

□ HotelMate - Managing In-House Guests

□ Step 1: Accessing the In-House Guests Screen

1. From the **sidebar menu**, go to **Reservation → In-House**.
 2. The screen will display a list of all guests currently staying in the property.
 3. Each row contains key details:
 - **Booking ID** – The system reference number.
 - **Guest Name** – Primary guest registered in the booking.
 - **Room Type & Room No.** – Assigned accommodation details.
 - **Stay Dates** – Check-in and check-out dates.
 - **Travel Agent** – Source of booking.
 - **Status** – Marked as **Checked-in** once the guest is in-house.
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□ Step 2: Viewing Guest Details

1. Click on a reservation to open the **Reservation Details Drawer**.
2. The drawer includes multiple tabs:
 - **Overview**
 - **Financials**
 - **Guests**
 - **Attachments**

This view ensures staff can instantly see everything related to a guest's stay.

□ Step 3: Managing Rooming List

- Within the reservation detail drawer, you can also open the **Rooming List** by clicking Group Details button.
- It shows:
 - Guest Name and Room No.
 - Contact information.
 - Board basis
 - Flags for VIP status or repeat guests.

□ From here, you can also **Remove a guest** from the booking if needed.

□ **Step 4: Performing Guest Actions**

Both the **Reservation Detail Drawer** and the **Rooming List** have an **Actions dropdown**.

Available actions include:

- **Edit** – Update guest/booking information.
- **Room Change** – Move the guest to another room type or number.
- **Post Charges** – Add extra charges (mini bar, spa, restaurant bills).
- **Post Credit / Discount** – Apply refunds, waivers, or discounts.
- **Take Payments** – Record payments made during the stay.
- **Extend Stay** – Increase the number of nights.
- **Shorten Stay** – Adjust if guest checks out early.
- **Cancel Booking / No Show** – If required, adjust booking status.