🏨 HotelMate - Managing Guest Arrivals

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1. Accessing the Arrivals Page

- From the **left navigation menu**, go to **Reservation → Arrivals**.
- You will see a list of all guests scheduled to arrive on the selected date.
- Use the **filters** (Status, Travel Agent, Stay From/To, Created Date) to refine your view.
- You can also **export the list as CSV** for reporting or record-keeping.

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2. Viewing Today's Arrivals

- Each arrival entry displays:
    - **Booking ID**
    - **Guest Name**
    - **Room Type & Room Number**
    - **Stay Duration**
    - **Travel Agent Source**
    - **Created On Date**
    - **Status** - *Confirmed Reservation*

This gives you a quick overview of all expected arrivals.

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3. Checking Reservation Details

- Click on a **reservation** to open the **Reservation Detail Drawer**.
- Tabs include:
    - **Overview**
    - **Financials**
    - **Guests**
    - **Attachments**

This ensures the front desk can verify all booking details before check-in.

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4. Rooming List

- By click on group details button the **Rooming List** panel shows the assigned room and guest details:
    - Guest name, phone, repeat guest status, VIP flag.
    - Room number and type.
    - Basis (meal plan such as AI = All Inclusive).

Here, staff can confirm that the correct room is allocated and ready for the guest.

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5. Actions for Arrivals

From the **Actions dropdown**, front desk staff can perform essential operations:

- **Edit** → Update reservation details.
- **Check-In** → Mark the guest as checked in.
- **Cancel Booking** → Cancel the reservation if required.
- **No Show** → Mark the guest as not arrived.
- **Extend / Shorten** → Adjust stay duration.
- **Room Change** → Move guest to another room.
- **Post Charges** → Add additional charges (e.g., minibar).
- **Post Credit/Discount** → Apply discounts or credits.
- **Take Payments** → Process payments directly from the arrival screen.