**Winterson Hotel Management System: Key Features & Structure**

**1. Hotel Operations Structure**

* **Human Resources:** Manages hiring, training, and employee well-being to maintain quality service.
* **Finance:** Handles budgeting, financial planning, and expense tracking to keep finances stable.
* **Reception:** Manages guest check-ins, check-outs, reservations, and customer inquiries for a smooth guest experience.
* **Restaurant:** Oversees food and drink services, including menu planning, kitchen operations, and customer service.
* **Event Hall:** Organizes events like conferences, weddings, and corporate gatherings, ensuring everything runs smoothly.
* **External Services:** Laundry services and security function independently but support the hotel’s operations.

**2. Integration with the Fiscal System**

* The hotel system will connect with the fiscal system to comply with tax laws and ensure financial transparency.
* Automates invoicing and real-time tax reporting.
* Ensures secure transactions and accurate tax calculations.
* Simplifies audits and improves efficiency.

**3. Table Management and Billing**

* **Table Management:** Tracks reservations, table occupancy, and optimizes seating for a better customer experience.
* **Billing System:** Handles orders, calculates charges, and integrates with payment systems.
* Generates invoices for transparency and regulatory compliance.
* Speeds up service and reduces errors.

**4. Reports and Analytics**

* The system will include a reporting and analytics tool to provide insights into key hotel metrics.
* Tracks financial performance, occupancy rates, and staff efficiency.
* Identifies trends, optimizes resources, and improves decision-making.
* Automated reports will ensure compliance and support strategic planning.

**5. Integration with Other Systems**

* **Point of Sale (POS):** For seamless payments at the restaurant, bar, and other services.
* **NIPT-Based Payments:** Manages B2B transactions and corporate billing with tax identification systems.

**6. Staff Privacy and Access Control**

* A personalized access card system will control staff access to the system, based on their role.
* Ensures data privacy and security.
* Improves workflow efficiency.

**7. Invoice Customization Based on Client Requests**

* Allows flexible invoicing, including:
  + Splitting bills between guests.
  + Itemized billing for transparency.
  + Customized corporate invoices for business clients.

**8. Integration of Bar and Restaurant System with Reception for Room Charges**

* Links the bar and restaurant to guest rooms.
* Allows guests to charge meals and drinks to their room.
* Streamlines billing, reduces errors, and enhances guest experience.

**9. Inventory and Stock Management**

* Tracks inventory for all hotel departments in real time.
* Monitors stock levels and sends alerts for low inventory.
* Optimizes resource usage to reduce waste.
* Manages supplier procurement efficiently.

**10. Collection of Personal Information from Guests at Reception**

* Reception will collect guest details, such as:
  + Birthdates, food preferences, allergies, and anniversaries.
* Helps provide personalized services while ensuring data security.

**11. Employee Accounts for Training, Work Hours, and Payslips**

* Employees will create personal accounts to:
  + Access training modules.
  + View work schedules and request time off.
  + Check monthly payslips for transparency.

**12. Simplification of Human Resources Management with Fingerprint Access**

* Staff will use fingerprint recognition to clock in and out.
* Automates attendance tracking.
* Provides real-time updates to HR.
* Enhances security by preventing unauthorized access.

**13. Sales, Purchases, Profit Calculation, and Employee Performance Tracking**

* The system will track:
  + Sales and purchases.
  + Profit margins.
  + Employee sales performance, helping to reward top performers and improve strategies.

**14. Personalized Access Cards for Guest Privacy and Security**

* Guests will receive personalized access cards for:
  + **Room Access:** Guests will use their card to enter and exit their room, ensuring only authorized individuals have access.
  + **Privacy:** Unique cards help maintain guest privacy and prevent unauthorized access.
  + **Security:** The system records entry and exit times, enhancing overall security.
* This system improves guest experience by offering convenience while ensuring safety and privacy through controlled and monitored access.

**15. Reward System Based on Stay Duration with Vouchers or Discounts**

* The system will automatically issue vouchers or discount coupons based on the guest’s stay length.
* **Automatic Voucher Issuance:** Personalized vouchers will be assigned based on the guest’s room number and duration of stay.
* **Customizable Rewards:** Vouchers may include:
  + Discounts on food and beverages.
  + Special promotions to encourage guests to use more hotel services.
* **System Integration:** All issued vouchers and discounts will be recorded in the system, linked to the guest’s profile and room number for easy tracking and management.
* This feature enhances guest experience and promotes increased hotel service usage.