

GuestHome Room Management System

Introduction

Welcome to the **GuestHome Hotel Management System**, a comprehensive platform designed to simplify and streamline the day-to-day operations of hotels, guesthouses, and hospitality businesses of all sizes. Whether you are a **property owner (host)**, a **hotel manager**, or a **cashier**, this system equips you with the tools you need to manage bookings, rooms, customers, staff, and policies—all in one centralized location.

What is GuestHome Hotel Management System?

GuestHome is a cloud-based hotel management solution tailored for hospitality teams. Its intuitive interface and flexible modules ensure that different users—based on their roles—can efficiently perform their tasks without the need for advanced technical knowledge.

Our goal is to enhance productivity, reduce operational errors, and ensure an exceptional experience for your guests. By offering an organized digital workflow, GuestHome allows you to monitor your business in real-time, improve customer satisfaction, and grow your property efficiently.

What You Can Do With GuestHome

Depending on your role—**Host**, **Manager**, or **Cashier**—you will have access to specific modules and permissions tailored to your responsibilities.

For Hosts (Property Owners)

- Create and manage hotel profiles
- Add or update property details and photos
- Create manager and cashier staff accounts
- Set terms and conditions for guests
- Monitor room types, availability, and performance
- Manage subscription plans and billing
- Access all reservation data across all staff

For Managers

- Login with system-provided credentials
- View daily operational stats on the dashboard (check-ins, check-outs, room occupancy)
- Create and manage room types and individual rooms
- Access reservation calendar to monitor schedules
- Update personal account information and change passwords
- Support guest and staff inquiries

For Cashiers

- Access dashboard for live room availability
- Check available rooms based on check-in/check-out dates
- Manage bookings and process payments
- Update reservation details and generate invoices
- View reservation calendar
- Manage own settings and change password

Key Features of the System

- Secure login via OTP or email credentials
- Centralized dashboard with real-time hotel insights
- Property and room creation & management
- Multi-user support with role-based permissions
- Reservation system with visual calendar
- Terms and policy configuration

- Seamless updates to reservations and room status
- Subscription and billing management

Who Should Use This Manual

This guide is intended for:

- **Hosts / Property Owners** — to set up the system, manage rooms, and oversee operations.
- **Managers** — to maintain daily hotel functions and coordinate staff and reservations.
- **Cashiers** — to handle guest bookings, check-ins, payments, and invoices.

How to Use This Manual

This user guide is organized into clearly labeled sections for each role:

- Step-by-step login instructions
- Menu-by-menu walkthrough of the dashboard and features
- How to create, view, edit, or delete records
- Specific actions each user type can perform
- Visual structure to help you navigate with ease

Whether you're new to digital hotel systems or transitioning from paper-based records, this manual will guide you through every essential process so you can run your hotel smoothly and professionally.

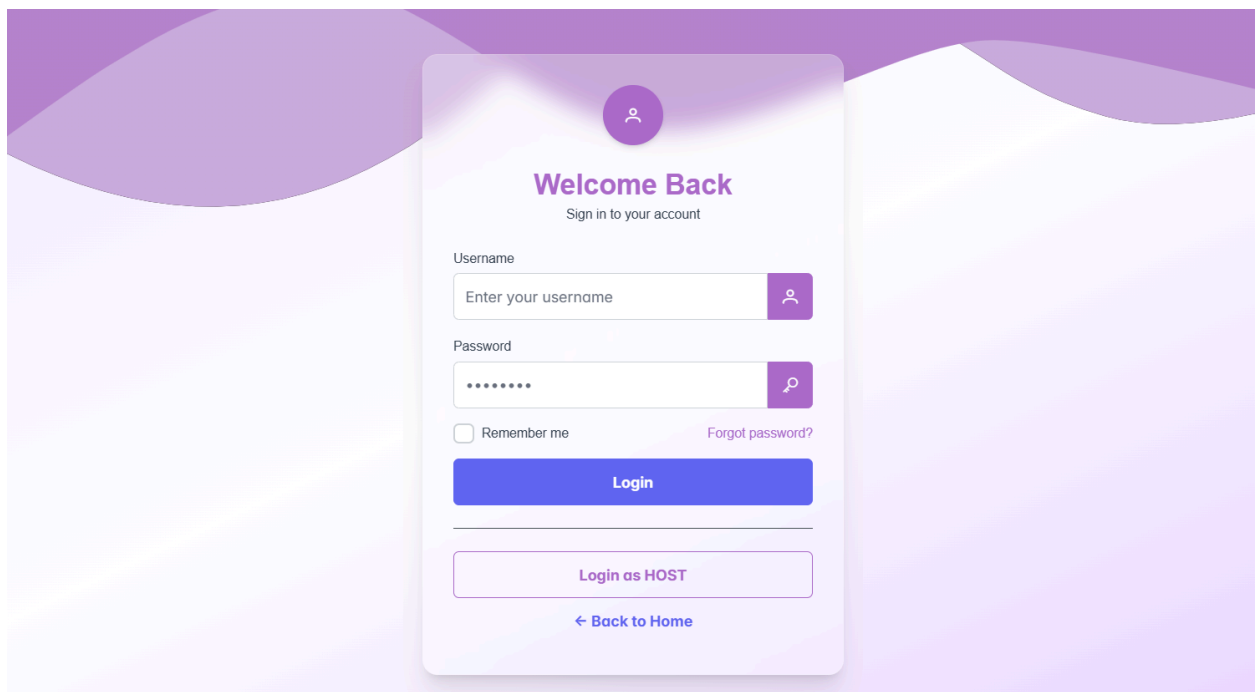
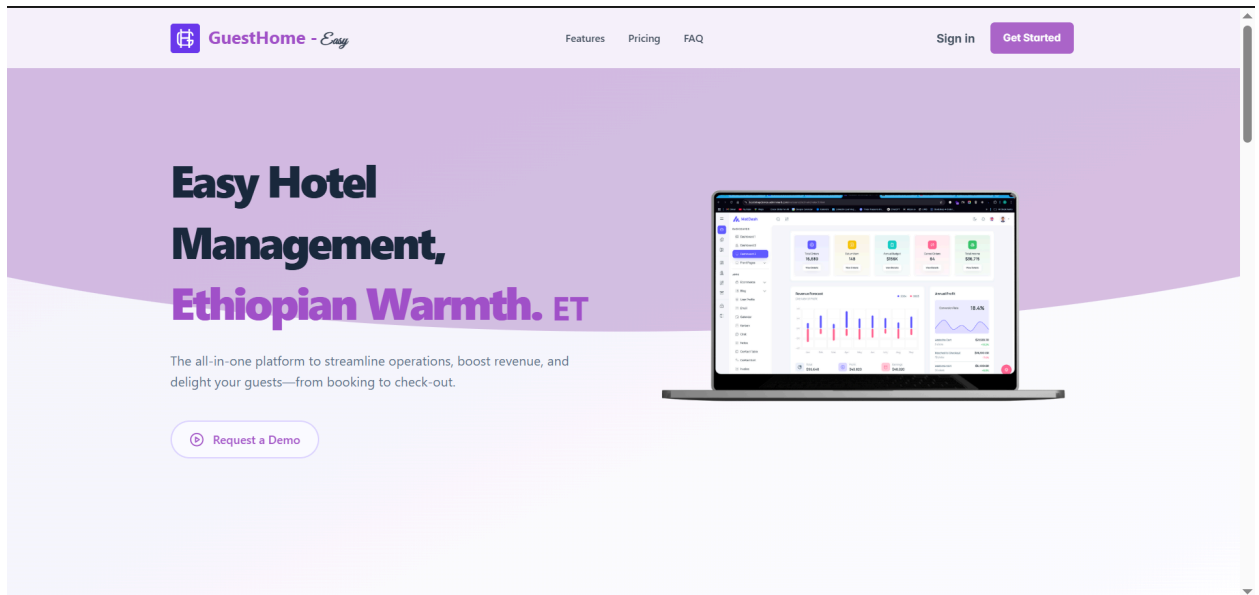
Host User Guide

1. Login & Getting Started

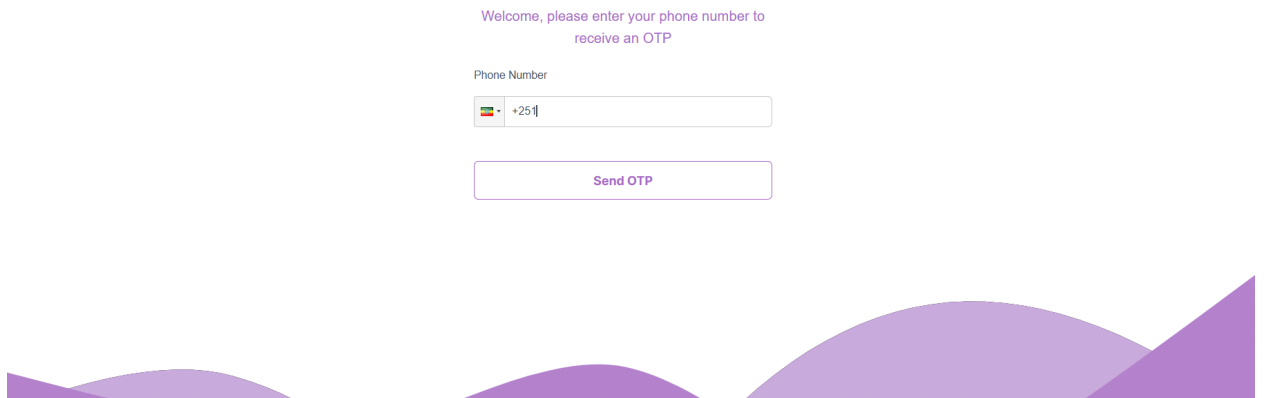
Hosts log in using a phone number and OTP verification process:

1. Navigate to the system's login page.
2. Click on the "**Login as Host**" button.

3. You will be prompted to enter the **registered phone number** associated with your host account.
4. Click on **"Send OTP"**. An OTP (One-Time Password) will be sent to your mobile number.
5. Enter the **OTP code** you received.
6. Click on **"Verify"**.
7. If the OTP is correct and verified, you will be redirected to your **Host Dashboard**.



Click on the **"Login as Host"** button.

A screenshot of a web form for entering a phone number. At the top, a purple heading reads "Welcome, please enter your phone number to receive an OTP". Below this, the label "Phone Number" is positioned above a text input field. The input field contains a dropdown menu showing a flag and the code "+251", followed by a text box with "1". Below the input field is a purple button labeled "Send OTP". The background features three overlapping purple semi-circles of varying shades.

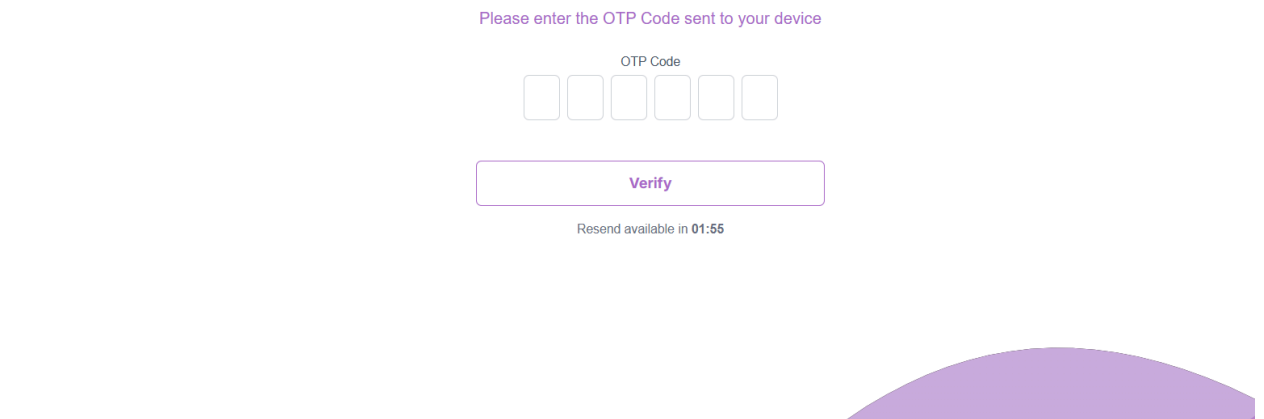
Welcome, please enter your phone number to receive an OTP

Phone Number

+251 1

Send OTP

Enter the **registered phone number** associated with your host account and Click on **"Send OTP"**.

A screenshot of a web form for verifying an OTP code. A purple heading reads "Please enter the OTP Code sent to your device". Below this, the label "OTP Code" is positioned above six empty square input boxes. Below the input boxes is a purple button labeled "Verify". At the bottom, a small text label reads "Resend available in 01:55". The background features a single large purple semi-circle on the right side.

Please enter the OTP Code sent to your device

OTP Code

Verify

Resend available in 01:55

Enter the **OTP code** you received. Click on **"Verify"**.If the OTP is correct and verified, you will be redirected to your **Host Dashboard**.

2. System Navigation Overview

Top Bar:

- **Notification Icon:** Displays new alerts and system notifications.
- **Language Switcher:** Allows users to switch between **English** and **Amharic**.
- **Profile Menu:** Clicking the profile icon gives you access to options for **managing your account** and **logging out**.

Sidebar Menu:

1. Dashboard
2. Your Properties
3. Account Management
4. Reservation Status
5. Terms and Conditions
6. Application Section
 - Settings
 - Billings
 - Logout

3. Dashboard Overview

The **Dashboard** is the central hub of the GuestHome Room Management System, providing you with an at-a-glance real-time summary of your hotel's overall status and key performance indicators. It is designed to give quick insights into the health and operations of your property or properties, helping you make informed decisions swiftly.

3.1. Accessing the Dashboard

- After logging in, the system automatically redirects you to your personalized dashboard.
- The dashboard view varies slightly depending on your role (Host, Manager, or Cashier), but the key metrics remain consistent.

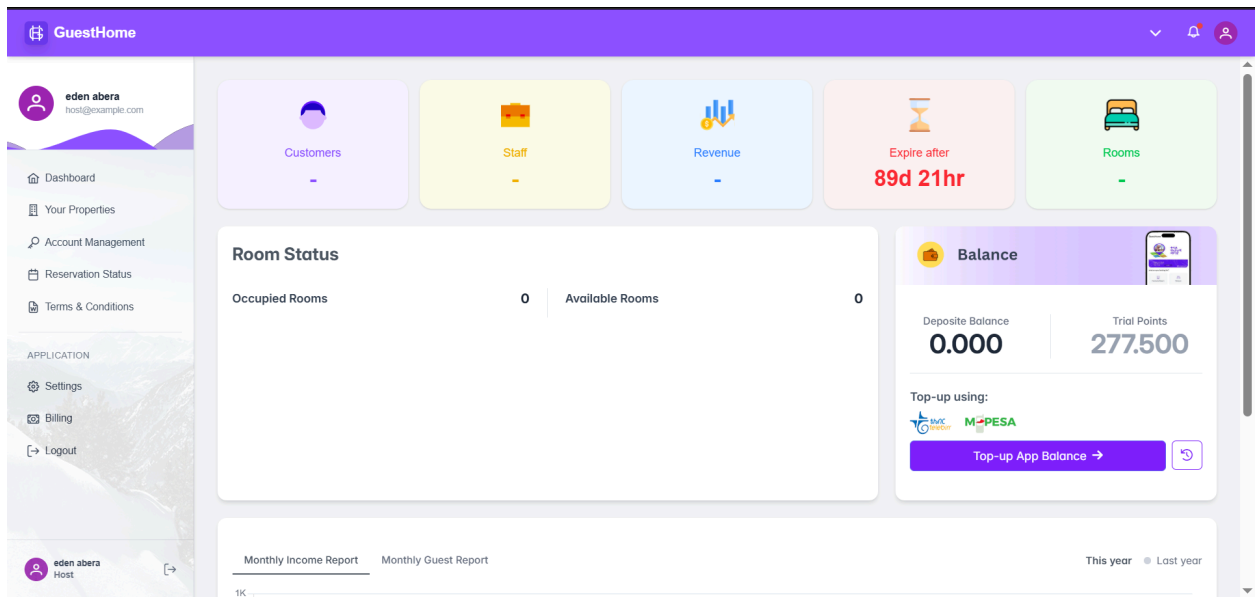
3.2. Key Metrics and Sections on the Dashboard

3.2.1. Hotel Overview Metrics

These metrics provide a snapshot of your hotel's current operational status:

- **Total Number of Customers:** Displays the total count of guests who have stayed at your property. This includes current and past guests.
- **Total Number of Staff:** Shows the total number of active staff members (managers, cashiers) associated with your hotel.
- **Total Revenue:** Presents the cumulative revenue your property has generated.

- **Total Rooms:** Displays the total number of rooms available across all your properties.



3.2.2. Room Status Panel

This section helps you monitor room occupancy and availability in real-time:

- **Occupied Rooms:** Number of rooms currently booked and occupied by guests.
- **Available Rooms:** Number of rooms free and ready for new guests.

3.2.3. Balance Section

Manage your financial balances easily from the dashboard:

- **Deposit Balance:** Shows the current deposit funds available in your account, which can be used to pay for services or fees for mobile application reservation.
- **Trial Points:** Displays any trial or bonus points credited to your account that can be redeemed or applied towards services for mobile application reservation.
- **Top-Up Button:** Provides a quick way to add funds or credits to your account via supported payment methods for mobile application reservation. Clicking it takes you to the billing section.

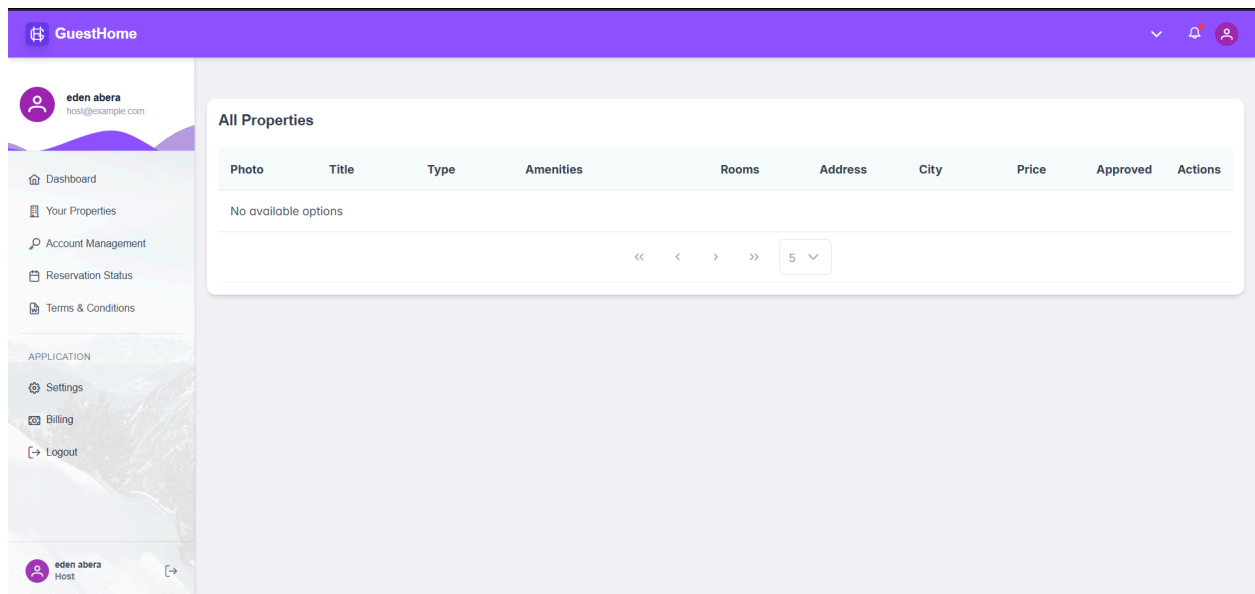
3.2.4. Reports Overview

Quick access to financial and guest activity reports:

- **Monthly Income Reports:** View detailed income generated per month. This helps in tracking growth, peak seasons, and revenue dips.
- **Monthly Guest Reports:** Track the number of guests each month, assisting in marketing and operational planning.

4. Your Properties

The “**Your Properties**” section allows hosts to view, manage, and edit all the properties they have registered within the GuestHome Room Management System. Whether you manage a single guesthouse or multiple Hotels and guesthouses, this section gives you full control over property-level details, amenities, room availability, and pricing.



4.1. Accessing the Properties Page

To access your properties:

1. From the **Sidebar Menu**, click on “**Your Properties**”.
2. A list of all properties registered under your account will be displayed in a tabular or card format.

Each entry includes:

- Property Name

- Number of Rooms
- Price per Room
- Property Status (Active/Inactive)
- Basic Info (Location, Amenities, etc.)
- Action Options (Edit

4.3. Editing Property Details

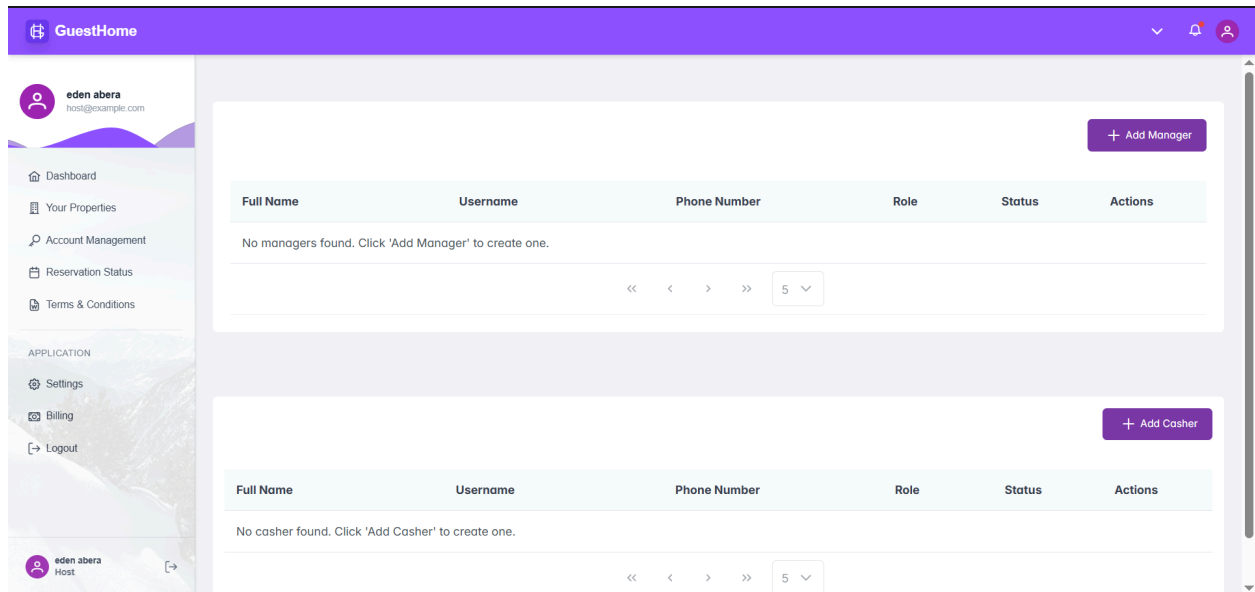
To update property details:

1. Click the “**Edit**” or **pencil icon** next to the property.
2. You’ll be able to modify the following:
 - **Property Name**
 - **Room Types and Quantities**
 - **Price per Room**
 - **Number of Rooms**
3. After editing, click “**Save**” to apply changes.

5. Account Management

The **Account Management** section enables hosts to create, view, edit, activate/deactivate, and manage staff user accounts—including **Managers** and **Cashiers**—who are responsible for overseeing hotel operations and handling bookings, financial records, and guest management.

This feature ensures secure role-based access control while giving hosts the flexibility to delegate responsibilities across trusted personnel.



5.1. Accessing Account Management

To manage staff accounts:

1. From the **Sidebar Menu**, click “**Account Management.**”
2. You will be presented with a categorized staff list:
 - **Managers**
 - **Cashiers**

Each entry in the list includes:

- Username
- Full Name
- Phone Number
- Email

5.2. Adding a Manager

A **Manager** has access to oversee day-to-day hotel operations, including room bookings, viewing reports, and staff coordination.

To add a manager:

1. Click the “**Add Manager**” button.
2. Fill in the required fields in the form:
 - **Username** (used for login)
 - **First Name**
 - **Last Name**
 - **Email Address**
 - **Phone Number**
3. Click “**Submit.**”

After submission, the system automatically sends a login password to the manager’s email. The manager can log in using the provided credentials.

5.3. Adding a Cashier

A **Cashier** handles financial transactions, including billing, payments, and top-ups.

To add a cashier:

1. Click the “**Add Cashier**” button.
2. Fill in the same fields as for a manager:
 - Username
 - First Name & Last Name
 - Email
 - Phone Number
3. Click “**Submit.**”

Like managers, cashiers will receive their login credentials via email.

5.4. Viewing & Managing Staff Accounts

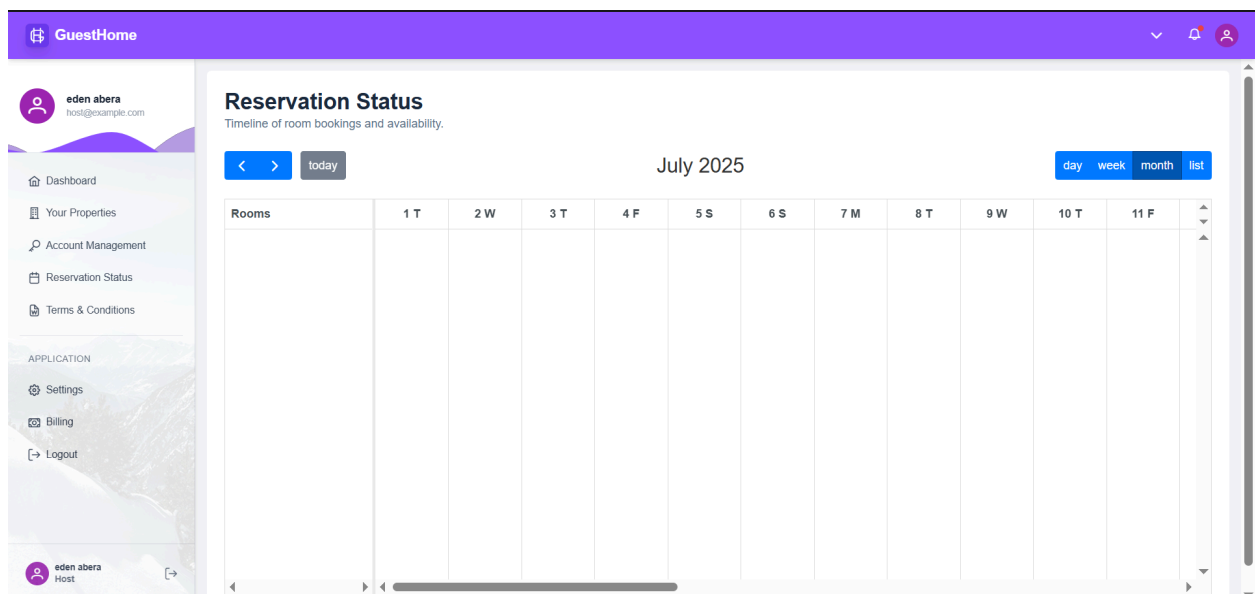
All created staff accounts are listed in the Account Management table.

From here, you can:

- **Edit Details:** Update name, phone, or email.
- **Delete Account:** Permanently remove a staff account.

6. Reservation Status

The **Reservation Status** section is a powerful tool for tracking and managing all room bookings within the GuestHome Room Management System. It provides hosts, managers, and cashiers with a **real-time timeline of room availability, current bookings, and guest activities**—helping ensure efficient room allocation and optimal occupancy.



6.1. Accessing the Reservation Status Page

To view reservations:

1. Go to the **Sidebar Menu**.
2. Click on “**Reservation Status**.”
3. You will be presented with a **calendar-style timeline(table view)** of all reservations.

6.2. What You Can See

The Reservation Status page is designed to give a clear overview of all current, upcoming, and past bookings. It includes:

Booking Timeline:

- Visual display of room bookings across days, weeks, or months.

7. Terms and Conditions

This section covers how **hotel hosts** can create and manage their property's **Terms and Conditions**, which will be shown to guests during the booking process. These terms outline important policies related to **check-in/out times**, **cancellations**, **refunds**, **house rules**, and other conditions the guest must agree to before confirming their stay.

7.1. Purpose of Terms and Conditions

- To **inform guests** of the host's rules and expectations before a reservation is confirmed.
- To **protect the host legally** by setting clear agreements upfront.
- To ensure that both parties (host and guest) understand their **rights and responsibilities**.

7.2. Adding New Terms and Conditions

1. Click the "**Terms and Conditions**" button.
2. A form will appear allowing input for: English and Amharic Terms.
3. Use clear and professional language.
4. After completing the text areas, click the "**Save**" button.
5. The new Terms and Conditions will now be **linked to your property** and visible to guests at the time of booking.

8. Settings

The **Settings** section allows **hotel hosts** and their staff to manage their personal and account-related preferences, including **profile details**, **contact information**. Keeping this information up to date ensures effective communication and smooth operations on the platform.

GuestHome

eden abera

host@example.com

Dashboard

Your Properties

Account Management

Reservation Status

Terms & Conditions

APPLICATION

Settings

Billing

Logout

eden abera

Host

Profile Settings

Manage your public profile and account settings.

Personal Information

First Name

eden

Last Name

obera

Phone Number

251991852592

Cancel

Save Changes

9. Billings

The **Billings** section enables hotel hosts and managers to handle all subscription-related tasks, track payment history, and ensure uninterrupted access to the GuestHome Room Management System's premium features.

Keeping your subscription active ensures full access to advanced features such as reports, export tools, notifications, and extended booking functionality.

GuestHome

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Dashboard

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eden abera

Host

If the transaction fails, please attach the screenshot of the receipt using the Telegram button.

Your next payment is approaching.

Due in 3 months

Next Bill: October 21, 2025

Make a Payment

M-PESA

Bank

Renew Subscription

Billing History

| Transaction ID ↑↓ | Date ↑↓ | Type ↑↓ | Amount ↑↓ | Code ↑↓ | Receipt |
|-------------------|-----------------------|--------------|--------------|---------|-----------------------------------------|
| 42f69913... | July 23, 2025 9:14 PM | Subscription | 9900.00 birr | YVYRCT | <div>Download</div> <div>Telegram</div> |

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10. Logout

To securely exit the Room Management System and prevent unauthorized access to your account:

Steps to Logout:

1. Click on your **Profile Icon** located on the top right of the navigation bar.
2. From the dropdown menu, select "**Logout**".
3. You will be immediately logged out and redirected to the login screen.

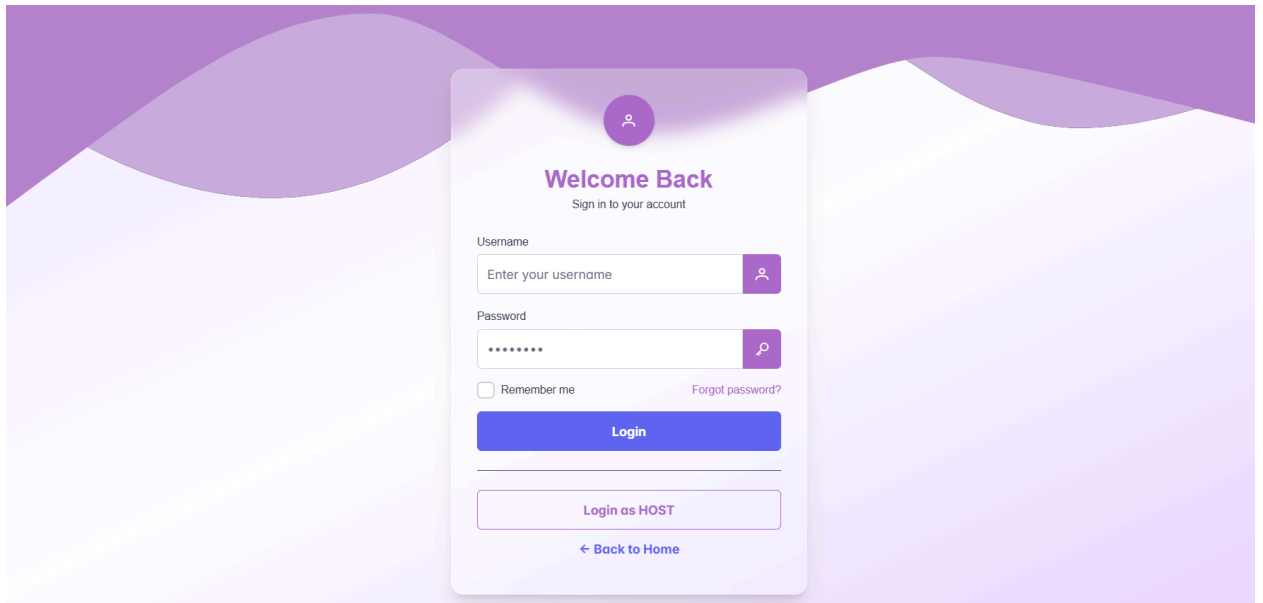
Manager User Guide

1. Login – Getting Started

To begin using the system:

1. Open the GuestHome Room Management System in your browser.
2. The first screen will be the **Login page**.
3. Enter the **Username and Password** provided to you via email.
 - These login credentials are created by the **Host** and sent directly to your registered email.
4. Click the "**Login**" button.

5. Once authenticated, you will be taken to the **Manager Dashboard**.



Tip: You can update your password later from the Settings menu if needed.

2. Side Menu Navigation Overview

Upon logging in, you will see a **navigation panel** on the left side of your screen. This menu includes:

- **Dashboard:** Overview of current operations and metrics
- **Room Management:** Add and monitor rooms and room types
- **Reservation Calendar:** View and manage room reservations on a calendar
- **Application:** Additional tools (defined by host configurations)
- **Settings:** Update your personal account details
- **Logout:** Securely exit your session

This menu remains accessible across all pages for easy navigation.

3. Dashboard Overview

The **Dashboard** is the main control panel that gives you a snapshot of hotel operations.

Features include:

Hotel Identity:

- Displays the **Hotel Name** as configured by the Host.

Current Date:

- Shows the current day in both:
 - **Gregorian calendar**
 - **Ethiopian calendar**

Today's Stats Section:

- **Today's Check-Ins** – Number of new guests arriving today.
- **Today's Check-Outs** – Number of guests scheduled to leave.
- **Total Rooms** – All rooms that exist in the system.
- **Total Available Rooms** – Rooms not currently booked.
- **Total Occupied Rooms** – Rooms that are currently reserved.

Occupancy Statistics:

- View a **graphical breakdown** of room usage trends.
- Helps analyze busy and idle periods.

Recent Reservations List:

- Displays the **most recent bookings** made by guests.
- Helps track incoming activity at a glance.

4. Room Management Module

This section lets you control the **structure and status of rooms** within the hotel.

4.1 Room Status Overview

- Provides a **summary of room availability and occupancy**.
- Helps you quickly assess how many rooms are:
 - Available
 - Occupied
 - Reserved

4.2 Room Type Management

You can **create and manage room categories** based on hotel offerings.

To add a new Room Type:

1. Click on “**Add Room Type**”.
2. A dropdown will appear with predefined types such as:
 - **Single Room**
 - **Double Room**
 - **Deluxe**
 - **Family**
 - Or other custom types as allowed
3. Select the desired type.
4. Click “**Create**” to finalize.

Once created, this type becomes selectable when creating individual rooms.

4.3 Created Rooms List

Here you can view and manage individual rooms under each Room Type.

To add a new Room:

1. Click “**Add Room**” under the appropriate Room Type.
2. A **modal form** (pop-up) will appear.
3. Fill in necessary details such as:
 - Number of beds for specific room type
 - Room name to identify every room
 - Additional identifiers
 - Capacity or features (depending on system setup)
4. Click “**Create**” to save.

You can also edit or delete rooms from this list if changes are needed.

5. Reservation Calendar

This section provides a **visual calendar-based overview** of all bookings.

Features:

- **Daily/Weekly/Monthly view options** (depending on settings).
- Color-coded status for each room (Booked, Available, etc.).
- Click on bookings to view details like:
 - Guest name
 - Stay duration
 - Room number
- **Easily identify overlaps, gaps, and high-demand periods.**

6. Settings — Account Management

This area allows you to update your **personal account** information.

You can change:

- Your Name

- Email Address
- Password

7. Logout

To securely exit the system:

- Click on the “**Logout**” button from the side menu.
- This will return you to the login screen.

Manager Responsibilities Summary

As a **Manager**, your responsibilities include:

1. **Monitoring:**
 - Daily check-ins and check-outs
 - Room occupancy rates and availability
2. **Room Management:**
 - Creating and organizing Room Types
 - Adding and managing individual Rooms
3. **Calendar Supervision:**
 - Using the calendar to track and analyze reservations
4. **Account Maintenance:**
 - Keeping your profile information up to date

Cashier User Guide

1. Login

Steps to Login:

- Open the **GuestHome Room Management System** (you'll receive the link or access method from your manager or host).
- Use the **Username and Password** sent to your email.
- After entering your credentials, click **Login**.
- You will be redirected to your **Dashboard**.

Tip:

- Navigate to **Settings** after login to **change your password** if you'd like to personalize it.
- You may also choose to **keep using the system-generated password**.

2. Side Menu Overview

After login, you'll see a **Side Menu** on the left-hand side of the screen. This menu allows quick access to all major cashier functions:

- **Dashboard** – View room availability and filter by room types.
- **Reservations** – Manage all bookings, edit details, and update payment status.
- **Reservation Calendar** – View and manage bookings in a calendar format.
- **Application** – View or interact with forms/requests (if enabled).
- **Settings** – Update your account info like name, email, and password.
- **Logout** – Securely exit the system.

3. Dashboard

The **Dashboard** provides a quick overview of available rooms based on filters.

3.1 Room Type Filters

- At the top of the Dashboard, you'll see **Room Type selection**.

- Choose:
 - **Room Type** (e.g., Single, Double, Suite)
 - **Check-In Date**
 - **Check-Out Date**
- The system will automatically filter and show **Available Rooms** based on your selections.

Purpose:

- Quickly assign rooms to new reservations.
- Confirm room availability before modifying or creating bookings.

4. Reservations

This is your **main workspace** as a cashier.

4.1 Reservation List

Each booking/reservation entry displays key details:

- **Guest Name**
- **Room Name**
- **Room Type**
- **Check-In Date**
- **Check-Out Date**
- **Total Price**
- **Payment Method**
- **Payment Status** (Paid / Pending)

- **Actions** (Edit, Generate Invoice, etc.)

4.2 Actions You Can Perform

As a cashier, you have **full permission** to manage reservations:

- **Edit Reservation**
 - Change assigned **Room Number**
 - Modify **Check-In / Check-Out dates**
- **Update Payment Status**
 - Mark as Paid, Partial, or Pending
- **Generate Invoice**
 - Automatically create an invoice for the customer
- **Search Reservations**

Note:

- Ensure the payment status is always updated to maintain accurate financial records.
- Carefully double-check dates and room assignments before saving changes.

5. Reservation Calendar

The **Reservation Calendar** offers a visual format for viewing bookings.

Features:

- See **past, present, and upcoming** reservations.
- Identify **room availability** on specific dates.
- Easily **track overlapping bookings** or extended stays.

Benefits:

- Helps with **planning check-ins/check-outs**.
- Useful during **peak seasons** or when managing multiple rooms.

6. Settings

What You Can Update:

- **Full Name**
- **Email Address**
- **Password**

Purpose:

- Keep your profile and contact details **current**.
- Strengthen account **security** by updating your password regularly.

7. Logout

- To do this, click the **Logout** button in the side menu.
- This ensures your session is safely closed and prevents unauthorized access.

Summary

GuestHome Hotel Management System is a complete hotel management system built for **hosts, managers, and cashiers**. It simplifies tasks like room bookings, staff control, guest handling, payments, and reporting. The system supports single or multi-branch operations with role-based access and easy navigation. This manual provides clear guidance for each role to manage hotel activities smoothly and efficiently.