

CLOUDBEDS MATCH

Verified as current guest at Tulsa Memorial • Room 214 • Weekly stay

Continue Into My Stay

Why this matters

This keeps the app easy for real guests, while protecting maintenance intake, rewards, and referrals from random public abuse.

- Stay
Access
- Fix
Issues
- Earn
Joe Bucks
- Share
Referrals
- Shop
Joe Eagle

Why this screen set works

REVIEW NOTES

Prototype design intent

This second phone acts like an executive review companion: it explains what the main screen is solving and what should happen in the real build.

What Bill should judge

- Is the app simple enough for a weekly-stay guest?

If it feels harder than texting the front desk, it is too heavy.
- Do the issue types match real maintenance volume?

They are based on AppFolio history, not generic hotel software assumptions.
- Does the rewards loop feel worth using?

Joe Bucks and referrals need to feel concrete, not theoretical.
- Does the review flow avoid policy risk?

Guests can give private feedback without review gating.

Real build requirements

- Middleware**
Canonical Eagle Suites ticket before AppFolio sync
- Cloudbeds Check**
Only current guests can use the guest workflow
- Audit Trail**
Every request, sync, and status change logged
- Supervisor View**
Same backend feeds the Maintenance App queue

Pilot suggestion

Start with 2 to 3 properties that generate meaningful maintenance volume and can tolerate rapid iteration. That is the fastest way to prove whether guest submission quality improves and whether the ops team trusts the queue.

Review Summary

This prototype is intentionally product-shaped, not just a landing page mock. It shows the real guest journey Eagle Suites should test first.

Login model

Phone number + OTP + backend Cloudbeds validation is the right trust model for a weekly-stay guest product. It is easier than email/password and stronger than open anonymous access.

Maintenance intake

The top-7 categories are based on the last 60 days of AppFolio maintenance history, with an Other category for edge cases. This is what makes the app useful to operations, not just pretty.

Shared backend logic

Everything the guest submits here should flow into the same backend and middleware layer that later powers the Maintenance App, supervisor assignment logic, and AppFolio sync.

Brand and business angle

The app leans into convenience, longer-stay hospitality, and retention rather than trying to imitate a luxury

hotel concierge app that would not match the Eagle Suites use case.

Pushback worth keeping

Google review functionality must stay compliance-safe. Do not build a sentiment gate that only routes happy guests to Google and unhappy guests somewhere else.

Next smart step after approval: convert this prototype into a middleware-backed pilot with Cloudbeds guest verification, one working maintenance submission flow, and staff-side queue visibility for selected Eagle Suites properties.