Hotel Booking Manager - User Guide

Quick Start Guide

What is Hotel Booking Manager?

Hotel Booking Manager is a web-based application that helps you manage hotel room bookings, track inventory, and monitor occupancy rates. All data is stored locally in your browser, making it fast, secure, and accessible offline.

Accessing the Application

1. **Open the web app** in your browser using the GitHub Pages URL
2. **Bookmark it** for easy access
3. **Data persists** - Your information is automatically saved

Getting Started

Step 1: Add Hotels

Before creating bookings, you need to set up your hotels and room types.

1. Click the **Hotels** tab
2. Fill in the hotel information:
   - Hotel Name (required)
   - Location
   - Contact information
3. Click **Add Hotel**

Step 2: Add Room Types

Each hotel needs room types with pricing information.

1. In the **Hotels** tab, scroll to "Room Types" section
2. Enter:
   - Room Type Name (e.g., "Deluxe Suite", "Standard Room")
   - Nightly Rate (price per night)
   - Select the Hotel
3. Click **Add Room Type**

Example: Grand Hyatt might have:

- Deluxe Room - $250/night

- Executive Suite - $450/night

- Presidential Suite - $800/night

Step 3: Add Customers

1. Click the **Customers** tab

2. Enter customer information:

   - Name (required)

   - Email

   - Phone

3. Click **Add Customer**

Step 4: Set Room Inventory

Before accepting bookings, allocate your room inventory.

1. Click the **Room Inventory** tab

2. Select:

   - Hotel

   - Room Type

   - Date

   - Total Rooms Available (e.g., 50 rooms)

3. Click **Set Inventory** for a single date

4. Or click **Set for Date Range** to set multiple dates at once

Example: Grand Hyatt has 50 Deluxe Rooms available from Feb 4-6:

- Select "Grand Hyatt"

- Select "Deluxe Room"

- Enter "50" in Total Rooms

- Click "Set for Date Range"

- Enter start date: 2025-02-04

- Enter end date: 2025-02-06

Creating Bookings

Standard Booking Process

1. Click the **Bookings** tab

2. Fill in booking details:

   - **Customer** - Select from dropdown

   - **Hotel** - Select hotel

   - **Room Type** - Automatically filtered by selected hotel

   - **Check-in Date** - Select date

   - **Check-out Date** - Select date

   - **Nights** - Automatically calculated

   - **Rate** - Automatically populated from room type

   - **Total Cost** - Automatically calculated

3. Click **Create Booking**

What Happens When You Create a Booking

- System checks room availability for selected dates

- If rooms available, booking is created

- Inventory is automatically updated (booked count increases)

- Customer's booking count increases

- Dashboard statistics update

Inventory Availability Check

The system prevents overbooking:

- ✅ If rooms available → Booking succeeds

- ✖ If fully booked → Alert shown, booking rejected

Managing Room Inventory

Understanding the Inventory View

The **Room Inventory** tab shows:

1. **30-Day Overview Grid**

   - Each box shows a date

   - Available rooms / Total rooms

   - Color coding:

- **Green** - Good availability
- **Orange** - Low availability (≤20% remaining)
- **Red** - Fully booked

2. **Reconciliation Summary**
   - Total room nights allocated
   - Total booked
   - Total available
   - Occupancy rate percentage

Reconciliation Process

Example Scenario: You allocated 50 rooms at Grand Hyatt for Feb 4-6, and the deadline to release unused rooms is approaching.

1. Go to **Room Inventory** tab
2. Select "Grand Hyatt" and "Deluxe Room"
3. Review the 30-day overview:
   - Feb 4: 35 booked / 50 total = 15 available
   - Feb 5: 42 booked / 50 total = 8 available
   - Feb 6: 28 booked / 50 total = 22 available
4. Check **Reconciliation Summary**:
   - Occupancy Rate: 70%
   - Low Availability dates highlighted
   - Fully booked dates highlighted
5. **Decision Making:**
   - If occupancy < 80% and deadline near → Consider releasing rooms
   - If occupancy > 90% → Consider allocating more rooms
   - Track trends to improve future allocations

Dashboard & Reporting

Dashboard Overview

The **Dashboard** tab provides real-time statistics:

- **Total Bookings** - All-time booking count
- **Total Room Nights** - Sum of all nights booked
- **Total Revenue** - Sum of all booking costs
- **Active Bookings** - Currently ongoing stays

Recent Bookings Table

Shows the 10 most recent bookings with:

- Customer name

- Hotel and room type

- Check-in and check-out dates

- Number of nights

- Total cost

Import & Export Functions

Exporting Data

Export All Data to Excel

1. Go to **Dashboard** tab

2. Click **Export All Data to Excel**

3. Downloads `hotel_booking_data.xlsx` with 5 sheets:
   - Hotels
   - Room Types
   - Customers
   - Bookings
   - Inventory

Use this for:

- Regular backups

- Sharing reports with stakeholders

- Data analysis in Excel

- Record keeping

Export Individual Sections

Each tab has export buttons:

- **Hotels tab** → Export Hotels (CSV)

- **Customers tab** → Export Customers (CSV)

- **Bookings tab** → Export Bookings (CSV)

Importing Data

Import Hotels (CSV Format)

Create a CSV file with headers:

```
Hotel Name,Location,Contact
Grand Hyatt,Hong Kong,+852 1234 5678
Mandarin Oriental,Central,+852 8765 4321
```

1. Go to **Hotels** tab
2. Click 🏨 **Import Hotels (CSV)**
3. Select your CSV file
4. Hotels are added to the system

Import Customers (CSV Format)

Create a CSV file with headers:

```
Customer Name,Email,Phone
John Smith,john@example.com,+1234567890
Jane Doe,jane@example.com,+0987654321
```

1. Go to **Customers** tab
2. Click 👤 **Import Customers (CSV)**
3. Select your CSV file

Import Bookings (CSV Format)

Create a CSV file with headers:

```
Customer,Hotel,Room Type,Check-in,Check-out,Nights,Rate/Night,Total Cost
John Smith,Grand Hyatt,Deluxe Room,2025-02-04,2025-02-07,3,250,750
```

Important: Customer names, hotel names, and room types must match existing records.

1. Go to **Bookings** tab
2. Click 📅 **Import Bookings (CSV)**
3. Select your CSV file
4. System automatically updates inventory

Backup & Restore

Understanding Data Storage

Your data is stored in **browser localStorage**:

- ✅ Persists across browser sessions
- ✅ Works offline
- ✅ No server required
- ⚠ Stored per browser (Chrome data separate from Firefox)
- ⚠ Clearing browser data deletes everything

Backup Strategy

Recommended Backup Schedule

Weekly backups:

1. Export all data to Excel every week
2. Save the file with date: `hotel_booking_backup_2025-02-04.xlsx`
3. Store in Google Drive, Dropbox, or local backup folder

Before major changes:

- Before bulk imports
- Before deleting hotels or customers
- Before system maintenance

Creating a Backup

1. Go to **Dashboard** tab
2. Click **Export All Data to Excel**
3. Save file with descriptive name
4. Store in safe location

Restore Process

If you lose data (cleared browser, switched computers, etc.):

Full Restore (from Excel backup)

1. Open your backup Excel file
2. Save each sheet as separate CSV files:
   - Hotels.csv

- Customers.csv
- Room Types (manual entry required)
- Bookings.csv
- Inventory (will rebuild from bookings)

3. **Import in this order:**
   - Import Hotels first
   - Manually add Room Types
   - Import Customers
   - Import Bookings (this rebuilds inventory)

Partial Restore

To restore only customers or hotels:

1. Open backup Excel file
2. Save specific sheet as CSV
3. Import using respective import button

Moving to Another Computer

Option 1: Export/Import

1. Export all data to Excel on computer A
2. Open web app on computer B
3. Import all data following restore process

Option 2: Manual Browser Copy (Advanced)

1. Open browser console (F12)
2. Type: `localStorage.getItem('hotelBookingData')`
3. Copy the output text
4. On new computer, open console
5. Type: `localStorage.setItem('hotelBookingData', 'PASTE_TEXT_HERE')`
6. Refresh page

Common Workflows

Workflow 1: Setting Up a New Hotel Block

Scenario: You've secured 50 rooms at Grand Hyatt for Feb 4-6.

1. Add hotel (if not exists): **Hotels tab** → Add "Grand Hyatt"

2. Add room type: "Deluxe Room" at $250/night

3. Set inventory: **Room Inventory tab**

   ○ Select Grand Hyatt + Deluxe Room

   ○ Enter 50 rooms

   ○ Set date range Feb 4-6

4. Start accepting bookings

Workflow 2: Processing Daily Bookings

1. Receive booking request

2. Check inventory: **Room Inventory tab** → View availability

3. If available, create booking: **Bookings tab** → Fill form → Submit

4. System auto-updates inventory

5. Customer receives confirmation (manual process)

Workflow 3: Pre-Deadline Reconciliation

Scenario: Feb 1 deadline to release unused rooms for Feb 4-6.

1. Go to **Room Inventory tab**

2. Select hotel and room type

3. Review 30-day overview for Feb 4, 5, 6

4. Check **Reconciliation Summary**:

   ○ 150 total room nights (50 × 3 days)

   ○ 105 booked

   ○ 45 available

   ○ 70% occupancy

5. **Decision:** 70% occupancy, release 30 rooms (keep 20 buffer)

6. **Action:** Manually adjust inventory:

   ○ Feb 4: Reduce from 50 to 40

   ○ Feb 5: Reduce from 50 to 35

   ○ Feb 6: Reduce from 50 to 45

Workflow 4: Monthly Reporting

1. Go to **Dashboard tab**

2. Review statistics

3. Click **Export All Data to Excel**

4. Open Excel file

5. Create pivot tables or charts for:

   - Revenue by hotel

   - Occupancy trends

   - Customer booking patterns

6. Share report with stakeholders

Troubleshooting

Problem: Data Disappeared

Possible Causes:

- Browser cache cleared

- Different browser/computer

- Incognito/private mode used

Solution:

- Restore from Excel backup

- Always export data before clearing browser

- Use same browser consistently

Problem: Cannot Create Booking - "No rooms available"

Causes:

- Inventory not set for those dates

- Rooms fully booked

Solution:

1. Go to **Room Inventory tab**

2. Check if inventory exists for booking dates

3. If not set, set inventory first

4. If fully booked, either:

   - Add more rooms to inventory

   - Choose different dates

- Choose different room type

Problem: Imported Data Not Showing

Causes:

- CSV format incorrect

- Names don't match existing records (for bookings)

- File encoding issues

Solution:

- Check CSV has proper headers

- Ensure no extra commas or line breaks

- For bookings: verify customer/hotel/room type names match exactly

- Try importing one record manually first to verify format

Problem: Wrong Nights Calculation

Cause:

- Check-out date before check-in date

Solution:

- Check-out must be after check-in

- System calculates: checkout date - checkin date = nights

- Example: Feb 4 to Feb 7 = 3 nights

Best Practices

Data Management

1. **Daily:** Review dashboard for active bookings

2. **Weekly:** Export backup to Excel

3. **Monthly:** Clean up old data, generate reports

4. **Before bulk operations:** Create backup

Inventory Management

1. **Set inventory in advance** - Don't wait until booking requests come

2. **Review occupancy weekly** - Adjust allocations based on trends

3. **Monitor low availability dates** - Proactively release or request more rooms

4. **Track booking patterns** - Use data to improve future allocations

Booking Management

1. **Check availability first** before confirming with customer

2. **Double-check dates** - One-day error can cause issues

3. **Verify room type and rate** - Ensure customer expectations match

4. **Keep customer information updated** - Maintain accurate contact details

Reporting

1. **Regular exports** - Weekly Excel backups

2. **Track key metrics:**
   - Occupancy rate trends
   - Revenue by hotel
   - Popular room types
   - Peak booking periods

3. **Share insights** - Use data to negotiate better rates

Tips & Tricks

Keyboard Shortcuts

- **Tab key** - Navigate between form fields quickly
- **Enter** - Submit forms (when in text field)
- **Escape** - Cancel current operation (in some browsers)

Efficient Data Entry

1. **Import bulk data** - Use CSV imports for initial setup

2. **Copy-paste from Excel** - Prepare data in spreadsheet first

3. **Use consistent naming** - Makes searching and filtering easier

Inventory Quick View

- **Green dates** = Safe availability
- **Orange dates** = Action needed soon
- **Red dates** = Fully booked or critical

Reconciliation Tips

- **80% occupancy rule** - Below 80% three days before deadline = consider releasing
- **Buffer rooms** - Always keep 10-15% buffer for VIP/urgent requests
- **Trend analysis** - Compare with same period last year

Security & Privacy

Data Privacy

- All data stored **locally in your browser**
- No data sent to external servers
- No user accounts or passwords required
- Data remains on your computer only

Access Control

Since data is browser-based:

- Anyone with access to your computer and browser can view data
- Use computer password protection
- Lock screen when away
- Consider using browser profiles for separation

Data Loss Prevention

1. **Regular backups** - Weekly Excel exports
2. **Multiple backup locations** - Cloud + local storage
3. **Version control** - Date your backup files
4. **Test restores** - Periodically verify backups work

Glossary

Room Night: One room occupied for one night. 50 rooms for 3 nights = 150 room nights.

Occupancy Rate: Percentage of rooms booked vs. total available. (Booked ÷ Total) × 100.

Inventory: Total rooms allocated for specific dates before any bookings.

Available: Rooms remaining after subtracting bookings from inventory.

Reconciliation: Process of reviewing inventory vs. bookings to decide whether to release or request more rooms.

Buffer: Extra rooms kept available for last-minute or VIP bookings.

Room Block: Group of rooms allocated from a hotel for specific dates.

localStorage: Browser storage technology that saves data on your computer.

Support & Resources

Getting Help

This is a self-contained application with no official support, but you can:

- Review this user guide
- Check the troubleshooting section
- Export data and analyze in Excel for deeper insights

Recommended Tools

- **Microsoft Excel / Google Sheets** - For data analysis
- **Google Drive / Dropbox** - For backup storage
- **Calendar apps** - To set backup reminders

Updates & Maintenance

Since this is a static web app:

- No automatic updates
- Version managed through GitHub repository
- Save backups before any system changes

Appendix: CSV Import Templates

Hotels Import Template

```
Hotel Name,Location,Contact
Grand Hyatt Hong Kong,Wan Chai,+852 2588 1234
Mandarin Oriental,Central,+852 2522 0111
Peninsula Hotel,Tsim Sha Tsui,+852 2920 2888
```

Customers Import Template

```
Customer Name,Email,Phone
John Smith,john.smith@example.com,+1 234 567 8900
Jane Doe,jane.doe@example.com,+44 20 1234 5678
李明,liming@example.com,+852 9123 4567
```

Bookings Import Template

```
Customer,Hotel,Room Type,Check-in,Check-out,Nights,Rate/Night,Total Cost
John Smith,Grand Hyatt Hong Kong,Deluxe Room,2025-02-04,2025-02-07,3,250,750
Jane Doe,Mandarin Oriental,Executive Suite,2025-02-10,2025-02-15,5,450,2250
```

Important Notes:

- First row must be headers
- Dates in YYYY-MM-DD format
- Names must match exactly (case-sensitive)
- No extra spaces or special characters
- Save as CSV (Comma delimited)

Quick Reference Card

Essential Actions

Action	Location	Steps
Add Hotel	Hotels tab	Fill form → Add Hotel
Add Room Type	Hotels tab	Fill room type section → Add Room Type
Add Customer	Customers tab	Fill form → Add Customer
Create Booking	Bookings tab	Select customer/hotel/dates → Create Booking
Set Inventory	Room Inventory tab	Select hotel/room type/date → Set Inventory
Export Backup	Dashboard tab	Export All Data to Excel
Check Availability	Room Inventory tab	Select hotel/room type → View 30-day grid

Daily Checklist

- [ ] Check dashboard for active bookings
- [ ] Review new booking requests
- [ ] Verify inventory for upcoming dates
- [ ] Process any cancellations or modifications

Weekly Checklist

- [ ] Export full backup to Excel

- [ ] Review occupancy rates

- [ ] Check for low availability dates

- [ ] Plan inventory adjustments

Monthly Checklist

- [ ] Generate comprehensive report

- [ ] Archive old bookings

- [ ] Review booking patterns

- [ ] Update room rates if needed

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