

Guest Module – Hotel PMS Documentation

1. Introduction

Purpose: The Guest Module manages all guest-related data in the Property Management System (PMS). It allows hotel staff to search, view, create, and update guest details, and link them with reservations.

Scope: This module includes guest registration, document verification, reservation history, contact details, and stay preferences. It integrates with the Reservation Module and Billing Module.

2. Objectives

- Maintain accurate records of all guests.
- Allow staff to quickly search and identify guests.
- Support repeat visits with linked reservation history.
- Store ID proof for compliance.
- Enable seamless check-in/check-out.

3. Functional Requirements

Guest Management:

- Add new guest details (name, email, phone, address, ID).
- Update existing guest records.
- Deactivate/blacklist a guest if required.

Reservation Linkage:

- Each guest can have multiple reservations.
- System should show guest's past reservation history.

Search & Filters:

- Search by name, email, phone, reservation ID.
- Filter by active/inactive guests.

Documents & Compliance:

- Upload and store guest ID documents.
- Verify document details.

Modal/Detail View:

- Clicking on a guest shows full details with reservation history.

4. Non-Functional Requirements

- **Security:** Guest data should be encrypted and role-based access controlled.
- **Performance:** Guest search results should appear in <2 seconds.
- **Scalability:** Should handle 100k+ guest records efficiently.

5. Database Design (Entities & Relations)

Entities:

- Guest (guestId, name, email, phone, address, documentType, documentNumber, status)

- Reservation (reservationId, guestId, checkIn, checkOut, status, roomId)
- Room (roomId, roomNumber, roomType, status)

Relationships:

- One Guest → Many Reservations.
- Reservation → Linked to Room(s).

6. UI/UX Flow

1. **Guest Table Screen:** Reservation ID, Guest Name, Email, Contact No, Room No, Doc Type & Number.
2. **Guest Detail Modal:** Shows guest details + reservation history tabs.
3. **Create/Edit Guest Form:** Input fields + document uploads.

7. API Endpoints

- POST /api/guests → Create Guest
- GET /api/guests → Get All Guests (with filters & pagination)
- GET /api/guests/:id → Get Guest by ID
- PUT /api/guests/:id → Update Guest
- DELETE /api/guests/:id → Deactivate Guest

8. Error Handling

- Duplicate guest record → Show error.
- Invalid document number → Validation error.
- Missing required fields → 400 Bad Request.

9. Future Enhancements

- Loyalty program integration.
- Guest preferences (meal type, room type, amenities).
- AI-driven guest recommendation engine.