

1. Guest & Public-Facing Features

1.1. Creating an Account

New guests can create an account to manage their bookings.

- **Procedure:**

1. From any page, click the **"Register"** link in the main navigation.
2. Fill out the registration form with your Username, Password, Full Name, and Email. A phone number is optional.
3. Click the **"Register"** button.
4. Upon successful registration, you'll be automatically logged in and taken to the Welcome page. The system creates your account with a "guest" role.

1.2. Booking a Room

Guests can book a room through a multi-step process.

- **Procedure from the Rooms Page:**

1. Navigate to **"Hotel Info" > "Rooms & Suites"** to see the available room types and their standard nightly rates.
2. Click the **"Book Now"** button for your desired room. This will take you to the booking page with that room type pre-selected.
3. Select your desired Check-in and Check-out dates using the calendar. The calendar will automatically disable and block dates where the selected room type is fully booked.
4. Click **"Check Availability"**. The system will confirm availability and show you the total price for your stay.
5. Fill in your Full Name, Email, and optional Phone number. If you're logged in, this information will be auto-populated from your profile.
6. Click **"Complete Booking"** to finalize your reservation. A simulated online payment is automatically recorded.

- **General Booking Procedure:**

1. Navigate to **"Hotel Info" > "Book a Room"**.
2. Select your Check-in and Check-out dates and click **"Check Availability"**.
3. The system will display cards for all available room types for those dates, showing the total price for the stay.
4. Click **"Select Room"** on your desired option.
5. The guest details form will appear. Fill in your information and click **"Complete Booking"** to finalize.

- **Confirmation:** After booking, you're taken to a confirmation screen and an email is sent to both you and the hotel management.

1.3. Managing Your Reservations

Logged-in guests can view and manage their reservations.

- **Procedure:**

1. Log in to your account.
2. Click on the **"My Reservations"** link in the navigation.
3. The page displays your bookings, which you can filter between **"Current & Upcoming"** and **"Past"** reservations using the dropdown menu.
4. Each reservation card shows the room type, dates, duration, total price, and status.
5. Click **"View Details"** on any reservation to see a more comprehensive summary, including your confirmation number and an image of the room.

2. Staff Login & Welcome Portal

2.1. Staff Login

- **Procedure:**

1. Navigate to the **"Staff Login"** page.
2. Enter the Username and Password provided by the administrator.
3. Upon successful login, the system logs the event for security auditing and directs you to a welcome page. Failed login attempts are also logged.

2.2. Role-Based Welcome Page

After logging in, staff are presented with a welcome page tailored to their role. This page provides a brief overview of their permissions and quick links to their most relevant tools.

3. Administrative & Management Roles (Admin, Manager)

3.1. Admin Dashboard

The dashboard is the central hub for daily operations.

- **Key Performance Indicators (KPIs):**

- **Rooms Occupied:** A live count of all guests currently checked-in. Click this card to open a modal with a detailed list of occupied rooms.
- **Avg. Daily Rate (ADR):** The average revenue earned per paid occupied room.
- **Revenue / Room (RevPAR):** The average revenue generated per available room, regardless of whether it's occupied.
- **Arrivals Today:** The number of guests scheduled to check in today. Click this card to see a list of arriving guests.

- **Revenue Chart:** A line graph displaying the hotel's revenue over the last 7 days.

- **Action Lists:**

- **Today's Arrivals:** A list of guests scheduled to arrive, with a direct link to their booking detail page for quick check-in.
- **Today's Departures:** A list of guests scheduled to check out today.

3.2. User Management (Staff & Guests)

The **"Staff"** link in the navigation leads to the comprehensive user management page, which is split into two sections.

- **Staff Management:**
 1. **Create Staff:** Use the form at the top to create a new staff member. You must provide a username, password, and role. Name, email, and phone are optional.
 2. **Edit Staff:** In the "Active Staff Members" table, click **"Edit"** next to a user's name.
 3. **Deactivate Staff:** Click **"Deactivate"** next to a user's name. This performs a soft delete, preventing the user from logging in but preserving their records in the system.
- **Guest Relationship Management (CRM):**
 1. **Search Guests:** Use the search bar in this section to find any guest by their name, email, or username.
 2. **View Guest List:** The table displays all guest accounts with CRM data points like total bookings, total lifetime spending, and dates of first and last stays.
 3. **View Guest Profile:** Click **"View Profile"** to open the detailed guest profile page. Here you can see their full booking history and manage their preferences, such as preferred room type, special requests, and dietary needs. All updates to preferences are logged in the audit trail.

3.3. Booking Management

- **Manage Bookings Table:**
 - Navigate to **"Bookings" > "Manage Bookings"** to see a list of all bookings in the system.
 - The table includes guest name, room number, dates, price, and status. It also shows the room's current housekeeping status.
- **Booking Details & Actions:**
 - Click **"View Details"** on any booking to open its detail page.
 - **Check-In:** For a "Confirmed" booking, click the **"Check-in Guest"** button. This updates the booking status to 'checked-in' and the room's housekeeping status to 'occupied'.
 - **Check-Out:** For a "Checked-in" booking, click **"Check-out Guest"**. This updates the booking status to 'checked-out', sets the housekeeping status to 'dirty', and closes the guest's folio.
 - **Edit Booking:** Click **"Edit Booking Dates"** to change the assigned room, check-in/out dates, or manually change the status (e.g., to "Cancelled").
- **Upcoming Stays (Room Plan):**
 - Navigate to **"Bookings" > "Upcoming Stays"** to view the visual room plan (tape chart).
 - This grid shows all rooms and their occupancy status over a 7-day period. Bookings are color-coded by status (Checked-in vs. Confirmed) and vacant cells are colored by housekeeping status (Clean vs. Dirty).
 - You can drag-and-drop a booking to a different vacant cell to change its room and/or start date.

3.4. Room Management

- **Procedure:**

1. Navigate to **"Staff"** in the main navigation and select the appropriate link for managing rooms.
2. The table lists all rooms with their number, type, capacity, and status ('available' or 'maintenance').
3. Click **"Manage"** to open the room detail page. Here you can edit the room's properties.
4. The detail page also includes a booking calendar for that specific room, showing all its past and future reservations.

3.5. Rate Management

- **Procedure:**

1. Navigate to **"Staff" > "Rate Management"**.
2. Use the form to create new pricing rules. Each rule requires a name, room type, price per night, and a start/end date range.
3. The table on the right lists all existing rate rules. Click **"Edit"** to populate the form with a rule's details for updating, or **"Delete"** to remove it.

3.6. Housekeeping Management

- **Master List:**

- Navigate to **"Housekeeping" > "Master List"**.
- This page displays a comprehensive list of all rooms. Admin/Manager can filter by status: All, Occupied, Needs Cleaning, Clean & Ready, or Maintenance.
- The status of any non-occupied room can be manually changed from this screen.

- **Assign Tasks:**

- Navigate to **"Housekeeping" > "Assign Tasks"**.
- The left panel shows all unassigned 'dirty' rooms. Select a housekeeper, check the rooms you want to assign, and click **"Assign Selected Rooms"**.
- The right panel shows all cleaning tasks currently pending for the day and who they are assigned to.

- **Daily Tasks:**

- The **"Daily Tasks"** page shows a view of all pending tasks grouped by the assigned housekeeper, allowing for easy progress monitoring.

3.7. Financial Management

- **Payments:**
 - Navigate to "**Accounting**" > "**Payments**".
 - To record a payment, enter the Booking ID and click "**Fetch Details**" to auto-populate guest name and amount. Fill in the payment method and click "**Record Payment**".
 - A history of all transactions is displayed in the table below.
- **Reports:**
 - Navigate to "**Accounting**" > "**Reports**".
 - Select a start and end date and click "**Generate Report**".
 - The system will display Total Revenue, Total Bookings, and Occupancy Rate for the period, along with breakdowns of bookings by status and revenue by room type.

3.8. Night Audit

The Night Audit is a critical, irreversible process that finalizes the day's business.

- **Procedure:**
 1. Navigate to "**Night Audit**" > "**Run Audit**".
 2. Review the **Pre-Audit Checklist**. This shows pending departures and potential no-shows that should be resolved before running the audit.
 3. Once all daily tasks are reconciled, click the "**RUN NIGHT AUDIT**" button and confirm the prompt.
 4. The audit will automatically:
 - Change the status of any no-show bookings to "cancelled".
 - Post the daily room and tax charges to the folios of all checked-in guests.
 - Advance the hotel's official business date by one day.
 - Log the completion of the audit in the system log.

3.9. System Monitoring

- **Procedure (Admin Only):**
 1. Navigate to "**Night Audit**" > "**Audit Logs**".
 2. This page provides a complete, searchable log of every significant action taken in the system.
 3. Use the filters at the top to search for events by User, Action Type, affected Database Table, or a specific Date Range.
 4. For extreme cases, the "**Clear All Logs**" button will permanently delete all log history. This action is protected by a confirmation modal and should be used with extreme caution.

4. Specialized Staff Roles

4.1. Front Desk

Front Desk staff have access to a subset of management tools focused on guest interactions.

- **Permissions:** Access to the Admin Dashboard, Bookings (View/Check-in/Check-out), and Upcoming Stays (Room Plan).
- **Primary Duties:**
 - Monitor arrivals and departures via the **Dashboard**.
 - Check guests in and out via the **Manage Bookings** detail page.
 - View room availability and occupancy using the **Upcoming Stays** grid.

4.2. Accountant

The accountant role is focused solely on financial data.

- **Permissions:** Access to the Accounting module (Payments and Reports).
- **Primary Duties:**
 - Record and review all guest payments in the **Payments** section.
 - Generate financial reports on revenue and occupancy in the **Reports** section.

4.3. Housekeeping Staff

Housekeeping staff have a simplified interface to manage their daily tasks.

- **Permissions:** Access to the Housekeeping module (Master List and My Tasks).
- **Primary Duties:**
 1. Log in and navigate to "**Housekeeping**" > "**My Tasks**" to see their assigned rooms for the day.
 2. After cleaning a room, find it on their list and click the "**Mark as Clean**" button.
 3. This action automatically updates the room's status in the system and marks the task as complete.

5. Automated System Processes

The system includes automated scripts designed to run on a daily schedule.

5.1. Automated Email Reminders

- The system automatically sends friendly reminder emails to guests with upcoming confirmed bookings. Reminders are sent out 3 days before check-in and again 1 day before check-in.

5.2. Low Inventory Alerts

- The system automatically checks the number of available rooms for each room type daily. If the number of available rooms falls below a preset threshold, an alert email is sent to the hotel administrator.