

CASA TENTE BOUTIQUE HOTEL – CUSTOMER USER MANUAL

1. ACCESSING THE WEBSITE

- **Open your browser** and visit: localhost:3000/index.html (or our official website domain when live).
- You will land on the **homepage** featuring:
 - Hotel branding and logo
 - Navigation menu (Home | Rooms | Amenities | About | Contact | Login)
 - Tagline: *"Your Comfort is Our Signature"*
 - Hero image showcasing the hotel

2. CREATING YOUR ACCOUNT

If you are a **new user**, follow these steps:

1. **Click "Sign Up"** or "Create Account" from the Login page.
2. **Fill in your personal details:**
 - First Name (required)
 - Surname (required)
 - Middle Name (optional)
 - Email Address (required)
 - Password (required)
 - Confirm Password (required)
3. **Important:** Ensure passwords match. If they don't match, you'll see an error message:
 - **"Passwords do not match."**

4. **Submit the form.** Upon successful registration:

- You'll see: "**Registration Successful! Please check your email for the OTP verification code.**"
 - Check your email inbox (and spam folder) for the verification code.
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3. LOGGING INTO YOUR ACCOUNT

For **returning users**:

1. **Click "Login"** in the navigation menu.

2. **Enter your credentials:**

- Email Address (registered email)
- Password

3. **If login fails** due to incorrect password:

- Message: "**Login Failed. Incorrect password.**"
- Use "Forgot Password" option if available, or re-enter carefully.

4. **Successful login** displays:

- "**Welcome back, [Your Name]!**"
 - Navigation menu updates to show "Logout" instead of "Login"
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4. EXPLORING OUR ROOMS

Navigate to "**Rooms**" in the main menu to view available accommodations.

STANDARD ROOMS

- **Price:** ₱500.00 per night

- **Capacity:** 2 persons maximum
- **Features:**
 - Cozy, comfortable design
 - Basic amenities included
 - Complimentary Wi-Fi
 - Access to swimming pool area
 - Minimalist or modern interiors
- **Available Rooms:** Standard Room 1, 2, 3, 4

DELUXE ROOMS

- **Price:** ₱2,500.00 per night
- **Capacity:** 4 persons maximum
- **Features:**
 - Spacious layout
 - Private balcony or veranda
 - Pool view
 - Modern, elegant interiors
 - Direct pool access (some rooms)
- **Available Rooms:** Deluxe Room 1, 2, 3, 4

Tip: Click "**View All Rooms**" for complete listings and detailed descriptions.

5. VIEWING HOTEL AMENITIES

Select "**Amenities**" from the menu to explore facilities.

OUTDOOR AMENITIES

- **Function Hall:** Relaxing area with beautiful ocean view
- **Parking Area:** Free parking for hotel guests and visitors
- **Swimming Pool:** Outdoor infinity pool (open 6 AM to 10 PM)

INDOOR AMENITIES

- Air Conditioner
- Electric Fan
- Mini Refrigerator

Note: Some amenities may have "No description available" temporarily.

6. MAKING A RESERVATION

Step 1: Select a Room

1. Browse rooms under "Rooms" section
2. Click "**Book Now**" on your preferred room

Step 2: Login Check

- If **not logged in**, a prompt appears:
 - "**Please log in to make a reservation.**"
 - Options: "**Go to Login**" or "**Cancel**"

Step 3: Fill Reservation Form

Once logged in, complete the **Room Reservation Form**:

Required Information:

- **Full Name** (auto-filled if logged in)
- **Email Address** (auto-filled if logged in)
- **Contact Number** (mobile/phone)
- **Check-in Date** (use calendar picker: dd/mm/yyyy format)
- **Check-out Date** (use calendar picker)
- **Number of Guests** (maximum 4 adults)
- **Special Requests** (optional: dietary needs, accessibility requests, etc.)

Interactive Features:

- **Calendar Date Picker:** Visual calendar for selecting dates
- **Auto-calculated Total:** Price updates based on:
 - Room rate × Number of nights

- Example: ₱500 × 2 nights = ₱1,000 total

Step 4: Submit Reservation

- Review all details
- Click "**Continue Reservation**" or similar submission button
- You will receive on-screen confirmation

7. RESERVATION CONFIRMATION & SLIP

After successful booking:

1. Email Confirmation:

- Sent to your registered email address
- Subject: "**Your Reservation Slip - Casa Tente Boutique Hotel**"
- Sender: Casa Tente Hotel (hotelecastenteboutique@gmail.com)

2. Reservation Slip (PDF Attachment):

Contains all booking details:

Casa Tente Boutique Hotel - Official Reservation Slip

Full Name: [Your Full Name]

Email: [Your Email]

Contact: [Your Phone Number]

Room: [Room Type and Number]

Check-in: [Date in YYYY-MM-DD format]

Check-out: [Date in YYYY-MM-DD format]

Nights: [Number of nights]

Guests: [Number of guests]

Price per Night: PHP [Amount]

Total Amount: PHP [Calculated Total]

Requests: [Any special requests or "None"]

Thank you for choosing Casa Tente Boutique Hotel!

3. **Save or print** the reservation slip for check-in reference.

8. MANAGING YOUR ACCOUNT & BOOKINGS

Navigation After Login:

- Menu changes from "Login" to "**Logout**"
- Access to:
 - Booking history (future enhancement)
 - Profile editing (future enhancement)
 - Active reservations

Date Selection Tips:

- Use the **visual calendar** for easy date picking
- "**Clear**" button resets date selection
- "**Today**" button selects current date
- Navigate months using arrow buttons

9. LEAVING FEEDBACK

We value your experience! To leave feedback:

1. Navigate to "**Contact**" or feedback section
2. If not logged in, prompt appears:
 - "**Please log in first to share your experience with us.**"
3. After logging in, access feedback form
4. Share your comments, suggestions, or compliments

10. ABOUT US & CONTACT INFORMATION

Hotel Information:

- **Location:** Barangay Banuang Daan, Matnog, Sorsogon, Philippines
- **Setting:** Scenic coastal area, perfect for relaxation and nature lovers

Contact Details:

- **Phone:** (052) 123-4567 | +63 912 345 6789
- **Email:** hotelecastenteboutique@gmail.com
- **Facebook:** <https://www.facebook.com/casatente>

CASA TENTE BOUTIQUE HOTEL – ADMIN USER MANUAL

1. ADMIN PANEL OVERVIEW

1.1 Accessing the Admin Panel

- **URL:** Access via your admin login credentials (separate from customer login)
- **Navigation:** Main sidebar with five core sections:
 1. **Rooms** - Room management
 2. **Reservations** - Booking management
 3. **Amenities** - Facility management
 4. **Feedbacks** - Guest reviews
 5. **Analytics** - Performance dashboard

1.2 Admin Interface Layout

- **Left Sidebar:** Persistent navigation menu
 - **Main Content Area:** Dynamic content based on selected section
 - **Header:** Admin panel title and global controls
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2. ROOMS MANAGEMENT

2.1 Viewing All Rooms

Path: Rooms → Rooms List

Displayed Information:

- **ID:** Room identification number
- **Name:** Room name (e.g., "Standard Room 1")
- **Type:** Room category (Standard/Deluxe)
- **Price:** Per night rate (e.g., ₱2,500)

- **Guests:** Maximum occupancy
- **Status:** Availability status
- **Actions:** Edit/Delete buttons

Example Room List:

text

ID	Name	Type	Price	Guests	Status	Actions
1	Standard Room 1	Standard	₱2,500	2	available	Edit Delete
2	Standard Room 2	Standard	₱2,500	2	available	Edit Delete
7	Deluxe Room 1	Deluxe	₱3,500	6	available	Edit Delete

2.2 Editing a Room

Steps:

1. Click **"Edit"** next to any room
2. **Edit Room Form** appears with fields:
 - **Room Name:** Editable text field
 - **Room Type:** Dropdown (Standard/Deluxe)
 - **Description:** Text area for room details
 - **Price per Night:** Numeric field
 - **Max Guests:** Number input
 - **Amenities:** Comma-separated list (e.g., "Queen size bed, Air conditioning")
 - **Upload Image:** Optional file upload
 - **Image URL:** Alternative image source
3. Click **"Submit"** to save changes

Example Edit Form:

text

Room Name: Standard Room 1

Room Type: Standard

Description: A cozy room perfect for couples or solo travelers...

Price per Night: 2500.00

Max Guests: 2

Amenities: Queen size bed, Air conditioning (Window type), Mini refrigerator

2.3 Deleting a Room

- Click "**Delete**" button
- Confirmation prompt appears
- **Warning:** Deletion is permanent and affects reservations

2.4 Adding New Rooms

Note: Based on interface patterns, new rooms are likely added via:

1. "**Add Room**" button (if present)
2. Similar form to Edit Room
3. Required fields: Name, Type, Price, Max Guests

3. RESERVATIONS MANAGEMENT

3.1 Reservations Dashboard

Path: Reservations → Reservations List

Columns Displayed:

- **ID:** Reservation number
- **Room:** Room name
- **Guest:** Customer name
- **Guests:** Number of people
- **Check-in/Check-out:** Dates
- **Total (P):** Amount in Pesos
- **Status:** Pending/Confirmed/Cancelled/In Progress/Completed
- **Reserved On:** Date-time of booking
- **Actions:** Status management buttons

3.2 Reservation Statuses

Color-coded statuses:

- **Pending** ○: New booking awaiting confirmation
- **Confirmed** ✓: Approved reservation
- **In Progress** 🔄: Currently occupied
- **Cancelled** ✗: Cancelled booking
- **Completed** ✓: Stay completed

3.3 Managing Reservations

Available Actions:

A. Confirm a Reservation

For Pending status:

1. Click "**Confirm**" button
2. Confirmation dialog appears: *"Are you sure you want to confirm reservation #[ID]?"*
3. Options: "**Yes, Confirm**" or "**Cancel**"
4. Status changes from **Pending** → **Confirmed**

B. Cancel a Reservation

For Pending or Confirmed status:

1. Click "**Cancel**" button
2. Confirmation dialog: *"Are you sure you want to cancel reservation #[ID]?"*
3. Options: "**Yes, Cancel**" or "**Cancel**"
4. Status changes to **Cancelled**

C. View Reservation Details

For all statuses:

1. Click "**View**" button
2. Displays detailed reservation slip including:
 - Guest contact information
 - Special requests
 - Payment details

- Timestamps

3.4 Reservation Calendar View

Path: Reservations → Calendar View

Features:

- **Monthly calendar** display (e.g., November 2025)
- **Room occupancy visualization**
- **Drag-and-drop** for rescheduling (if enabled)
- **Color-coded** by room type/status

Calendar Navigation:

- Month/year selector
- Day/week/month view toggles
- Room filter options

3.5 Room Availability Management

From Reservations section:

- View all rooms in vertical list
- See scheduled bookings per room
- Manage overbooking conflicts
- Update room status (available/maintenance/occupied)

4. AMENITIES MANAGEMENT

4.1 Amenities Dashboard

Path: Amenities → Amenities List

Two Main Categories:

A. Indoor Amenities

text

ID	Image	Name	Description	Actions
1		Mini Refrigerator	Foods and drinks cooler	Edit Delete

2	Air Conditioner	Window type AC	Edit Delete
3	Comfort Room	Private bathroom with heater	Edit Delete

B. Outdoor Amenities

text

ID	Image	Name	Description	Actions
1		Swimming Pool	Outdoor infinity pool	Edit Delete
2		Function Hall	Relaxing area with beautiful ocean view	Edit Delete
3		Parking Area	Free parking for hotel guests and visitors	Edit Delete

4.2 Editing Amenities

Steps:

1. Click "**Edit**" button
2. **Edit Amenity Form** includes:
 - **Amenity Name:** Text field
 - **Description:** Text area
 - **Amenity Type:** Dropdown (Indoor/Outdoor)
 - **Upload Image:** Optional file upload
 - **Image URL:** Alternative image link
3. Click "**Submit**" to save

Example Edit Form:

text

Amenity Name: Mini Refrigerator

Description: Foods and drinks cooler

Amenity Type: Indoor

Image: [Upload or URL]

4.3 Adding New Amenities

Path: Amenities → Add Amenity (button)

Required Information:

- Amenity name
 - Description
 - Type (Indoor/Outdoor)
 - Optional image
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5. ANALYTICS DASHBOARD

5.1 Key Performance Indicators

Path: Analytics → Dashboard

Displayed Metrics:

- **Total Revenue:** Cumulative earnings (e.g., \$25,000)
- **Revenue This Month:** Current month earnings (e.g., \$25,000)
- **Total Reservations:** All-time bookings (e.g., 20)
- **Reservations This Month:** Current month bookings (e.g., 16)
- **Avg Rating:** Guest satisfaction score (e.g., 4.5/5)

5.2 Revenue Trends

Visual Chart: Revenue Trend - November 2025

- **Line/bar graph** showing daily/weekly revenue
- **Month selector** for historical data
- **Comparison** with previous periods

5.3 Reservation Status Distribution

Pie/Donut Chart showing:

- **Pending** reservations percentage
- **Confirmed** reservations percentage
- **Cancelled** reservations percentage
- **Completed** reservations percentage

5.4 Business Insights

Displayed Recommendations:

A. Most Reserved Room

- **Room:** Deluxe Room 4
- **Recommendation:** 3 (times reserved)
- **Action:** Consider adding similar room types

B. Most Frequent Customer

- **Customer:** Panpan Pandesal
 - **Recommendation:** 9 (reservations)
 - **Action:** Loyalty program candidate
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6. FEEDBACKS MANAGEMENT

6.1 Accessing Guest Feedback

Path: Feedbacks → Feedback List

Expected Information (based on customer manual):

- Guest name
- Rating (1-5 stars)
- Comments
- Date submitted
- Response status

6.2 Managing Feedback

Available Actions:

- **View** full feedback
- **Reply** to guest (if feature enabled)
- **Mark as resolved**
- **Delete** inappropriate feedback