

HotelMate - Managing Reservations and Guest Rooming Lists

1. Accessing Bookings

1. From the left-hand navigation menu, go to **Reservation** → **Bookings**.
2. The **Bookings** page displays all reservations in a table format with key details:
 - **Reservation Number**
 - **Booking Reference**
 - **Reservation Date, Check-In, and Check-Out**
 - **No. of Rooms reserved**
 - **Travel Agent source**
 - **Status**
 - **Booker's details**

- Use filters (Status, Travel Agent, Stay Dates) or the search bar to quickly find reservations.
 - Optionally, export the reservation list as a CSV file for offline records.
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2. Opening the Rooming List

Each confirmed booking includes **room assignments and guest details** under the **Rooming List**.

1. Select a booking from the list.
 2. On the right side, the **Rooming List drawer** opens.
 - Displays the **Guest Name, Assigned Room, Contact Number, and Meal Basis**.
 - Shows if the booking is a **repeat guest** or marked as **VIP**.
 - Each room card includes a **Remove button**.
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3. Reservation Actions

From the **Action dropdown** in the Rooming List, you can perform multiple guest and reservation management tasks:

- **Edit** → Update guest details, booking reference, or special notes.
- **Check-In** → Mark the guest as checked-in, which transitions the booking to in-house status.
- **Cancel Booking** → Cancel the reservation.
- **No Show** → Mark if the guest did not arrive.
- **Extend** → Add more nights to the booking.
- **Shorten** → Reduce the stay period.
- **Post Charges** → Add extra charges.
- **Post Credit/Discount** → Apply credits or discounts.
- **Take Payments** → Record guest payments.

⚡ These actions update the **Financials tab** instantly, keeping folios up to date.