Hotel Booking System - User Manual

1. Introduction

What is this system?

The Hotel Booking and Management System is a web-based application designed to simplify hotel operations. It allows guests to book rooms online, while hotel staff can efficiently manage bookings, rooms, and customer information.

Who is this manual for?

This manual is designed for:

- Guests People who want to book hotel rooms
- Receptionists Staff who manage daily bookings and check-ins/checkouts
- Managers Administrators who oversee room inventory and reports

What you need

- A modern web browser (Chrome, Firefox, Safari, or Edge)
- Internet connection
- Login credentials (username and password)

2. System Overview

Main Features

For Guests:

- Search available rooms by type, price, and dates
- · Make online room reservations
- View and manage your bookings
- Cancel bookings when needed

For Receptionists:

- View all hotel bookings
- · Confirm guest reservations
- · Check guests in and out
- Search bookings by guest name or date

For Managers:

- · All receptionist features
- · Add, edit, or remove rooms
- View occupancy and revenue reports
- Manage room availability and pricing

How the System Works

- 1. Guests search for available rooms and create bookings
- 2. Receptionists confirm bookings and process check-ins/check-outs
- 3. Managers oversee the entire operation and manage room inventory

3. User Roles

Guest

What you can do:

- · Browse and search available rooms
- Book rooms for specific dates
- View your booking history
- Cancel your own bookings (before check-in)

You cannot:

- · See other guests' bookings
- Confirm or check-in bookings
- Modify room details

Receptionist

What you can do:

- Everything a guest can do, plus:
- View all bookings in the system
- Confirm pending bookings
- Check guests in when they arrive
- Check guests out when they leave
- Cancel any booking if needed
- Search for bookings by guest name or date

You cannot:

- · Add, edit, or delete rooms
- Access administrative features

Manager

What you can do:

- Everything a receptionist can do, plus:
- Create new rooms in the system
- Update room details (price, type, capacity)
- Delete rooms from inventory
- Change room status (available, maintenance, out of service)
- View reports and analytics

4. Guest User Guide

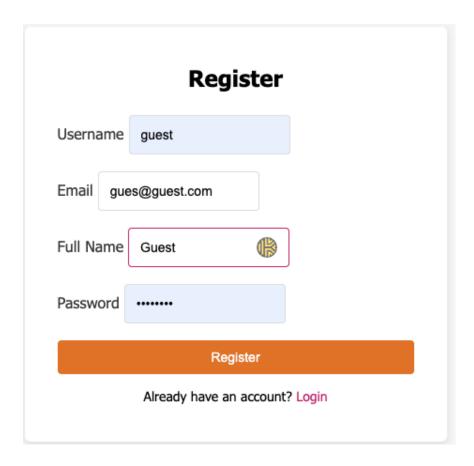
Getting Started

Creating Your Account

1. Click on "Register"

Register

- 1. Fill in your information:
 - Username (must be unique)
 - Email address
 - Password (minimum 6 characters)
 - Full name



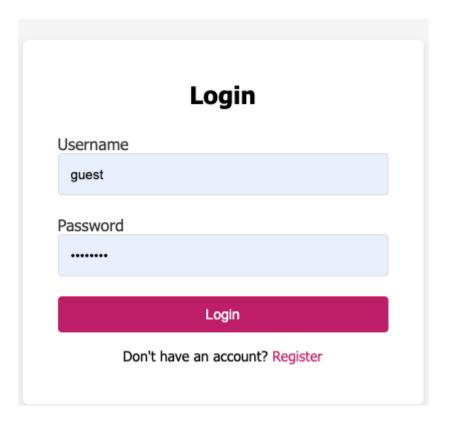
- 2. Click "Register"
- 3. You can now log in with your username and password

Logging In

1. Go to the login page



- 1. Enter your username
- 2. Enter your password

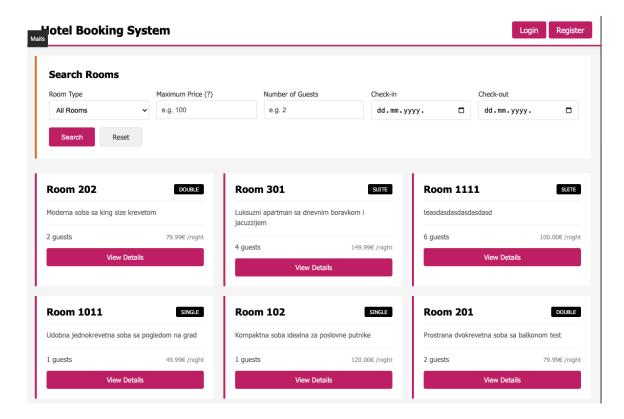


1. Click "Login"

Searching for Rooms

Simple Search

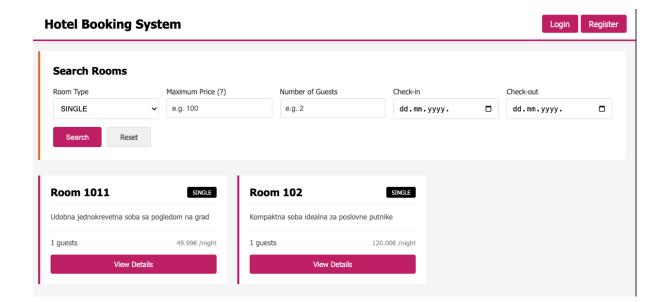
- 1. Go to the Home page
- 2. You'll see all available rooms displayed with:
 - Room number
 - Room type (Single, Double, Suite, Deluxe)
 - Price per night
 - Maximum capacity



Advanced Search (Using Filters)

To find specific rooms:

- 1. Click on "Filter" or "Search Rooms"
- 2. Select your preferences:
 - Room Type: Choose Single, Double, Suite, or Deluxe
 - Maximum Price: Set your budget limit
 - Minimum Capacity: How many guests?
 - Check-in Date: When you arrive
 - Check-out Date: When you leave
- 3. Click "Search"
- 4. Only rooms matching your criteria will be shown



Making a Booking

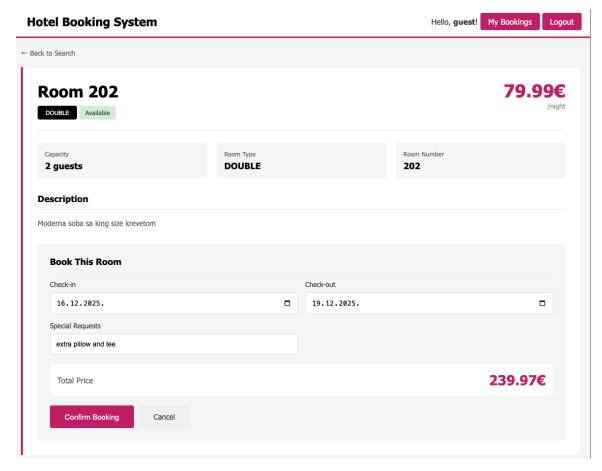
Step-by-Step Booking Process

Step 1: Choose Your Room

- 1. Browse available rooms
- 2. Click on a room to see full details
- 3. Check the room features and price

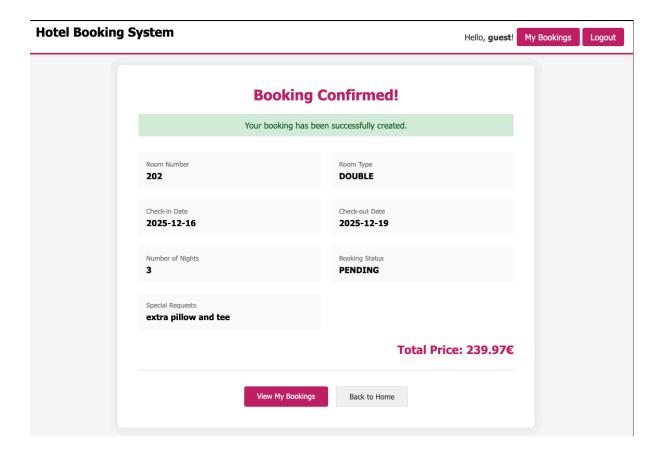
Step 2: Enter Booking Details

- 1. Select your check-in date
- 2. Select your check-out date
- 3. The system automatically calculates:
 - Number of nights
 - Total price (nights × price per night)
- 4. Add any special requests (optional):
 - · Extra pillows
 - · Late check-in
 - Specific floor preference



Step 3: Confirm Your Booking

- 1. Review all details carefully
- 2. Click "Confirm Booking"
- 3. You'll see a confirmation message
- 4. Your booking starts with "PENDING" status



Important Notes:

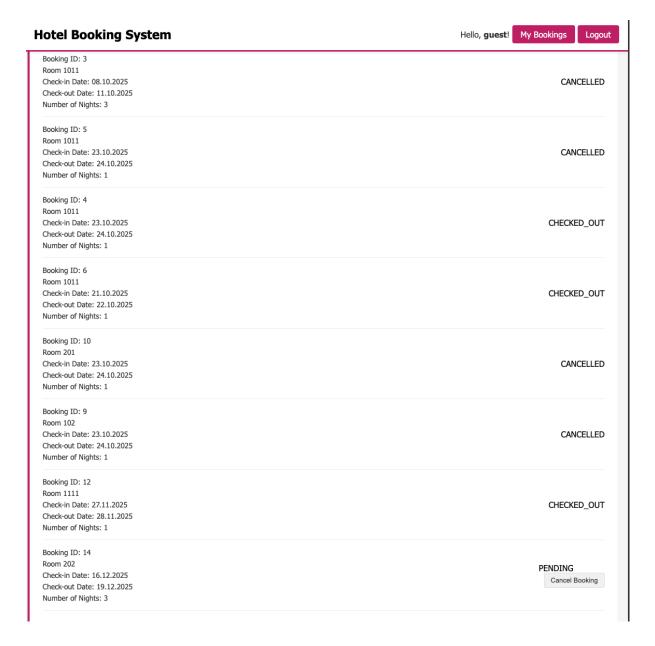
- You cannot book past dates
- Check-out date must be after check-in date
- Rooms must be available for your selected dates
- Staff will confirm your booking within 24 hours

Managing Your Bookings

Viewing Your Bookings

- 1. After logging in, go to "My Bookings"
- 2. You'll see a list of all your bookings showing:
 - Booking reference number
 - Room number and type
 - · Check-in and check-out dates
 - Total price
 - Current status

Special requests (if any)



Understanding Booking Status

Your booking can have these statuses:

- PENDING: Waiting for staff to confirm (newly created)
- CONFIRMED: Approved by staff, your booking is guaranteed
- CHECKED_IN: You're currently staying at the hotel
- CHECKED_OUT: Your stay is complete
- CANCELLED: Booking has been cancelled

Cancelling a Booking

When you can cancel:

- Status is PENDING
- You haven't checked in yet

How to cancel:

- 1. Go to "My Bookings"
- 2. Find the booking you want to cancel
- 3. Click the "Cancel" button
- 4. Confirm you want to cancel
- 5. You'll see a confirmation message

Booking ID: 14 Room 202 Check-in Date: 16.12.2025 Check-out Date: 19.12.2025 Number of Nights: 3

PENDING

Cancel Booking

When you cannot cancel:

- · Booking is already CHECKED_IN
- Booking is already CHECKED_OUT
- You're trying to cancel someone else's booking

5. Receptionist User Guide

Your Dashboard

When you log in, you'll see:

· Quick access to all booking

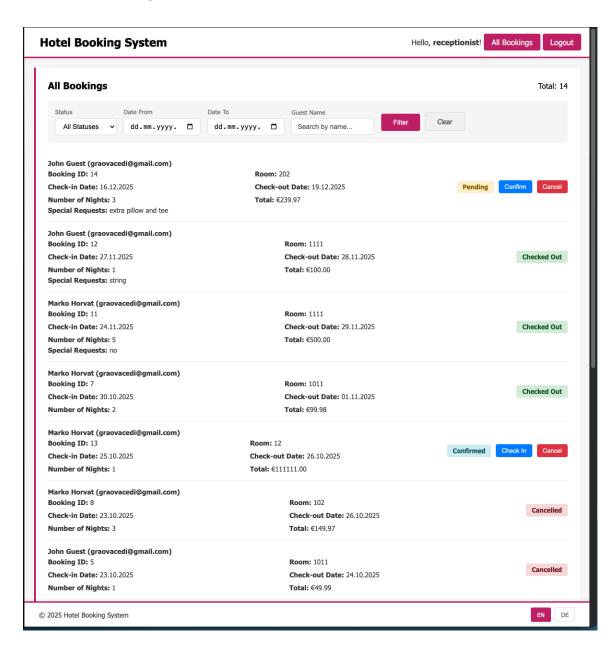
Viewing and Searching Bookings

View All Bookings

- 1. Click on "All Bookings"
- 2. You'll see every booking in the system

3. Bookings show:

- Guest name
- Room number
- Check-in/check-out dates
- Status
- Total price
- Filter Bookings



Filtering Bookings

To find specific bookings quickly:

Filter by Status:

- 1. Select status from dropdown (Pending, Confirmed, Checked-In, etc.)
- 2. Click "Apply"

Filter by Date:

- 1. Enter "Date From" (start of range)
- 2. Enter "Date To" (end of range)
- 3. Click "Apply"

Search by Guest Name:

- 1. Type guest's name in search box
- 2. Click "Search"
- 3. All bookings for that guest will appear

Combine Filters:

You can use multiple filters together. For example:

Status: CONFIRMED

Date From: Today

Date To: Next week

Confirming Bookings

What is confirmation?

When a guest makes a booking, it starts as PENDING. You need to confirm it to quarantee the reservation.

How to confirm:

- 1. Go to "All Bookings"
- 2. Look for bookings with "PENDING" status
- 3. Verify:
 - · Room is available
 - · Dates are correct
 - Guest information is complete

- 4. Click "Confirm Booking"
- 5. Status changes to "CONFIRMED"
- 6. Guest can now see their booking is approved

John Guest (graovacedi@gmail.com) Booking ID: 14 Check-in Date: 16.12.2025 Number of Nights: 3 Special Requests: extra pillow and tee

Room: 202 Check-out Date: 19.12.2025 Total: €239.97

Pending Confirm Cancel



If you can't confirm:

- · Room not available for those dates
- Guest information incorrect
- Payment issue
 - → Contact the guest or cancel the booking

Checking Guests In

When to check in:

- Guest arrives at hotel
- Booking status is CONFIRMED
- Check-in date is today or earlier

Check-in Process:

- 1. Go to "All Bookings"
- 2. Find the guest's booking (search by name)
- 3. Verify:
 - Guest identification (ID card, passport)
 - Booking details are correct
 - Payment received or on file
- 4. Click "Check-In"
- 5. Status changes to "CHECKED_IN"
- 6. Give guest their room key
- 7. Explain hotel facilities and rules

Marko Horvat (graovacedi@gmail.com) Booking ID: 13

Check-in Date: 25.10.2025 Number of Nights: 1

Check-out Date: 26.10.2025

Total: €111111.00



Best Practices:

- · Always verify guest ID
- Confirm payment method
- Note any special requests
- Provide hotel information (WiFi, breakfast times, etc.)

Checking Guests Out

When to check out:

- · Guest is leaving
- · Check-out date has arrived
- Booking status is CHECKED_IN

Check-out Process:

- 1. Find the guest's booking
- 2. Verify:
 - · Room has been inspected
 - No damages or extra charges
 - · All bills are settled
- 3. Click "Check-Out"
- 4. Status changes to "CHECKED_OUT"
- 5. Collect room keys from guest
- 6. Provide receipt if needed

Marko Horvat (graovacedi@gmail.com)

Booking ID: 13

Check-in Date: 25.10.2025 Number of Nights: 1

Check-out Date: 26.10.2025

Total: €111111.00

Checked In Check Out



Check-out Checklist:

- Collect all room keys
- Check room for damages
- ✓ Process minibar charges
- Process late check-out fees (if any)
- ✓ Return deposit (if applicable)
- Thank guest and invite them back

Cancelling Bookings (Staff)

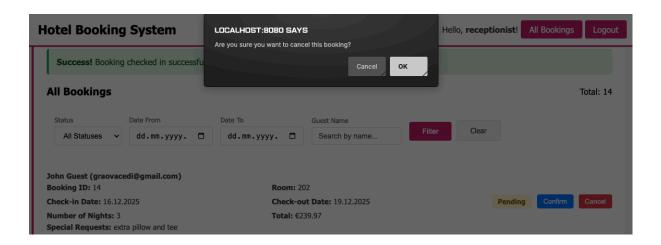
As a receptionist, you can cancel any booking:

Common Reasons:

- · Guest requested cancellation
- · Payment not received
- Room unavailable (maintenance issue)
- · No-show after grace period

How to cancel:

- 1. Find the booking
- 2. Click "Cancel Booking" (staff version)
- 3. Enter reason for cancellation (optional)
- 4. Click "Confirm Cancellation"
- 5. Guest will see CANCELLED status



6. Manager User Guide

Everything Receptionists Can Do

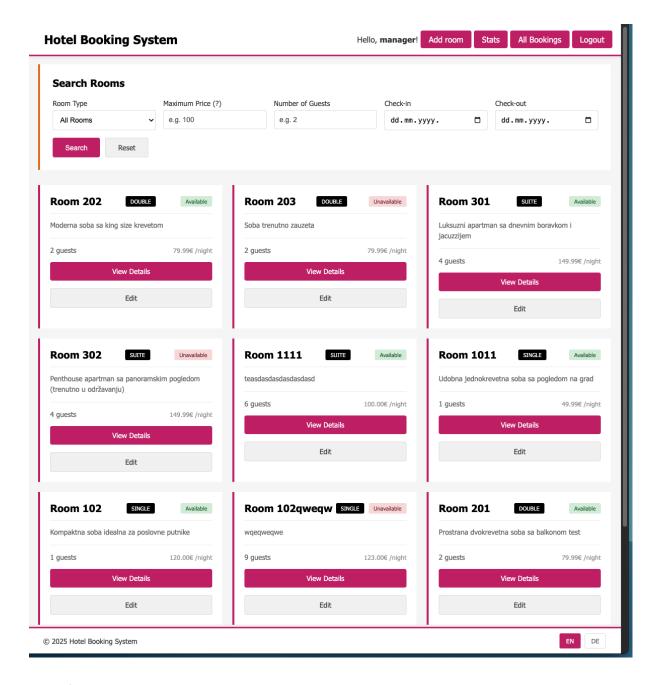
As a manager, you have full access to all receptionist features:

- View and search all bookings
- Confirm bookings
- · Check guests in and out
- Cancel bookings

Managing Rooms

Viewing All Rooms

- 1. Go to Home Page
- 2. You'll see complete room inventory:
 - Room number
 - Room type
 - Price per night
 - Capacity (max guests)
 - Current status



Adding a New Room

When to add rooms:

- Hotel expansion
- Renovated rooms ready
- · New room types available

How to add:

1. Click "Add Room"

Add room

1. Fill in details:

- Room Number: Unique identifier (e.g., 101, 205)
- Room Type: Select from:
 - SINGLE (one bed)
 - DOUBLE (two beds or one double)
 - SUITE (multiple rooms)
- Price Per Night: Amount in currency
- Capacity: Maximum number of guests
- Status: Select initial status (usually AVAILABLE)
- 2. Click "Save Room"

Validation Rules:

- Room number must be unique (no duplicates)
- Price must be greater than 0
- Capacity must be at least 1

Editing Room Information

Common Updates:

- Seasonal price changes
- Status changes (maintenance, cleaning)
- · Capacity adjustments
- Room type upgrades

How to edit:

- 1. Find the room in home page
- 2. Click "Edit" next to the room
- 3. Modify the fields you want to change
- 4. Click "Update"

5. Changes take effect immediately

Examples:

- Increase summer prices: Edit price per night
- Room needs repair: Change status to MAINTENANCE
- Suite expansion: Increase capacity

Deleting a Room

Use with Caution

Only delete rooms when:

- Room permanently removed (renovation)
- Duplicate entry needs removal
- No active or future bookings exist

How to delete:

- 1. Find the room and click "Edit"
- 2. Find :Danger Zone"
- 3. Click "Delete"
- 4. Confirm deletion (this cannot be undone)
- 5. Room is removed from system

Important: Check for active bookings first!

Room Status Management

Status Types Explained:

AVAILABLE

- Room is ready for guests
- · Can be booked online
- Use this for normal operation

OCCUPIED

- Guest currently staying
- System usually sets this automatically during check-in

· Cannot be booked

MAINTENANCE

- Room needs repairs or cleaning
- Not available for booking
- Use for: repairs, deep cleaning, renovations

Changing Status:

- 1. Edit the room
- 2. Select new status from dropdown
- 3. Save changes

Status Flow Example:

Occupancy Reports

- · See which rooms are occupied
- · View occupancy rates by date
- Identify high/low demand periods

Revenue Reports

- Track daily, weekly, monthly income
- Compare revenue by room type
- Analyze pricing effectiveness
- Go to "Stats" to ses revenue reports

Booking Statistics

- · Number of bookings per period
- Average stay duration
- Most popular room types
- Cancellation rates
- Go to "All booking" to see booking statistics