

# Hotel Management System - User Manual

## Table of Contents

1. [Getting Started](#)
2. [User Registration and Login](#)
3. [Browsing and Booking Rooms](#)
4. [Managing Reservations](#)
5. [Admin Dashboard](#)
6. [Troubleshooting](#)

## Getting Started

### System Requirements

To use the Hotel Management System, you need: - A modern web browser (Chrome, Firefox, Safari, or Edge) - Internet connection - JavaScript enabled

### Accessing the System

1. Open your web browser
2. Navigate to the system URL (provided by your administrator)
3. You will see the login/registration page

## User Registration and Login

### Creating a New Account

1. **Navigate to Registration:**
2. Click on the "Register" tab on the login page
3. **Fill in Your Information:**
4. **First Name:** Enter your first name
5. **Last Name:** Enter your last name
6. **Email:** Enter a valid email address (this will be your username)
7. **Password:** Create a secure password (minimum 8 characters)
8. **Phone Number:** Enter your contact number (optional)

9. **Address:** Enter your address (optional)
10. **Complete Registration:**
11. Click "Create Account"
12. You will be automatically logged in upon successful registration

## Logging In

1. **Enter Credentials:**
2. Email: Your registered email address
3. Password: Your account password
4. **Sign In:**
5. Click "Sign In"
6. You will be redirected to the main dashboard

## Password Security Tips

- Use a combination of uppercase and lowercase letters
- Include numbers and special characters
- Avoid using personal information
- Don't share your password with others

## Browsing and Booking Rooms

### Viewing Available Rooms

1. **Access Room Booking:**
2. After logging in, you'll see the "Book Rooms" tab
3. This displays all currently available rooms
4. **Room Information:** Each room card shows:
5. Room number and type
6. Price per night
7. Maximum number of guests
8. Room amenities
9. Availability status

## Making a Reservation

1. **Select a Room:**
2. Click on the room card you want to book
3. The room will be highlighted with a blue border
4. **Enter Booking Details:**
5. **Check-in Date:** Select your arrival date
6. **Check-out Date:** Select your departure date
7. **Number of Guests:** Choose how many guests (up to room maximum)
8. **Special Requests:** Add any special requirements (optional)
9. **Review Total Price:**
10. The system automatically calculates the total cost
11. Price = (Number of nights) × (Room rate per night)
12. **Complete Booking:**
13. Click "Book Now"
14. The system will process your reservation
15. You'll receive a confirmation message

## Booking Tips

- Book in advance for better availability
- Check room amenities to ensure they meet your needs
- Consider the maximum guest capacity
- Use special requests for dietary requirements or accessibility needs

## Managing Reservations

### Viewing Your Reservations

1. **Access Reservations:**
2. Click on the "My Reservations" tab
3. This shows all your current and past bookings
4. **Reservation Information:** Each reservation displays:

5. Reservation ID (for reference)
6. Room details
7. Check-in and check-out dates
8. Number of guests
9. Total price
10. Reservation status
11. Special requests (if any)
12. Payment ID

## Reservation Statuses

- **Pending:** Reservation is being processed
- **Confirmed:** Reservation is confirmed and active
- **Cancelled:** Reservation has been cancelled
- **Completed:** Stay has been completed

## Cancelling a Reservation

1. **Find Your Reservation:**
2. Go to "My Reservations"
3. Locate the reservation you want to cancel
4. **Cancel Booking:**
5. Click "Cancel Reservation" (only available for confirmed reservations)
6. Confirm the cancellation when prompted
7. The status will change to "Cancelled"

## Cancellation Policy

- Reservations can be cancelled up to 24 hours before check-in
- Cancelled reservations cannot be reactivated
- Refund policies may apply (contact administration)

## Admin Dashboard

Note: Admin features are only available to users with administrator privileges.

## Accessing Admin Features

Administrators will see an "Admin Dashboard" instead of the regular booking interface.

## Managing Rooms

### 1. **View All Rooms:**

2. The dashboard shows all rooms in the system
3. Displays availability status and occupancy statistics

### 4. **Add New Room:**

5. Click "Add Room" button
6. Fill in room details:
  - Room number
  - Room type (Standard, Deluxe, Suite, etc.)
  - Price per night
  - Maximum guests
  - Description
  - Amenities (comma-separated)
7. Click "Create Room"

### 8. **Room Statistics:**

9. Total rooms in the system
10. Currently available rooms
11. Currently occupied rooms

## Managing Reservations

Administrators can: - View all reservations in the system - Monitor booking patterns - Assist customers with reservation issues

## Best Practices for Admins

- Regularly update room information
- Monitor system performance
- Keep room amenities up to date
- Respond promptly to customer inquiries

# Troubleshooting

## Common Issues and Solutions

### Cannot Log In

**Problem:** "Invalid credentials" error **Solutions:** - Verify your email address is correct - Check if Caps Lock is on - Try resetting your password - Contact system administrator if problem persists

### Room Not Available

**Problem:** Desired room shows as unavailable **Solutions:** - Try different dates - Check if dates are in the past - Consider alternative room types - Contact administration for assistance

### Booking Not Processing

**Problem:** "Booking failed" error **Solutions:** - Ensure all required fields are filled - Check that check-out date is after check-in date - Verify number of guests doesn't exceed room capacity - Try refreshing the page and booking again

### Page Not Loading

**Problem:** Blank page or loading errors **Solutions:** - Refresh the browser page - Clear browser cache and cookies - Try a different browser - Check internet connection - Contact technical support

## Browser Compatibility

**Supported Browsers:** - Chrome 90+ - Firefox 88+ - Safari 14+ - Edge 90+

**Unsupported Browsers:** - Internet Explorer (any version) - Very old browser versions

## Getting Help

### Self-Service Options

1. **Check this manual** for common procedures
2. **Try the troubleshooting section** for technical issues
3. **Review your reservation details** for booking questions

## Contact Support

If you need additional assistance: - **Email:** support@hotelmanagement.com - **Phone:** 1-800-HOTEL-HELP - **Hours:** Monday-Friday, 9 AM - 6 PM

When contacting support, please provide: - Your email address - Reservation ID (if applicable) - Description of the issue - Browser and device information

## System Maintenance

The system may be temporarily unavailable during: - Scheduled maintenance windows (announced in advance) - Emergency updates - Infrastructure upgrades

Maintenance notifications will be displayed on the login page.

## Data Privacy and Security

### Your Data Protection

- All personal information is encrypted
- Payment data is processed securely
- We never store credit card information
- Your data is not shared with third parties

### Account Security

- Log out when using shared computers
- Don't share your login credentials
- Report suspicious activity immediately
- Use strong, unique passwords

## Feedback and Suggestions

We value your feedback! Please share: - Feature requests - User experience improvements - Bug reports - General suggestions

Contact us through the support channels listed above.






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# Quick Reference

## Key Features Summary

Feature	Description	Access Level
Room Booking	Browse and book available rooms	All Users
Reservation Management	View and cancel bookings	All Users
Room Management	Add and manage room inventory	Admin Only
User Management	Handle user accounts	Admin Only
Reporting	View system statistics	Admin Only

## Important Reminders

-  Always log out when finished
-  Keep your contact information updated
-  Review reservation details carefully
-  Cancel unwanted reservations promptly
-  Contact support for assistance

## System Limits

- Maximum 10 guests per room (varies by room type)
- Reservations can be made up to 1 year in advance
- Maximum 30-day stay duration
- Up to 5 active reservations per user

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This manual is updated regularly. Last updated: [Current Date]