

USER GUIDE

HOTEL MANAGEMENT SYSTEM

1. Overview

The Hotel Management System is a desktop application developed with JavaFX and SQL Server to streamline hotel operations.

Key Features

- Booking Management
- Customer Management
- Check-in / Check-out Management
- Room Management (**Admin only**)
- Service Management
- Account Management (**Admin only**)

Requirements:

- Before you begin, please make sure that you have a working computer and the database server is running.
- To start, open the application and log in with your account.

2. Instruction

This section contains instructions on how to navigate the system:

2.1. Login

- When you start the application, a login screen will appear.
- Enter your **username** and **password** to access the system.
- There are 2 types of users:
 - Admin – Full system management (rooms, services, accounts, reports).
 - Staff – Operational management (bookings, check-in/out, customer records, services).

2.2. Main Interface

- The interface is divided into several areas:
 - Sidebar (left): navigation buttons for each main feature.
 - Header (top): shows the page title, search bar, and account menu.
 - Content (center): main working area of the system.

3. Information about the Main Features

3.1. Booking Management

Accessible by Admin and Staff.

- Booking List

- Displays all active bookings (status = 2).
 - Color indicators:
 - **Red** – Late (over 2 hours after check-in).
 - **Yellow** – Within 2 days of check-in.
 - **Green** – More than 3 days before check-in.
- #### 4.2 Search Booking:
- Search Booking
 - Enter customer name or phone number → Search.
 - Create Booking:
 - Input: customer name, phone, deposit, payment, check-in/check-out dates.
 - Add rooms via Add room, remove via Remove selected.
 - Press Create to save.
 - Update/Delete Booking:
 - Select More to edit.
 - Delete is available only for saved bookings.

3.2. Check-in / Check-out Management

Accessible by Admin and Staff.

This module manages customer stays and service usage during their time at the hotel.

Check-in Functions

- Assigns customers to their respective booked rooms.
- Records real-time check-in date and time into the system.

During Stay

- Tracks services used by the customer, such as:
 - Laundry
 - Breakfast / Dinner
 - Room Service
 - Tour Guide or Other Add-ons
- Links all services directly to the customer's booking record.

Check-out Functions

- Records real-time check-out date and time.
- Automatically calculates the total bill, including:
 - Room charges (based on stay duration and room type).
 - Service charges (all recorded services during stay).
 - Generates a final invoice for the customer.

- Releases the room back to Available status once checkout is complete.

3.3. Customers Management

Accessible by Admin and Staff.

- Manage customer records: name, phone, booking history.
- Search, edit, delete customers.

3.4.. Room Management (Admin only)

- Manage rooms: room number, type, status, price.
- Functions: Add, Edit, Delete rooms.
- Manage room amenities.

3.5. Services Management

Accessible by Admin and Staff.

- Manage hotel services: food, laundry, car rental, etc.
- Functions: Add, Edit, Delete services

3.6. Account Management (Admin only)

- Create Account: Admin can create new staff accounts by entering username, password, and role.
- Reset Password: If staff forget their password, Admin can reset it and assign a new one.
- Manage Accounts: View, edit, or disable accounts if needed.

3.7. Logout

- Navigate to Account → Logout to securely exit the system.

4. Notes

- Phone numbers must be valid for all customer records.
- Check-out date must always be later than check-in date.
- All changes are updated in real time within the SQL Server database.
- Only **Admin** users can create accounts, assign default passwords, and reset forgotten staff passwords.
- Only **Admin** users can manage rooms and staff accounts.