

*BISTONESOFT*

**Hotel Management System  
Standard Version  
Guide**

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## 1 How to login

If you first start your system, you can use the default administrator to login it. Its password is empty, as the figure 1 shows, you can just click Login button to login your system and get all permissions:



Figure 1 Login as Admin

If you are a staff member of this hotel, you can login with your user name and password. Of course, you should ensure that you already are allowed login this system. If you want to add some users, please refer to Chapter 8.

## 2 How to set up a room type

After you login this system, your first thing is to set up all room types of this hotel. Come on, you can follow these simple steps to set up your room types:

### Step 1) Go to Room Types section

Go to the Room Type section, as figure 2 shows:

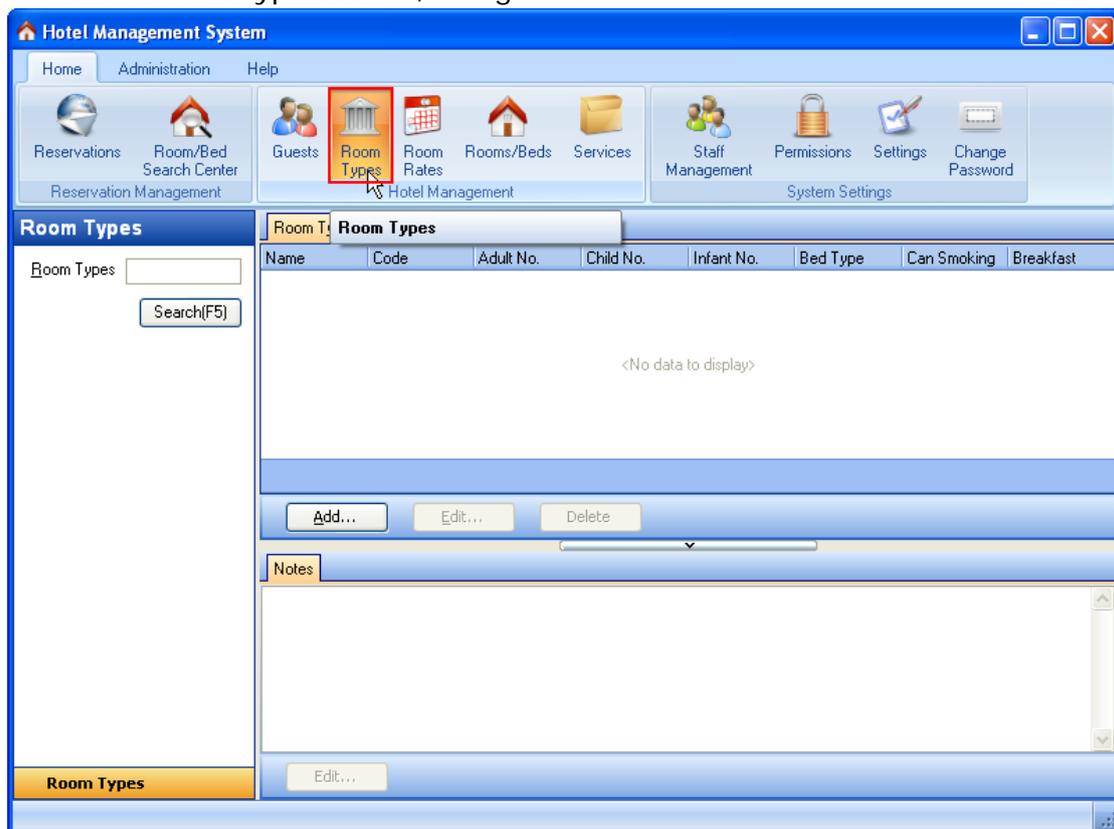


Figure 2 Go to Room Types section

### Step 2) Click Add button

Click the Add button to open the Add RoomType dialog, as figure 3 shows:

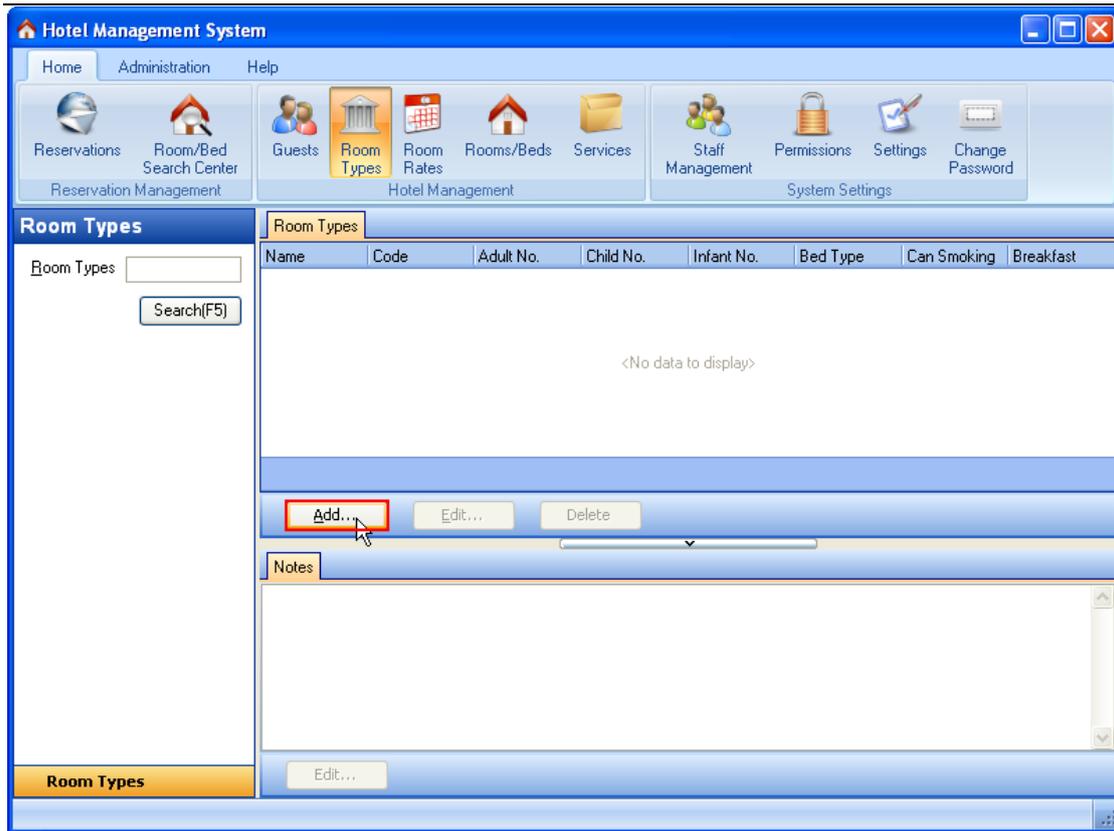


Figure 3 Click Add button

### Step 3) Enter All Fields

You can enter all fields in the Add RoomType dialog, as figure 4 shows:

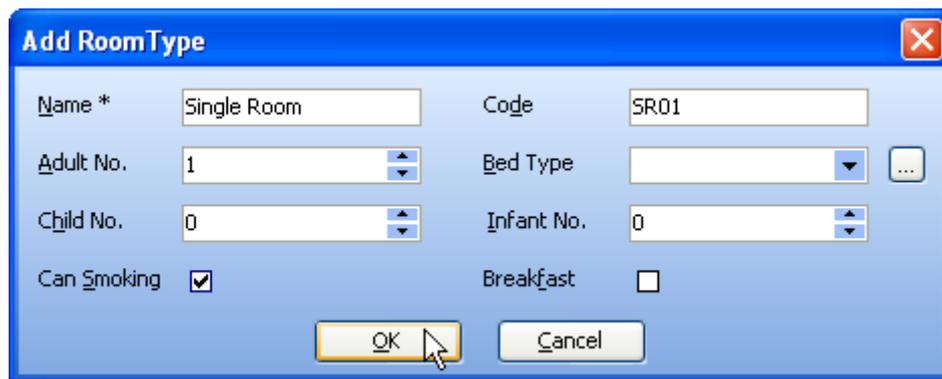


Figure 4 Enter All Fields

There is no default bed type in your system, if you want to add some bed types, you can click the button after the Bed Type editbox, as figure 5 shows:

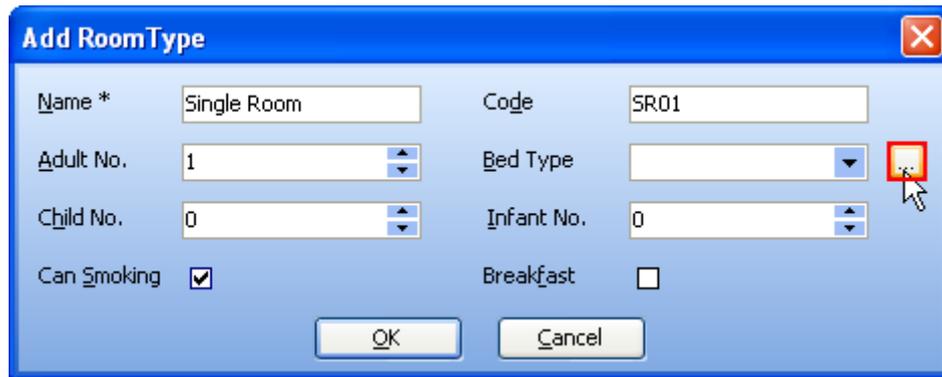


Figure 5 Set up Bed Types

You can click the Add button in Bed Type dialog to add a bed type, as figure 6 shows:

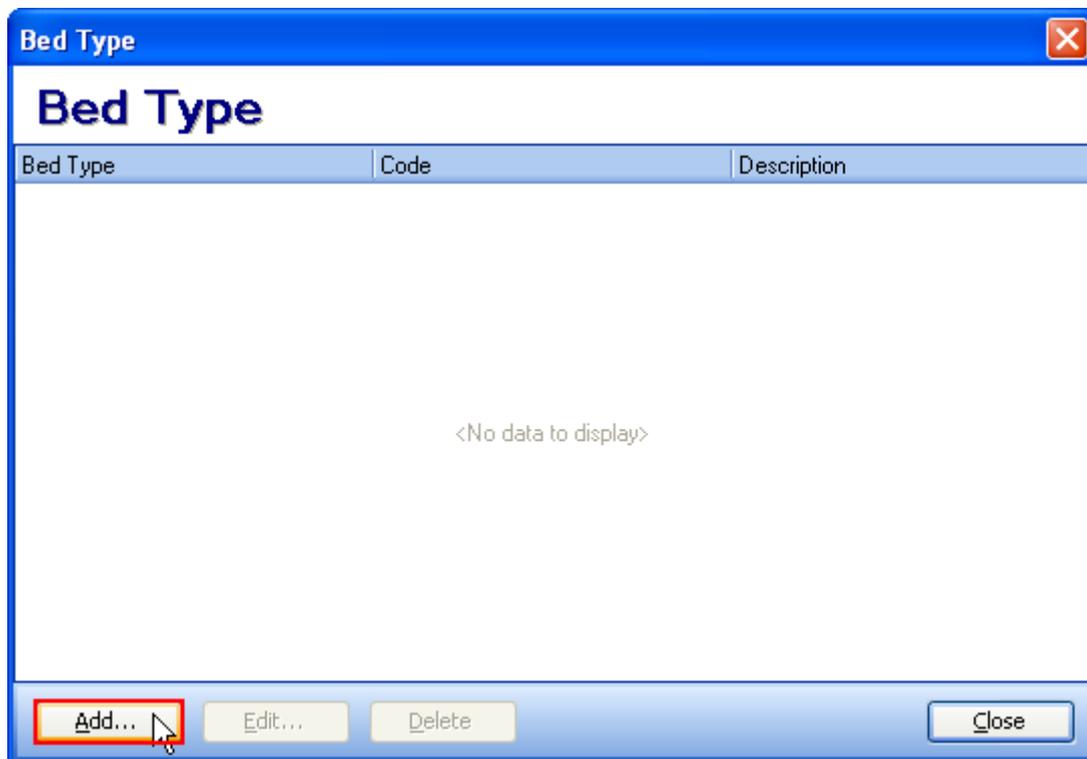


Figure 6 Click Add Bed Type button

Then, enter all fields in the Add Bed Type dialog, as figure 7 shows:



Figure 7 Add Bed Type Dialog

Then, click OK button in the Add Bed Type dialog, and click Close button in the Bed Type dialog, then, you can select this bed type called 'Single Bed' for this room type called 'Single Room', as figure 8 shows:

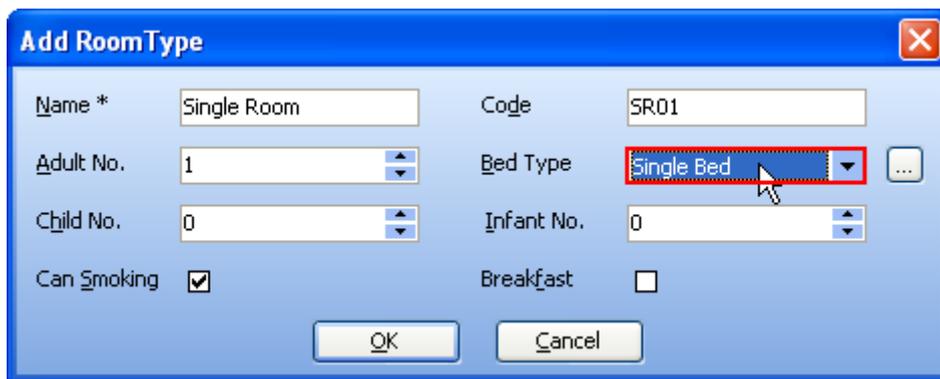


Figure 8 Select a Bed Type

## Step 4) Click OK button

And then, you can click ok button in the Add Room Type dialog, as figure 9 shows:

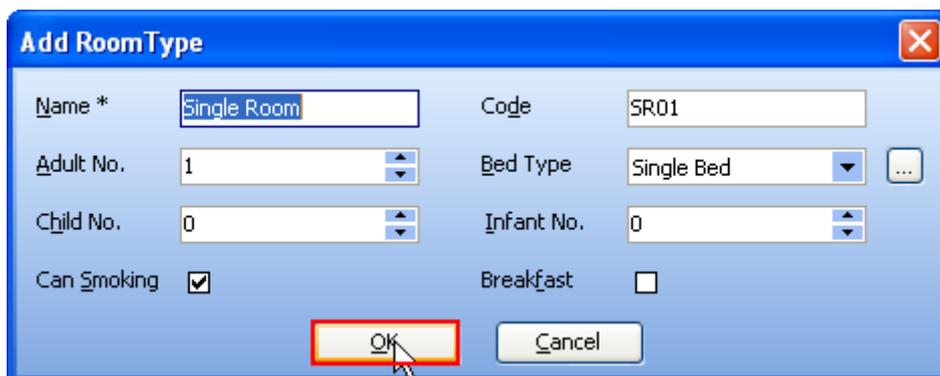


Figure 9 Click Ok button in Add RoomType Dialog

Look, The room type called 'Single Room' has been added to the system, you can find it in the room type list, as figure 10 shows:

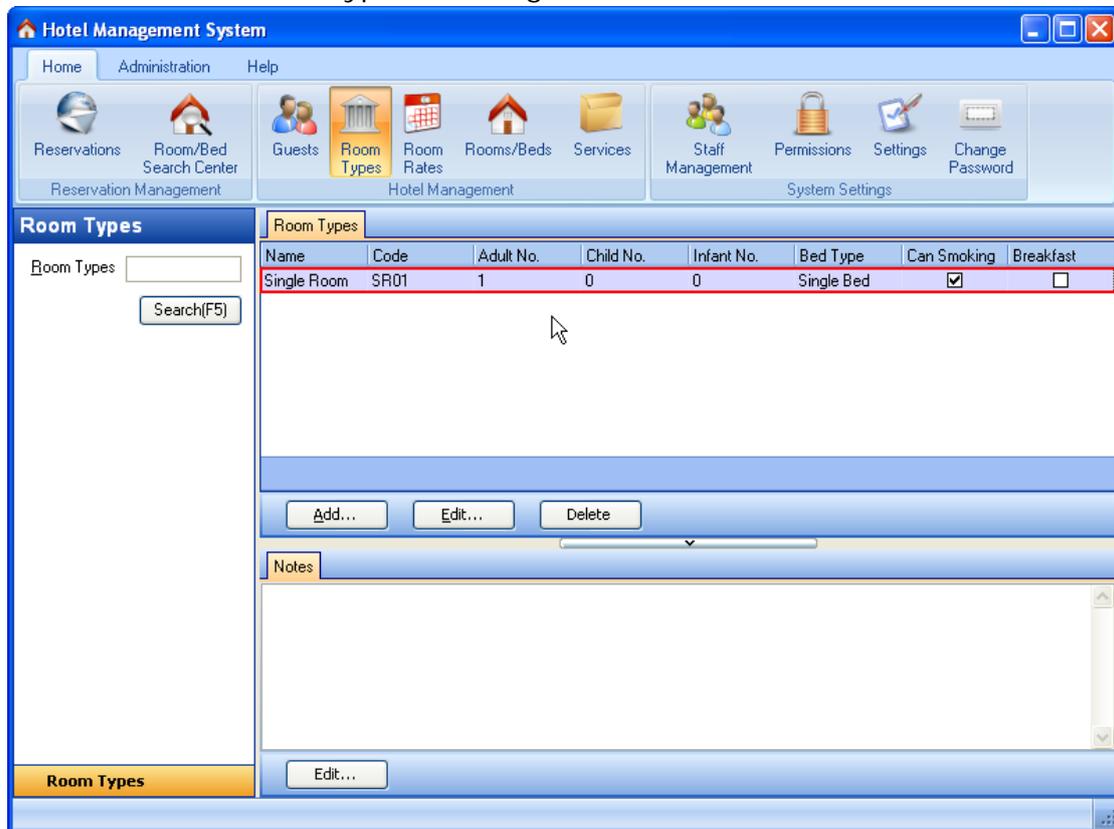


Figure 10 Room Type List

You can click the Edit button to modify your room type, or click the Delete button to delete the selected room type.

### 3 How to set up a room rate

After setting up room types, we should set up some room rate for these room types. If not, you can not make a reservation.

So, if you want to set up some room rates, please follow these simple steps:

#### Step 1) Go to Room Rates section

Go to Room Rates section, as figure 11 shows:

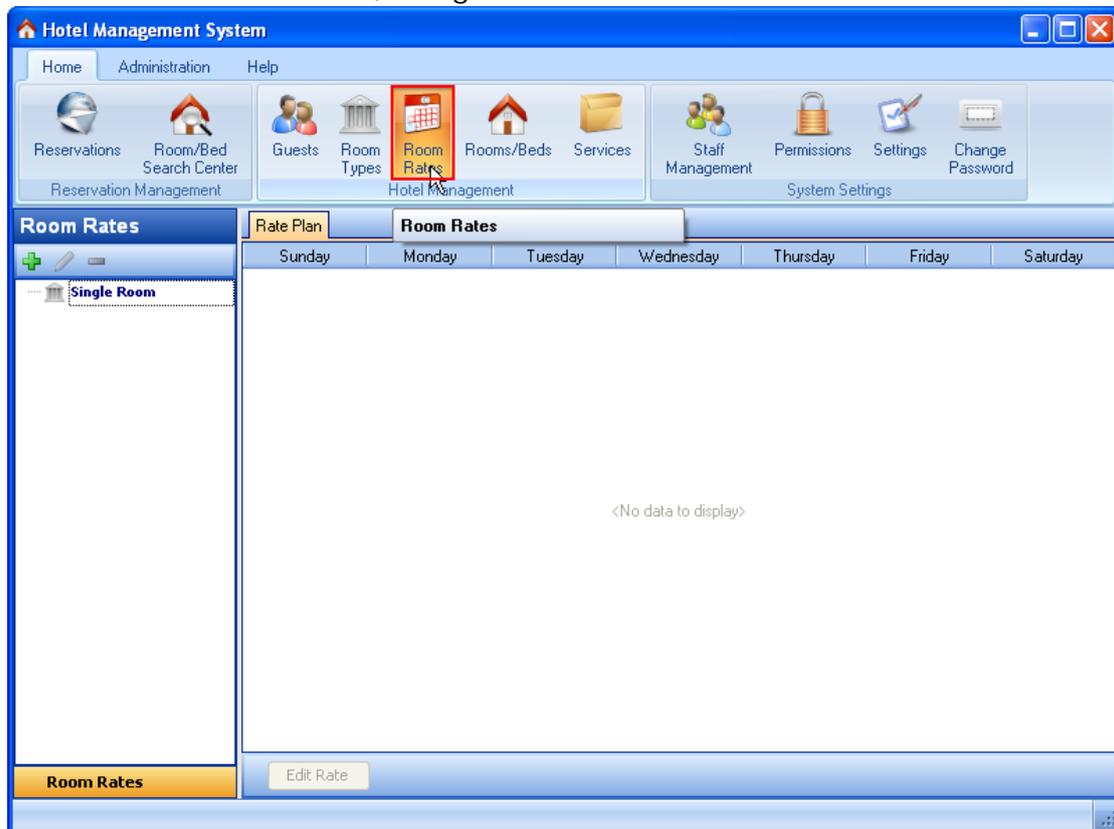


Figure 11 Room Rates section

#### Step 2) Right-Click a room type

Right-Click the room type called 'Single Room', and then select Add Room Rate Description, as figure 12 shows:

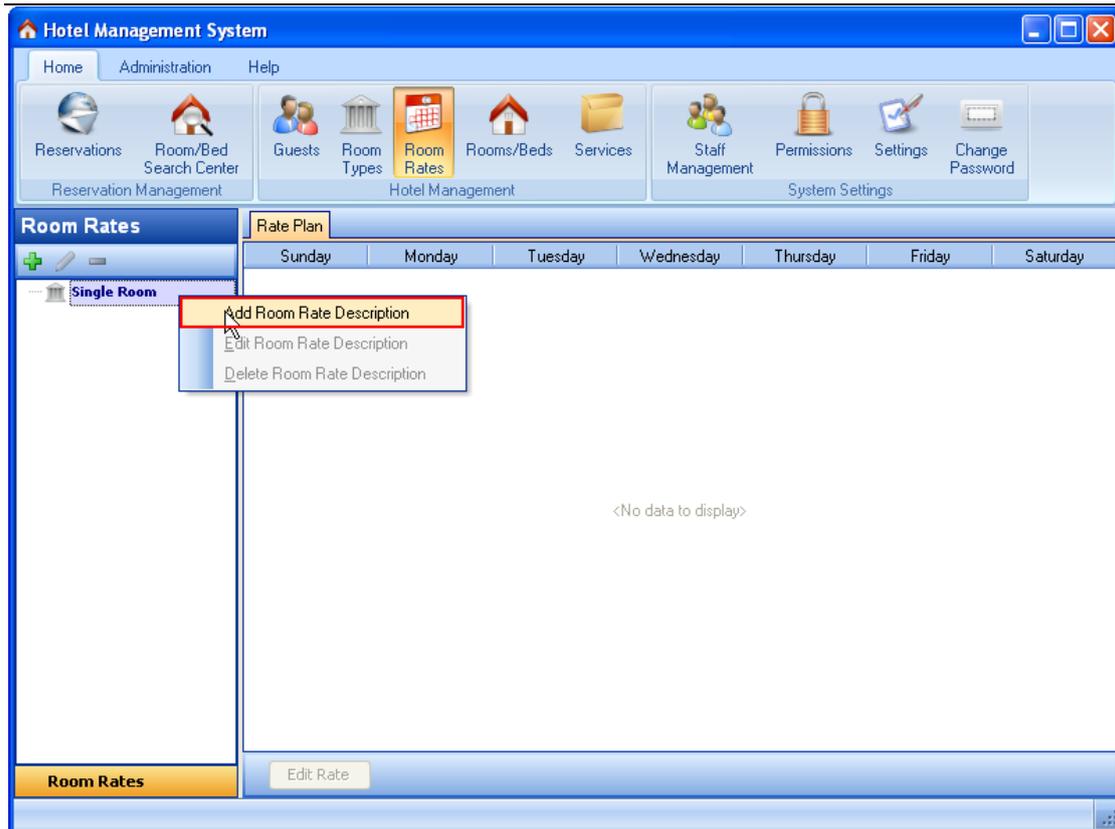


Figure 12 Select Add Room Rate Description

### Step 3) Enter All Fields

Enter all fields in the Add Room Rate dialog, as figure 13 shows:

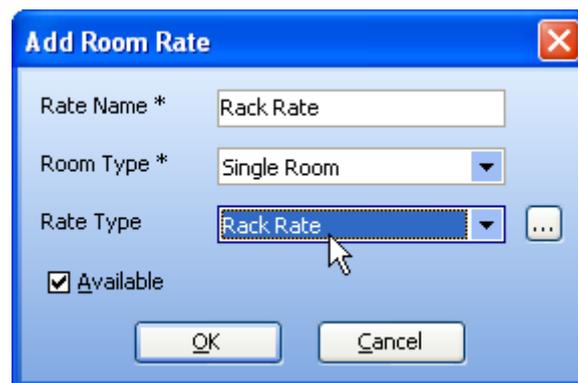


Figure 13 Enter All Fields

### Step 4) Select a room rate

Click OK button in the Add Room Rate dialog, and then select this Room Rate

called 'Rack Rate', as figure 14 shows:

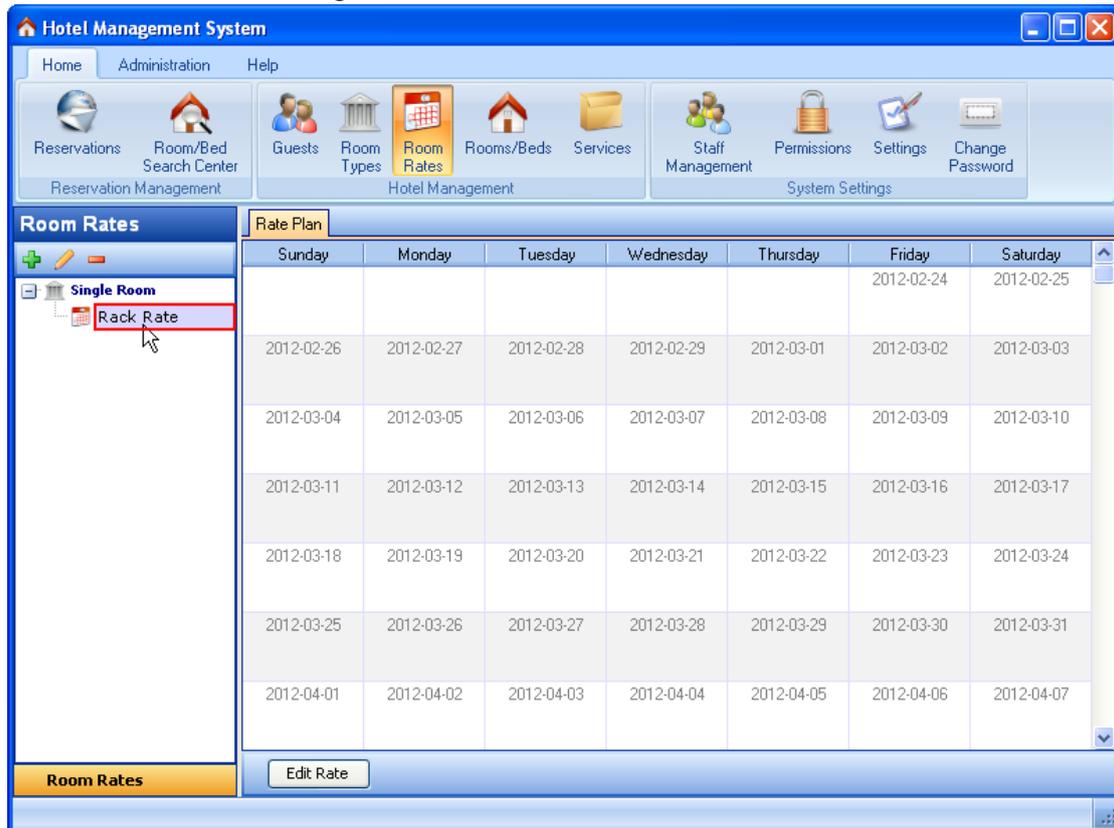


Figure 14 Select a room rate

## Step 5) Click Edit Rate Button

Click Edit Rate button in the Rate Plan panel, as figure 15 shows:

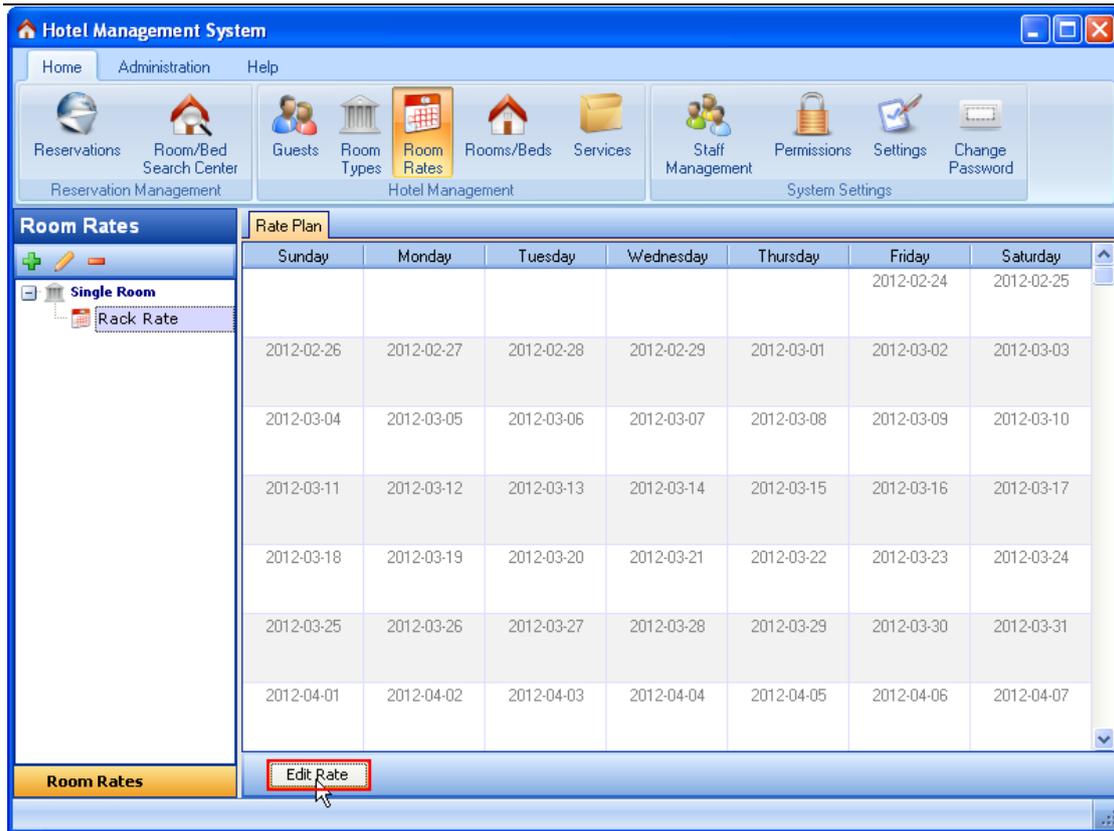


Figure 15 Click Edit Rate Button

## Step 6) Enter All Fields

Enter all fields in the Edit Rate Plan dialog, as figure 16 shows:

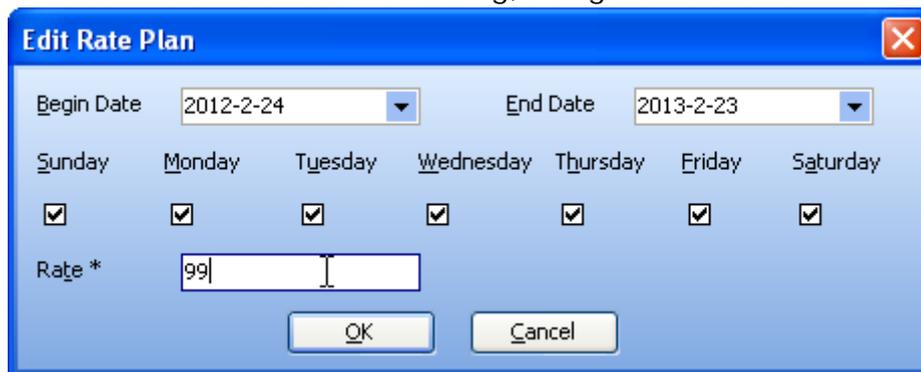


Figure 16 Enter All Fields

From **Begin Date** to **End Date**, every **Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday**, this room rate is \$99.

Of course, if you want to set up the room rate of every weekend, you can set up it as figure 17 shows:

**Edit Rate Plan**

Begin Date: 2012-2-24      End Date: 2013-2-23

Sunday     Monday     Tuesday     Wednesday     Thursday     Friday     Saturday

Rate \* : 119

OK      Cancel

Figure 17 Every Weekend Rate

Look, you can see all rates of this rack rate in the rate plan panel, as figure 18 shows:

**Hotel Management System**

Home   Administration   Help

Reservations   Room/Bed Search Center   Guests   Room Types   Room Rates   Rooms/Beds   Services   Staff Management   Permissions   Settings   Change Password

**Room Rates**

Rate Plan

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					2012-02-24	2012-02-25
					\$99.00	\$119.00
2012-02-26	2012-02-27	2012-02-28	2012-02-29	2012-03-01	2012-03-02	2012-03-03
\$119.00	\$99.00	\$99.00	\$99.00	\$99.00	\$99.00	\$119.00
2012-03-04	2012-03-05	2012-03-06	2012-03-07	2012-03-08	2012-03-09	2012-03-10
\$119.00	\$99.00	\$99.00	\$99.00	\$99.00	\$99.00	\$119.00
2012-03-11	2012-03-12	2012-03-13	2012-03-14	2012-03-15	2012-03-16	2012-03-17
\$119.00	\$99.00	\$99.00	\$99.00	\$99.00	\$99.00	\$119.00
2012-03-18	2012-03-19	2012-03-20	2012-03-21	2012-03-22	2012-03-23	2012-03-24
\$119.00	\$99.00	\$99.00	\$99.00	\$99.00	\$99.00	\$119.00
2012-03-25	2012-03-26	2012-03-27	2012-03-28	2012-03-29	2012-03-30	2012-03-31
\$119.00	\$99.00	\$99.00	\$99.00	\$99.00	\$99.00	\$119.00
2012-04-01	2012-04-02	2012-04-03	2012-04-04	2012-04-05	2012-04-06	2012-04-07
\$119.00	\$99.00	\$99.00	\$99.00	\$99.00	\$99.00	\$119.00

Room Rates      Edit Rate

Figure 18 All Rates in Rate Plan Panel

## 4 How to manage all rooms/beds of your hotel

If you want to manage all rooms or beds of your hotel, please follow these simple steps:

### Step 1) Go to Rooms/Beds section

Go to Rooms/Beds section, as figure 19 shows:

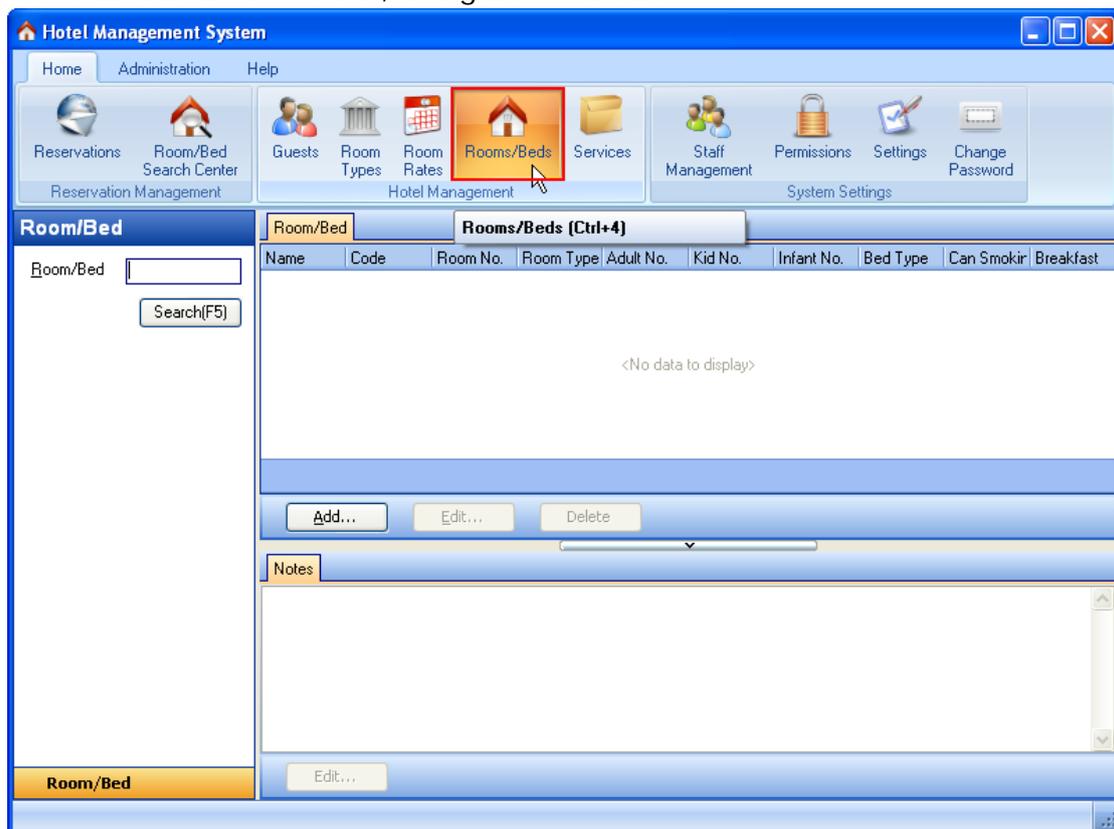


Figure 19 Go To Rooms/Beds Section

### Step 2) Click Add button

Click the Add button in the Room/Bed panel, as figure 20 shows:

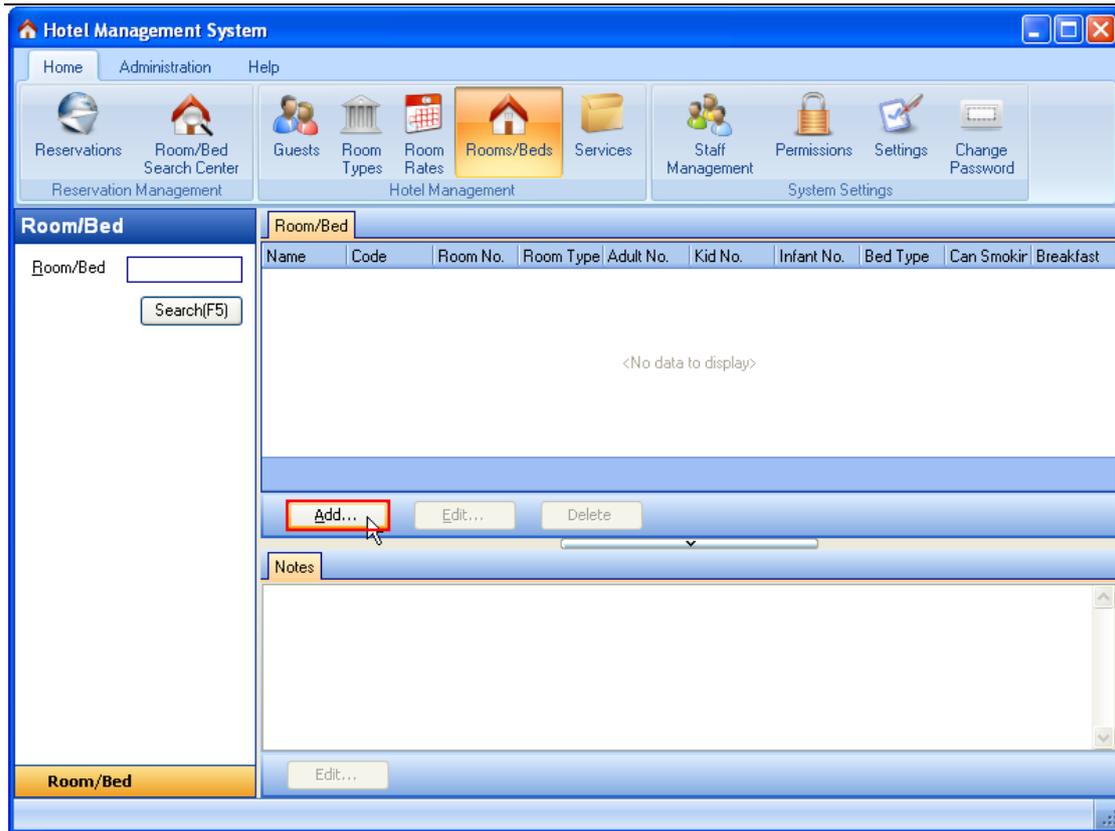


Figure 20 Click Add Button in Boom/Bed Panel

### Step 3) Enter All Fields

Enter all fields in the Add Room dialog, as figure 21 shows:

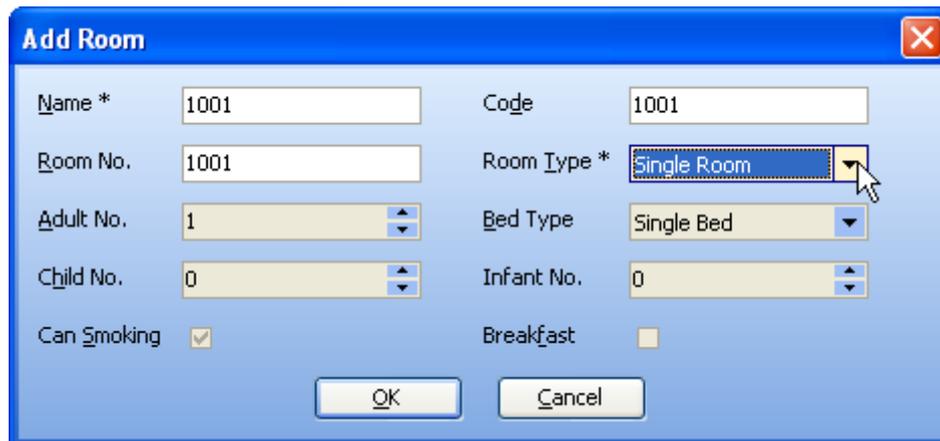


Figure 21 Enter All Fields in Add Room Dialog

Of course, if you want to add a bed of a 6-bed room, you can enter them as figure 22 shows:

**Add Room**

Name \* 1002-1 Code 10021

Room No. 1002 Room Type \* Bed of 6Bed Room

Adult No. 1 Bed Type Single Bed

Child No. 0 Infant No. 0

Can Smoking  Breakfast

OK Cancel

Figure 22 Enter All Fields in Add Bed Dialog

OK, you can see all rooms/beds of your hotel in the room/bed panel, as figure 23 shows:

**Hotel Management System**

Home Administration Help

Reservations Room/Bed Search Center Guests Room Types Room Rates Rooms/Beds Services Staff Management Permissions Settings Change Password

**Room/Bed**

Room/Bed Search(F5)

Name	Code	Room No.	Room Type	Adult No.	Kid No.	Infant No.	Bed Type	Can Smok	Breakfast
1001	1001	1001	Single Room	1	0	0	Single Bed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1002-1	10021	1002	Bed of 6Bed Room	1	0	0	Single Bed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1002-2	10022	1002	Bed of 6Bed Room	1	0	0	Single Bed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1002-3	10023	1002	Bed of 6Bed Room	1	0	0	Single Bed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1002-4	10024	1002	Bed of 6Bed Room	1	0	0	Single Bed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1002-5	10025	1002	Bed of 6Bed Room	1	0	0	Single Bed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1002-6	10026	1002	Bed of 6Bed Room	1	0	0	Single Bed	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Add... Edit... Delete

Notes Edit...

Figure 23 Room/Bed Panel

You can click Edit button to modify your room or bed, and you can click Delete button to delete the selected room or bed.

## 5 How to manage your guests

OK, when a guest want to reserve your room or bed, you can collect his/her information, and then, follow these simple steps to manage them:

### Step 1) Go to Guests Section

Go to Guests section, as figure 24 shows:

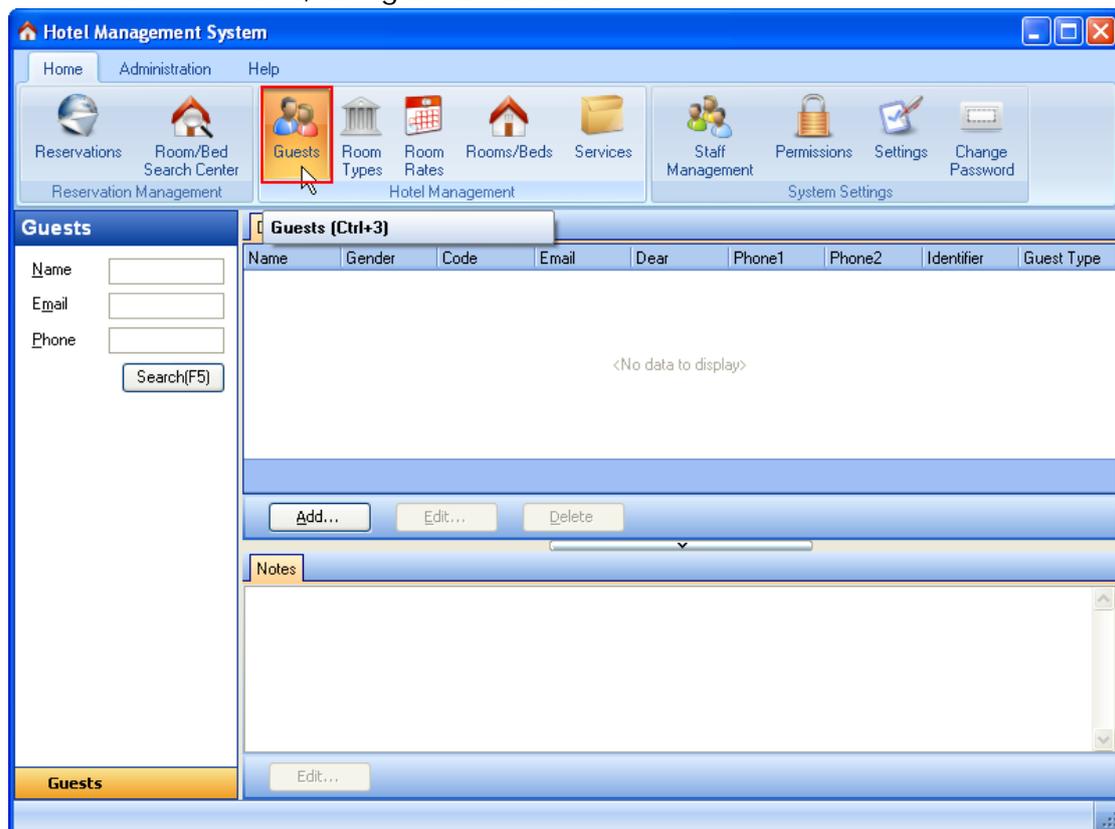


Figure 24 Go To Guests Section

### Step 2) Click Add Button

Click Add button in the guests panel, as figure 25 shows:

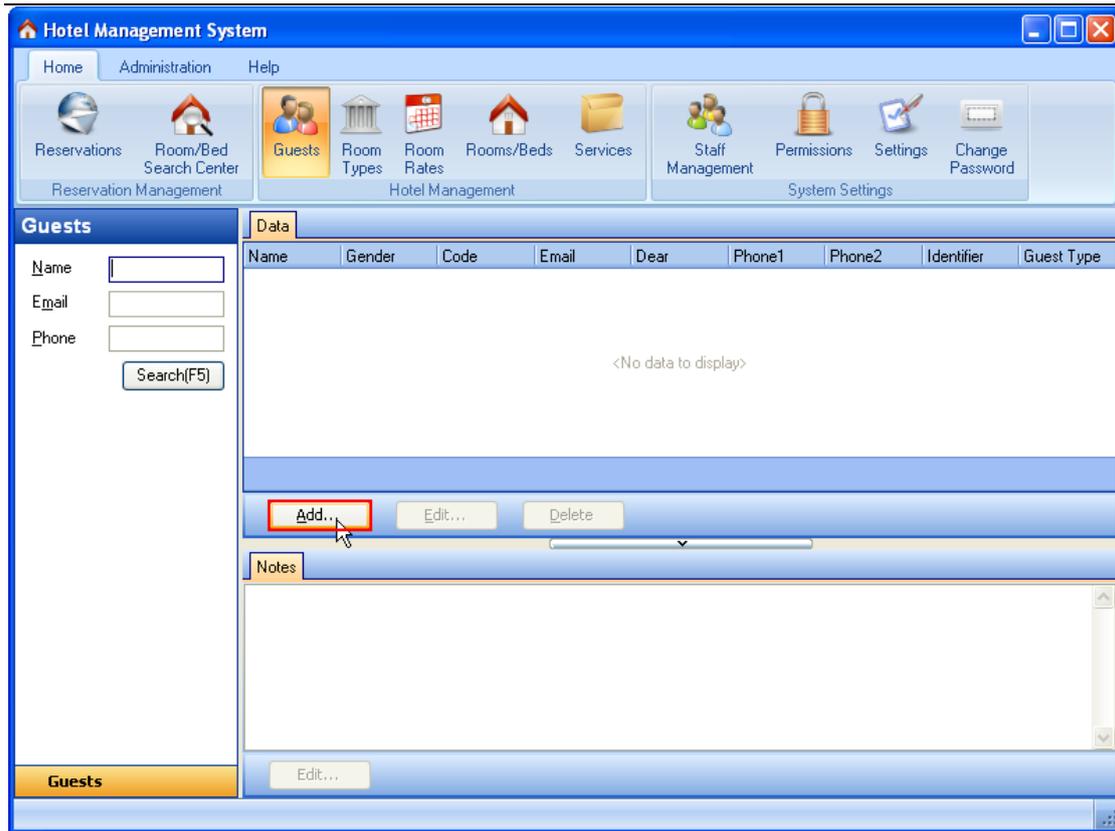


Figure 25 Click Add button

### Step 3) Enter All Fields

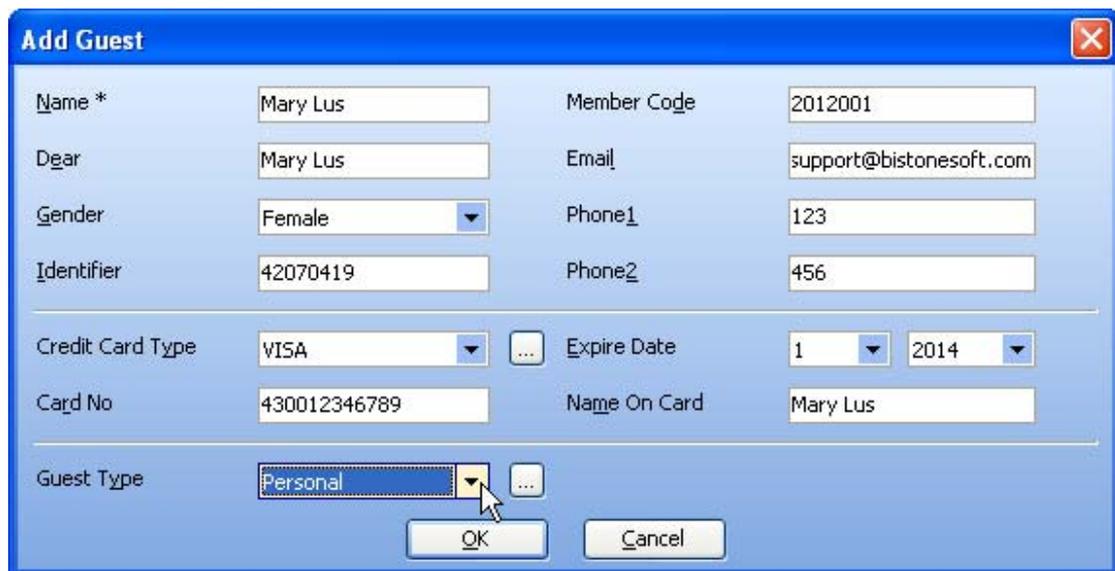


Figure 26 Enter All Fields

And then, click OK button in the Add Guest dialog, look, you can see all guests of your hotel in the guests panel, as figure 27 shows:

The screenshot shows the 'Hotel Management System' window. The top navigation bar includes 'Home', 'Administration', and 'Help'. Below this are several menu items: 'Reservations', 'Room/Bed Search Center', 'Guests', 'Room Types', 'Room Rates', 'Rooms/Bed', 'Services', 'Staff Management', 'Permissions', 'Settings', and 'Change Password'. The 'Guests' menu item is highlighted.

On the left side, there is a search form for the 'Guests' section with fields for 'Name', 'Email', and 'Phone', and a 'Search(F5)' button.

The main area displays a 'Data' table with the following columns: Name, Gender, Code, Email, Dear, Phone1, Phone2, Identifier, and Guest Type. A single row is visible for 'Mary Lus'.

Name	Gender	Code	Email	Dear	Phone1	Phone2	Identifier	Guest Type
Mary Lus	Female	2012001	support@bist	Mary Lus	123	456	42070419	Personal

Below the table are buttons for 'Add...', 'Edit...', and 'Delete'. At the bottom of the window, there is a 'Notes' section and an 'Edit...' button.

Figure 27 Guest List

## 6 How to make a reservation

OK, we have added some room types, room rates, rooms or beds and guests. Now, we can follow these simple steps to make a reservation:

### Step 1) Go to Reservations section

Go to Reservations section, as figure 28 shows:

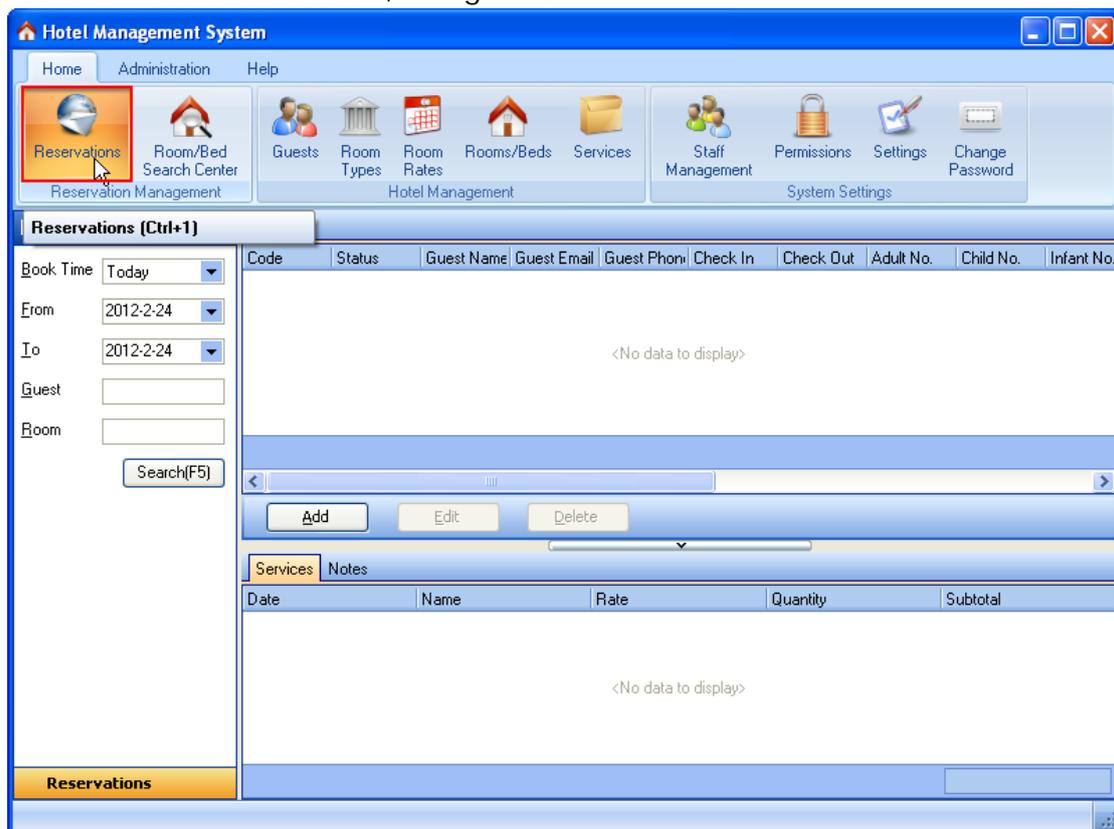


Figure 28 Go to Reservations Section

### Step 2) Click Add Button

Click add button in the reservations panel, as figure 29 shows:

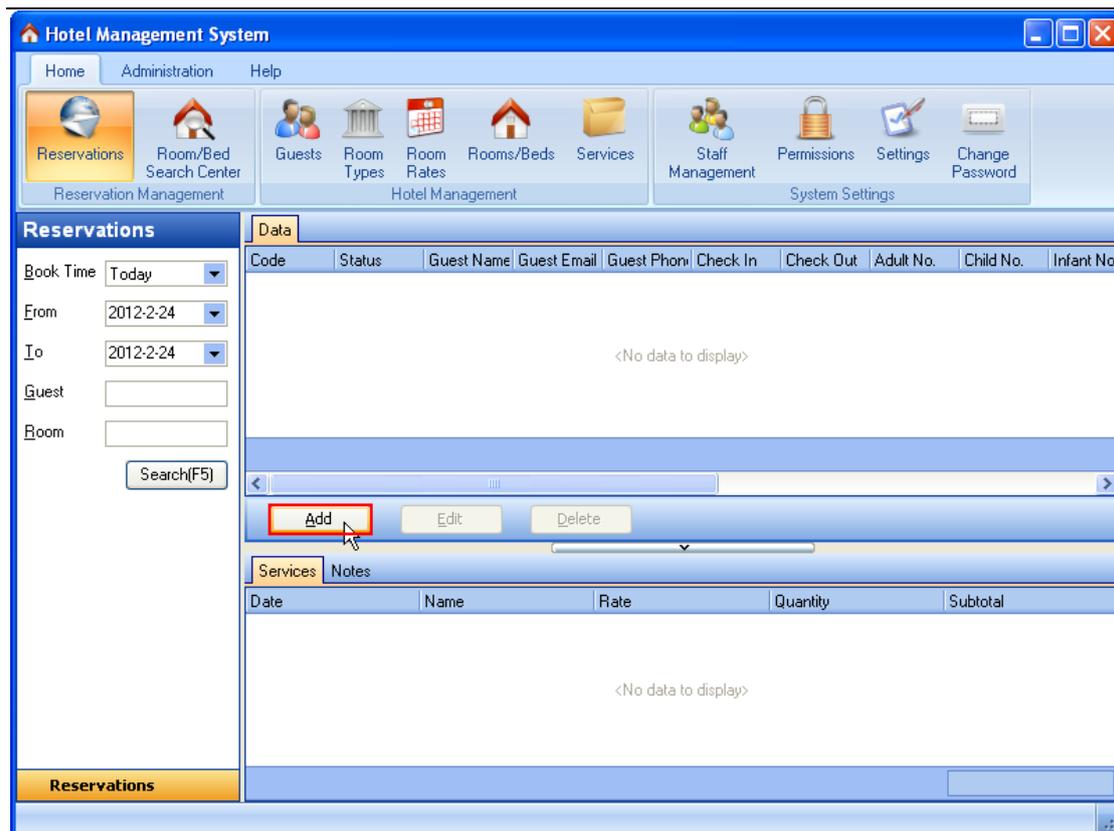


Figure 29 Click Add Button

### Step 3) Click Room Button

Click the button after the Room EditBox, as figure 30 shows:

**Add Reservation**

Common Information  
Code \* 120224001 Status \* New Source  
Book Time 2012-2-24 17:28:41 User Admin Guarantee

Room Information  
Check In \* 2012-2-24  
Check Out \* 2012-2-25  
Adult No. 0  
Child No. 0  
Infant No. 0  
Room \* ...

Service Information  
Date Name Rate Qty Subtotal  
<No data to display>

Guest Information  
Guest Name \*  
Email  
Phone  
Special Requirement

Payment Information  
Pay Type  
Credit Card Type  
Card No.  
Expire Date  
Name On Card  
Ref #

Room Total \$0.00 Tax  
Service Total \$0.00 Tax Total \$0.00 Total \$0.00  
Discount \$0.00 Paid \$0.00 Balance \$0.00

OK Cancel

Figure 30 Click Room Button

## Step 4) Select A Room

Select a room in the 'Select a room' dialog, as figure 31 shows:

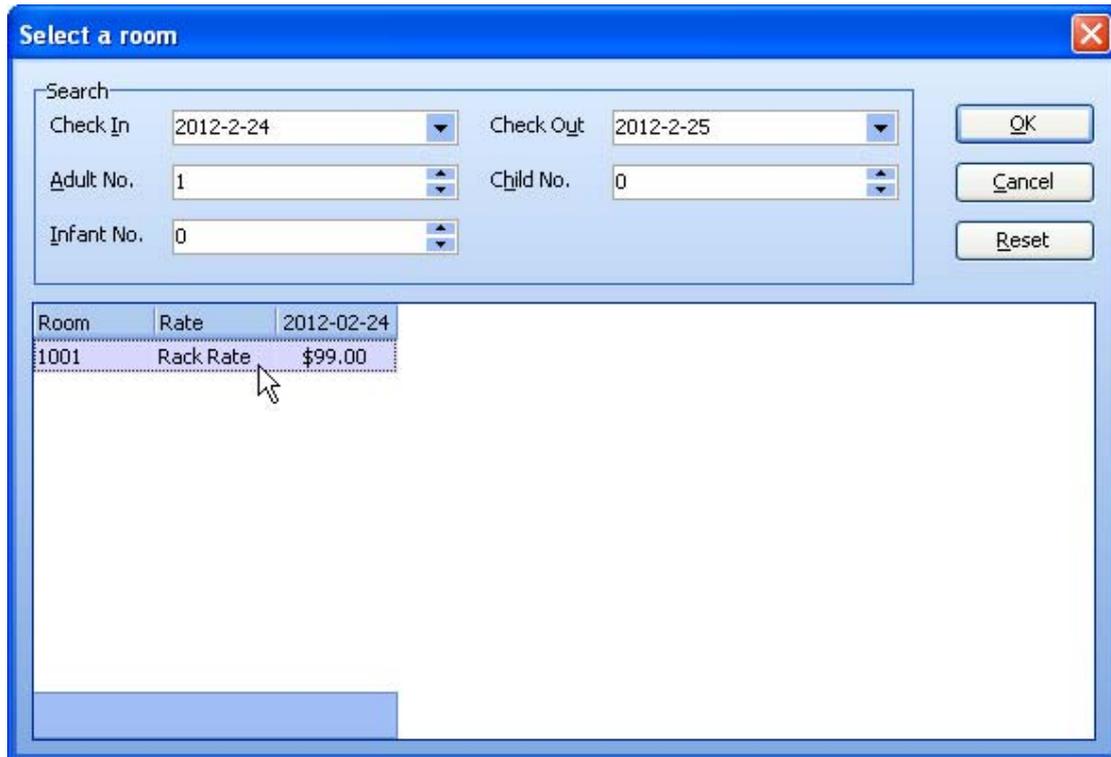


Figure 31 Select A Room Dialog

And then, click OK button in the Select a room dialog, the room is filled into the reservation automatically, as figure 32 shows:

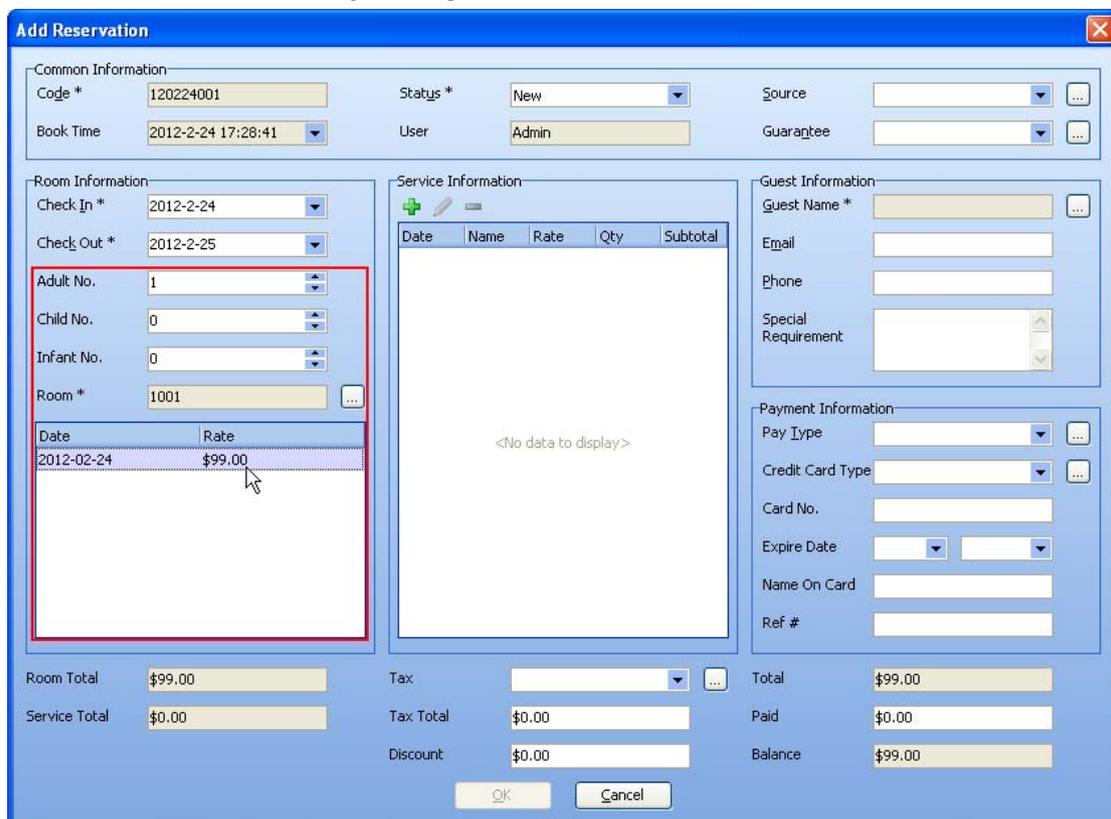


Figure 32 Fill Room Details

## Step 5) Click Guest Button

Click the button after the Guest Name EditBox, as figure 33 shows:

The screenshot shows the 'Add Reservation' dialog box with the following sections:

- Common Information:** Code \* (120224001), Status \* (New), Source, Book Time (2012-2-24 17:28:41), User (Admin), Guarantee.
- Room Information:** Check In \* (2012-2-24), Check Out \* (2012-2-25), Adult No. (1), Child No. (0), Infant No. (0), Room \* (1001).
- Service Information:** A table with columns Date, Name, Rate, Qty, Subtotal. It contains one row: 2012-02-24, \$99.00.
- Guest Information:** Guest Name \* (with a red box and mouse cursor), Email, Phone, Special Requirement.
- Payment Information:** Pay Type, Credit Card Type, Card No., Expire Date, Name On Card, Ref #.
- Summary:** Room Total (\$99.00), Service Total (\$0.00), Tax, Tax Total (\$0.00), Discount (\$0.00), Total (\$99.00), Paid (\$0.00), Balance (\$99.00).

Figure 33 Click Guest Button

## Step 6) Select A Guest

Select a guest in the Select a guest dialog, as figure 34 shows:

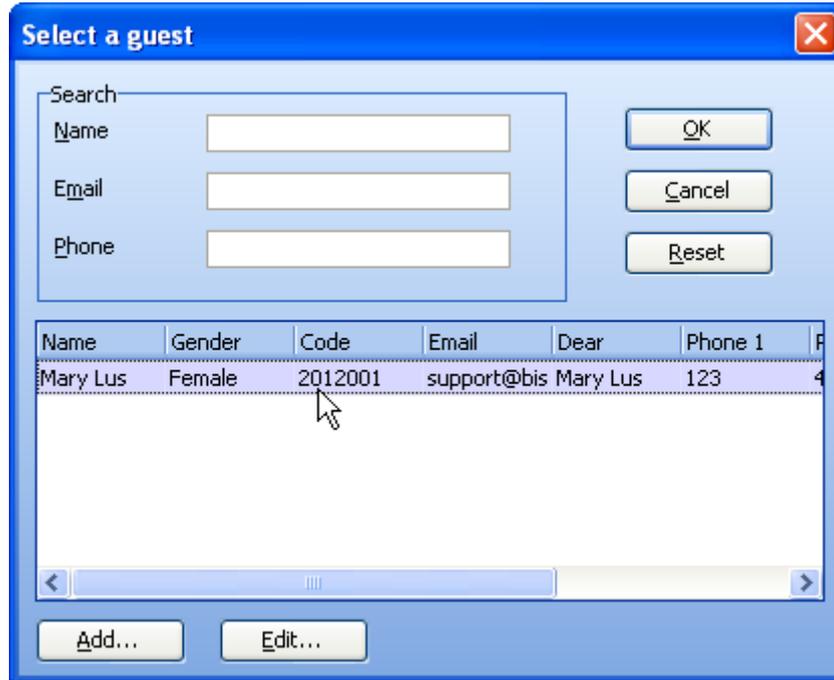


Figure 34 Select a guest Dialog

And then, click OK button in the select a guest dialog, the guest filled into this reservation automatically, as figure 35 shows:

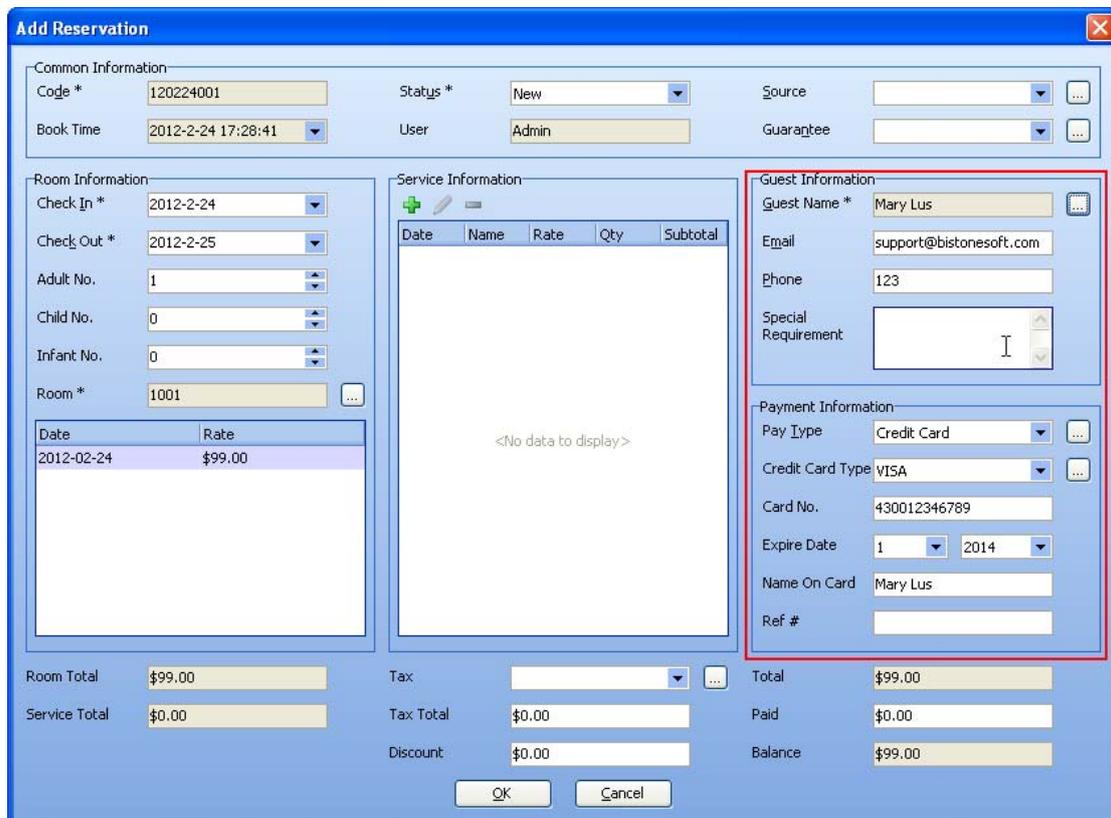


Figure 35 Fill Guest Information

## Step 7) Select a Tax

There is no default tax in the system. You can follow these simple steps to add some tax rates:

Step 1) Click the button after the Tax EditBox

The screenshot shows the 'Add Reservation' dialog box with the following fields and values:

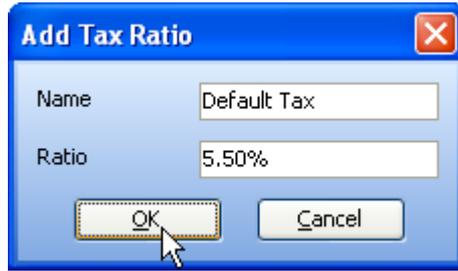
- Common Information:** Code \* 120224001, Status \* New, Source, Book Time 2012-2-24 17:28:41, User Admin, Guarantee.
- Room Information:** Check In \* 2012-2-24, Check Out \* 2012-2-25, Adult No. 1, Child No. 0, Infant No. 0, Room \* 1001.
- Service Information:** A table with columns Date, Name, Rate, Qty, Subtotal. It currently shows '<No data to display>'. A small '+' icon is visible above the table.
- Guest Information:** Guest Name \* Mary Lus, Email support@bistonesoft.com, Phone 123, Special Requirement.
- Payment Information:** Pay Type Credit Card, Credit Card Type VISA, Card No. 430012346789, Expire Date 1/2014, Name On Card Mary Lus, Ref #.
- Totals:** Room Total \$99.00, Service Total \$0.00, Tax (dropdown), Tax Total \$0.00, Discount \$0.00, Total \$99.00, Paid \$0.00, Balance \$99.00.

Step 2) Click add button in the Tax Ratio dialog

The screenshot shows the 'Tax Ratio' dialog box with the following details:

- Buttons:** Add.., Edit..., Delete, Close.
- Sub-dialog 'Add Tax Ratio':** Name, Ratio, OK, Cancel.

Step 3) Enter a tax rate in the Add Tax Ratio dialog



And then, you can select a tax rate, as figure 36 shows:

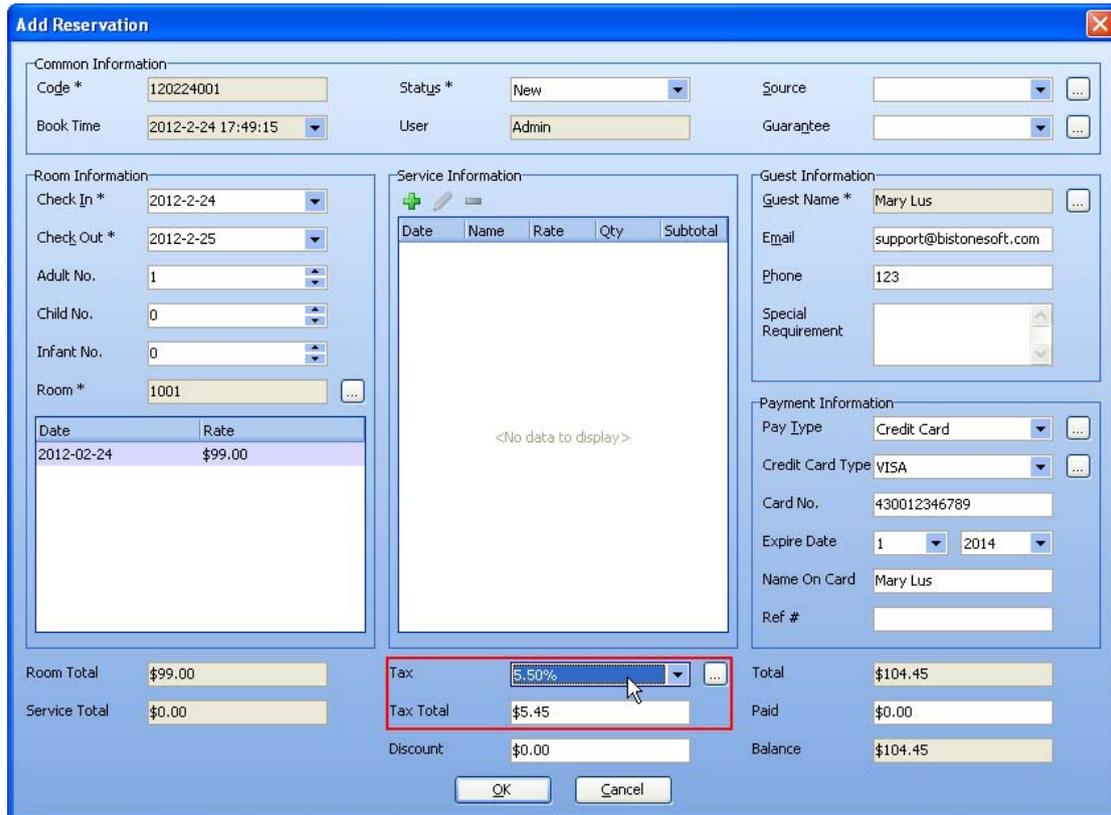


Figure 36 Select a Tax Ratio

And then, you can click ok button to make a reservation, look, you can see this reservation in the reservation list, as figure 37 shows:

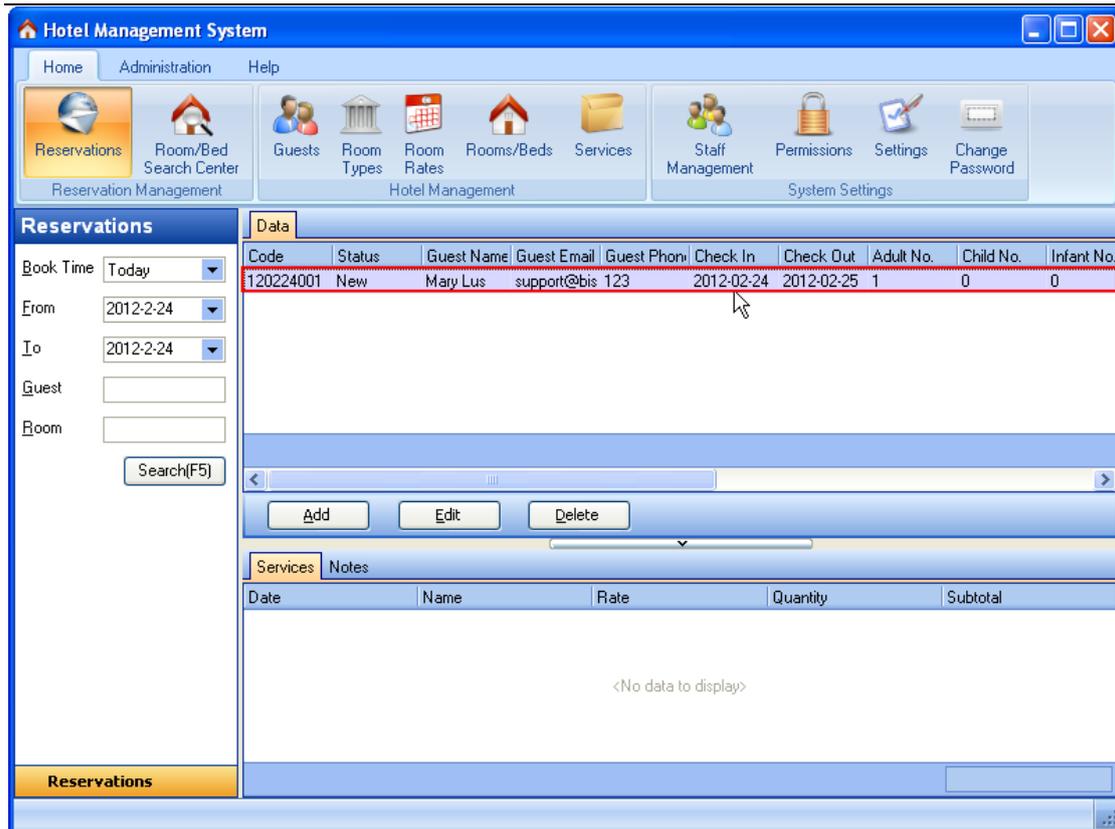


Figure 37 Reservation List

Ok, you can click Edit button to modify this reservation, or click Delete button to delete this reservation.

## Step 8) Go to Room/Bed Search Center

You can go to Room/Bed Search Center section to see the rooms/beds occupancy status of your hotel, as figure 38 shows:

**Hotel Management System**

Home Administration Help

Reservations Room/Bed Search Center Guests Room Types Room Rates Rooms/Bed Services Staff Management Permissions Settings Change Password

Reservation Management Hotel Management System Settings

**Room Search Center**

Period: This week  
From: 2012-2-20  
To: 2012-2-26  
Search(F5)

Room/Bed	2012-02-20 Mon	2012-02-21 Tue	2012-02-22 Wed	2012-02-23 Thu	2012-02-24 Fri	2012-02-25 Sat	2012-02-26 Sun
1001					Mary Lus		
1002-1							
1002-2							
1002-3							
1002-4							
1002-5							
1002-6							

Room Search Center

Figure 38 Room/Bed Search Center

## 7 How to sell your services

If your hotel has some services like swimming pools, restaurants and so on, you can add these services into the system, and then you can sell them. Please follow these simple steps to sell your services:

### Step 1) Go to Services Section

Go to services section, as figure 39 shows:

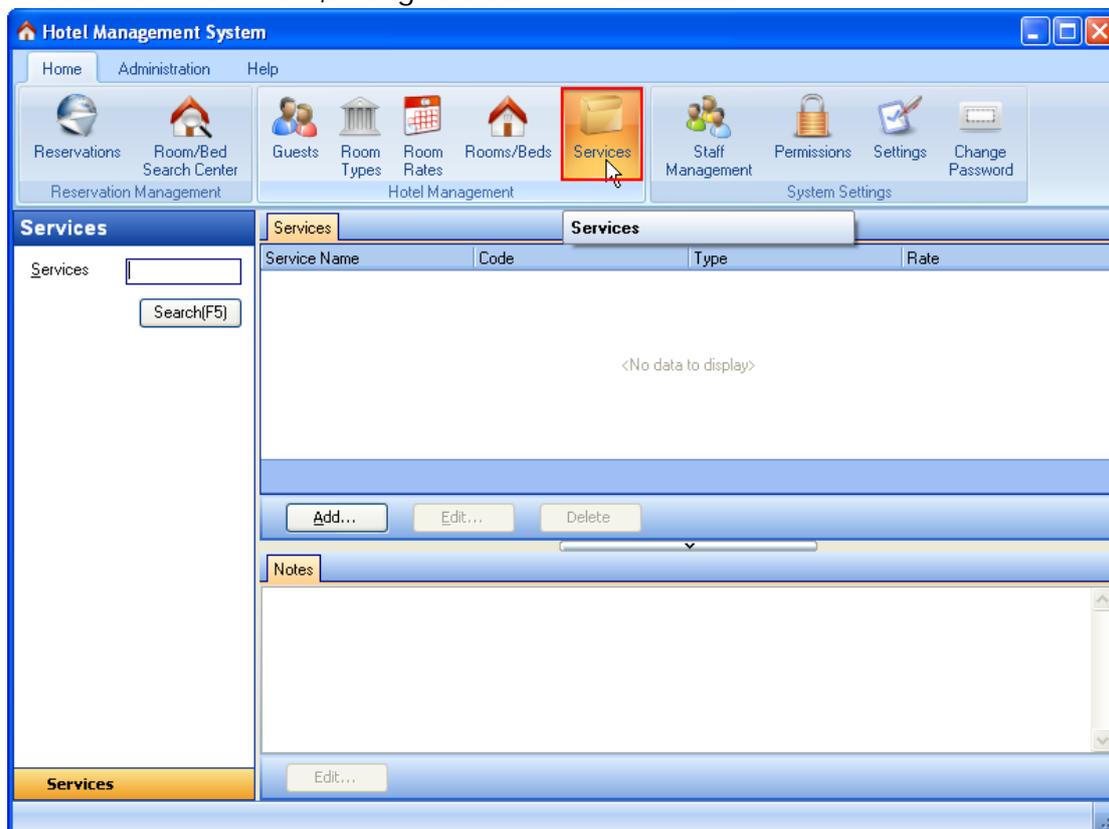


Figure 39 Go To Services Section

### Step 2) Click Add Button

Click add button in the services panel, as figure 40 shows:

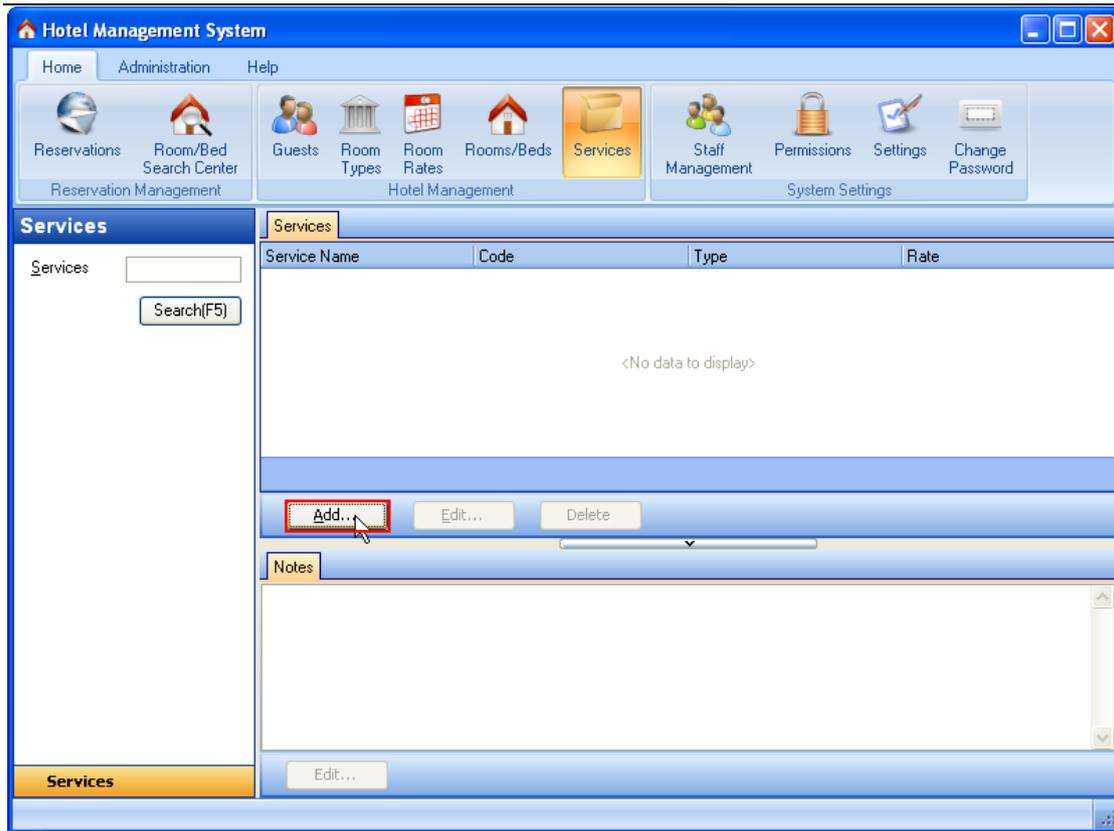


Figure 40 Click Add Button

### Step 3) Enter All Fields

Enter all fields in the Add Service dialog, as figure 41 shows:



Figure 41 Enter All Fields

And then, click OK button in the Add Service dialog, the service called 'swimming' has been added into the system, as figure 42 shows:

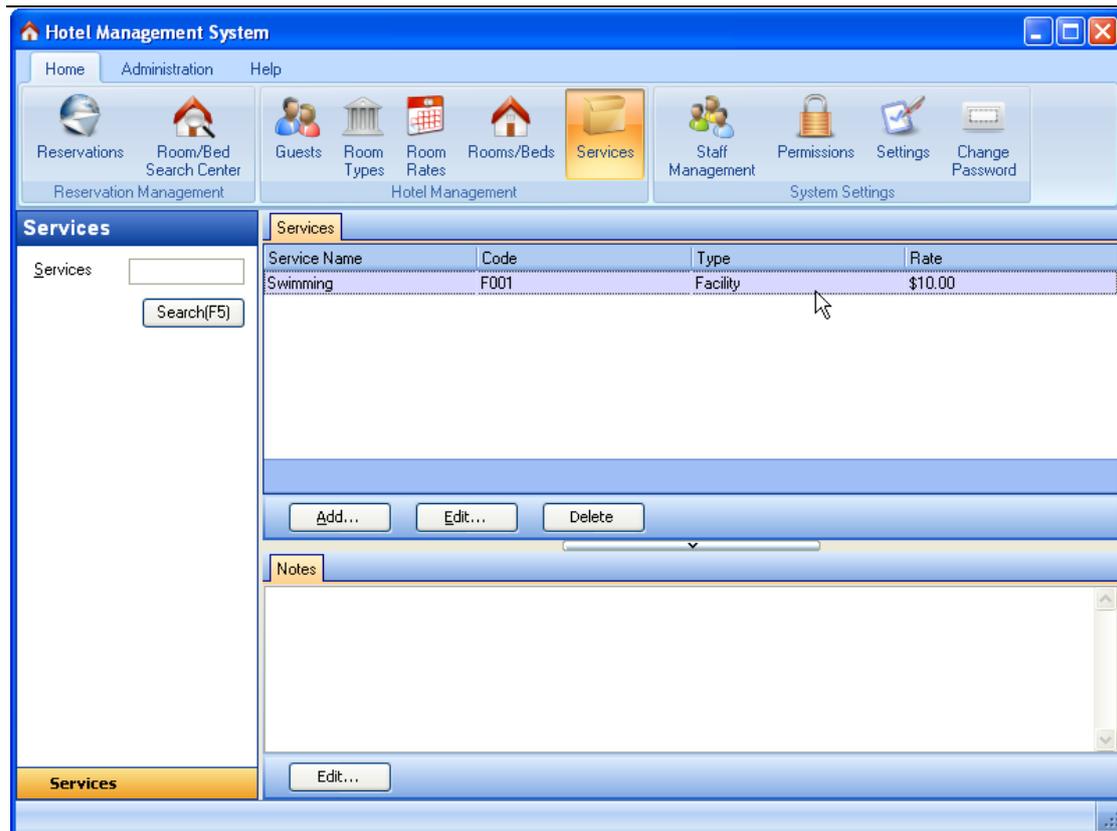


Figure 42 Service List

## Step 4) Go to Reservations Section

Go to Reservations section, and select a reservation, as figure 43 shows:

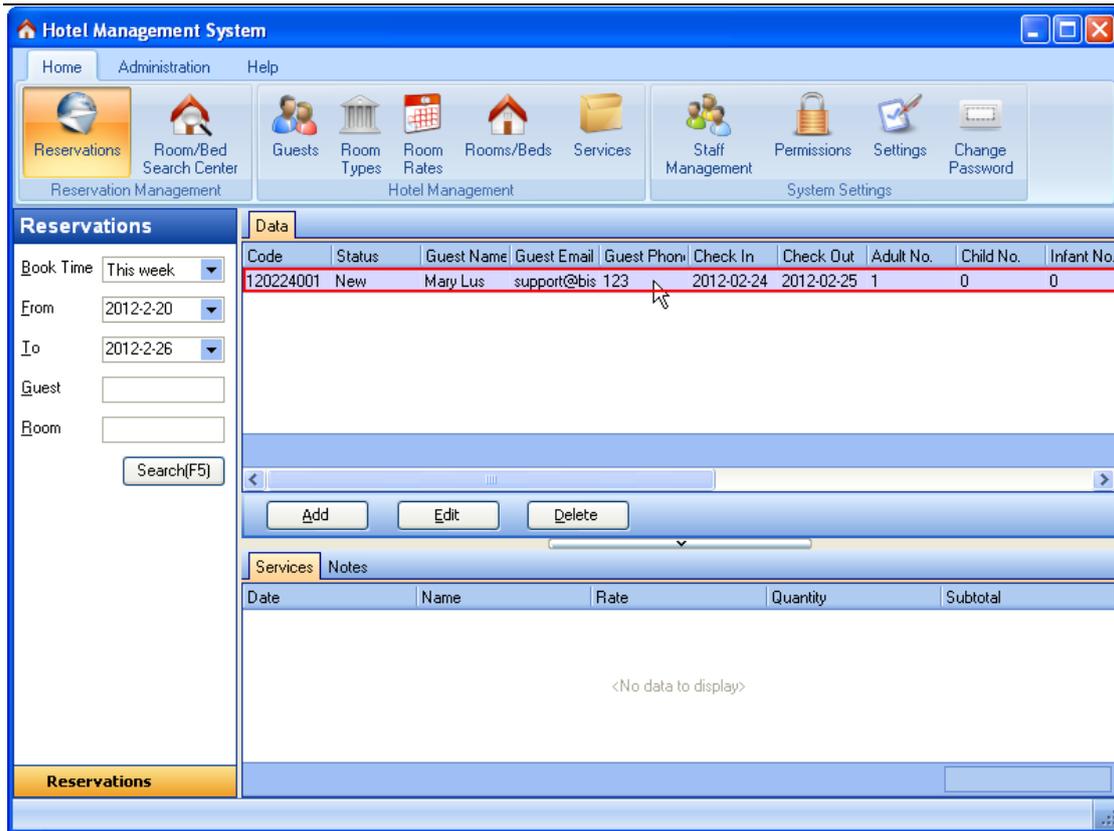


Figure 43 Reservation List

## Step 5) Click Edit Button

Click Edit button in the reservations panel, as figure 44 shows:

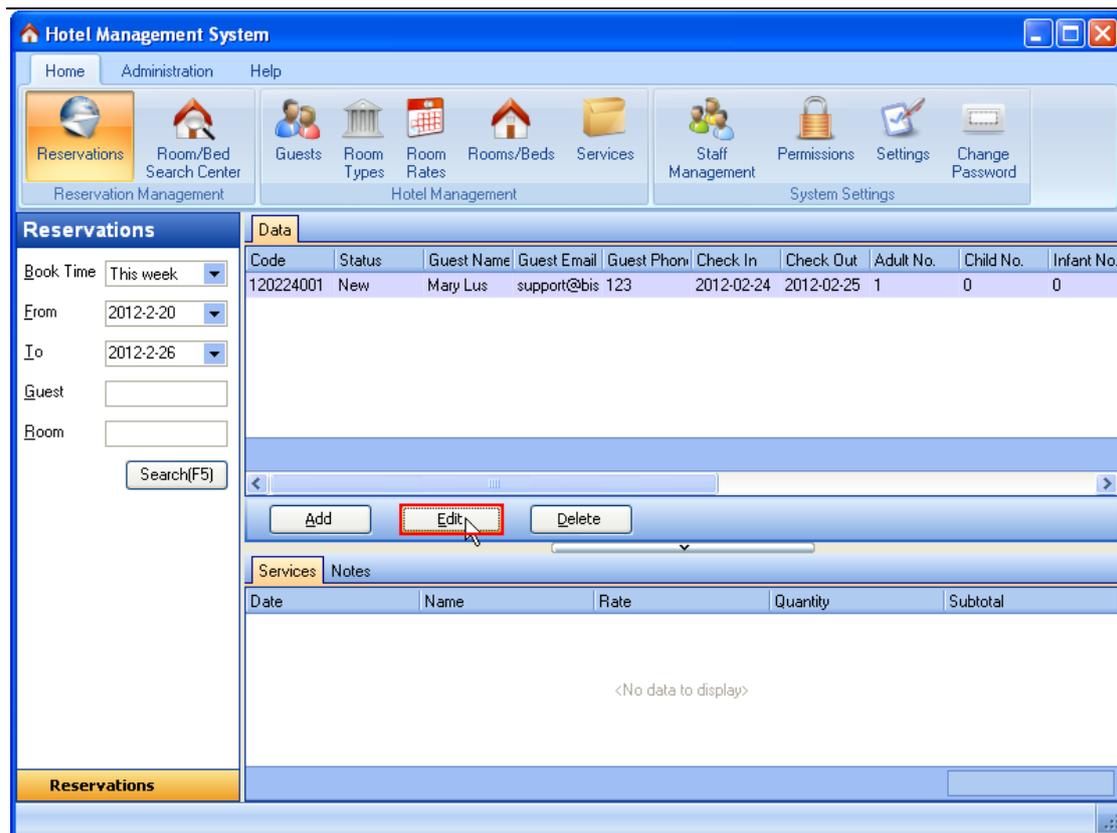


Figure 44 Click Edit Button

## Step 6) Click Add Button

Click add button in the Service Information panel, as figure 45 shows:

**Edit Reservation**

Common Information  
 Code \* 120224001 Status \* Modify Source  
 Book Time 2012-2-24 17:49:15 User Admin Guarantee

Room Information  
 Check In \* 2012-2-24  
 Check Out \* 2012-2-25  
 Adult No. 1  
 Child No. 0  
 Infant No. 0  
 Room \* 1001

Service Information  
 + [Red Box] [Green Plus Button]  

Date	Name	Rate	Qty	Subtotal
<No data to display>				

Guest Information  
 Guest Name \* Mary Lus  
 Email support@bistonesoft.com  
 Phone 123  
 Special Requirement

Payment Information  
 Pay Type Credit Card  
 Credit Card Type VISA  
 Card No. 430012346789  
 Expire Date 1 2014  
 Name On Card  
 Ref #

Room Total \$99.00 Tax Total \$0.00 Total \$99.00  
 Service Total \$0.00 Discount \$0.00 Paid \$0.00  
 Balance \$99.00

OK Cancel

Figure 45 Click Add Button

## Step 7) Click Service Button

Click the button after the Name EditText in the Add Service dialog, as figure 46 shows:

**Add Service**

Name [ ] [Red Box] [Mouse Cursor]  
 Code [ ]  
 Type [ ]  
 Rate [ ]  
 Quantity 1  
 Subtotal \$0.00

OK Cancel

Figure 46 Click Service Button

## Step 8) Select a Service

Select a service in the Select a Service dialog, as figure 47 shows:

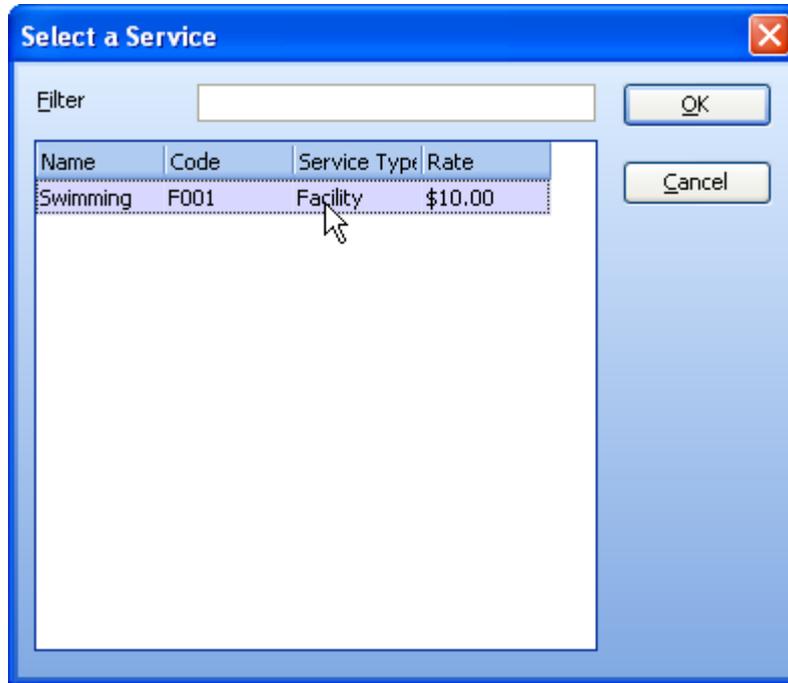


Figure 47 Select a Service

Ok, the service information has been filled into the Add Service dialog automatically, as figure 48 shows:



Figure 48 Automatically Fill

You can modify its rate or its quantity, then, please click OK button, and then, you can see the rate of this service has been added into the service total and the total amount, as figure 49 shows:

**Edit Reservation**

Common Information  
 Code \* 120224001      Status \* Modify      Source  
 Book Time 2012-2-24 17:49:15      User Admin      Guarantee

Room Information  
 Check In \* 2012-2-24  
 Check Out \* 2012-2-25  
 Adult No. 1  
 Child No. 0  
 Infant No. 0  
 Room \* 1001

Date	Rate
2012-02-24	\$99.00

Service Information  

Date	Name	Rate	Qty	Subtotal
2012-02-25	Swimming	\$10.00	1	\$10.00

Guest Information  
 Guest Name \* Mary Lus  
 Email support@bistonesoft.com  
 Phone 123  
 Special Requirement

Payment Information  
 Pay Type Credit Card  
 Credit Card Type VISA  
 Card No. 430012346789  
 Expire Date 1 2014  
 Name On Card  
 Ref #

Room Total \$99.00      Tax  
 Service Total \$10.00      Tax Total \$0.00  
 Discount \$0.00      Total \$109.00  
 Paid \$0.00  
 Balance \$109.00

OK      Cancel

Figure 49 Service Total

Ok, you already sold your service called 'Swimming'!

## 8 How to manage your users and their permissions

There is no user-number limit in our system. You can add many users as you want. Now, please follow these simple steps to manage your users and their permissions:

### Step 1) Go to Staff Management Section

Go to Staff Management section, as figure 50 shows:

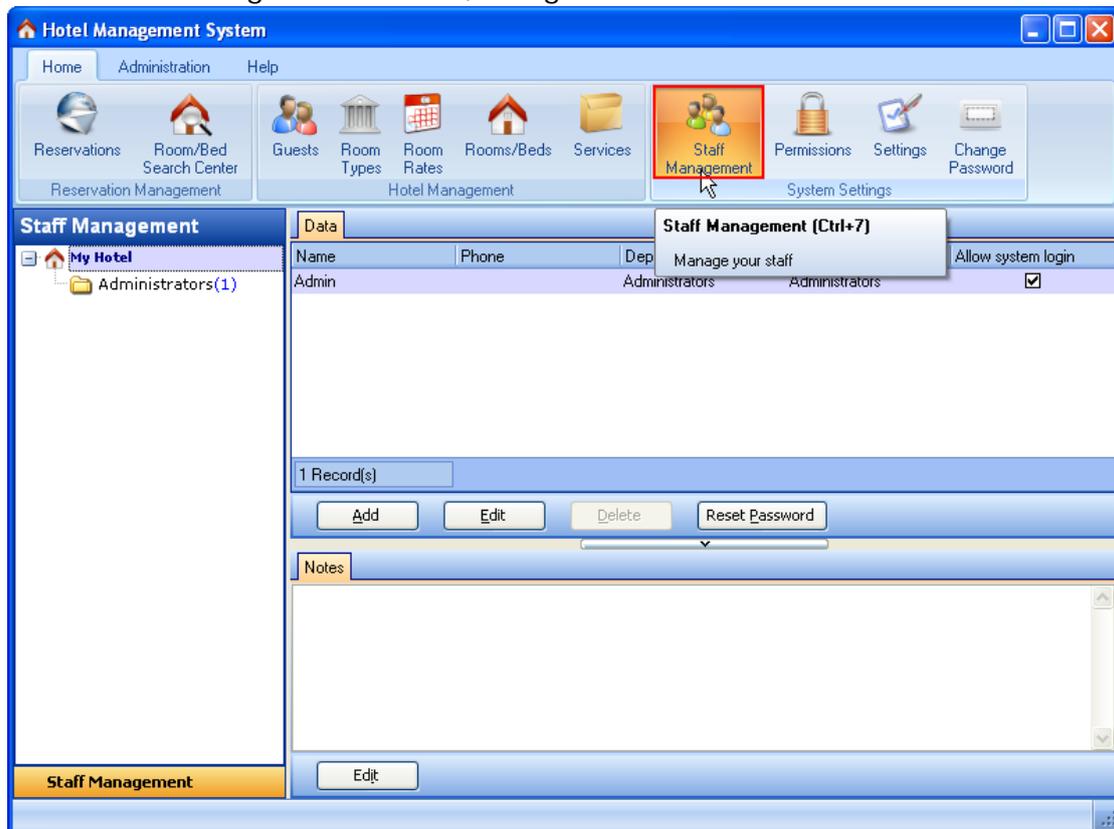


Figure 50 Go to Staff Management System

### Step 2) Click Add Button

Click Add button in the staffs panel, as figure 51 shows:

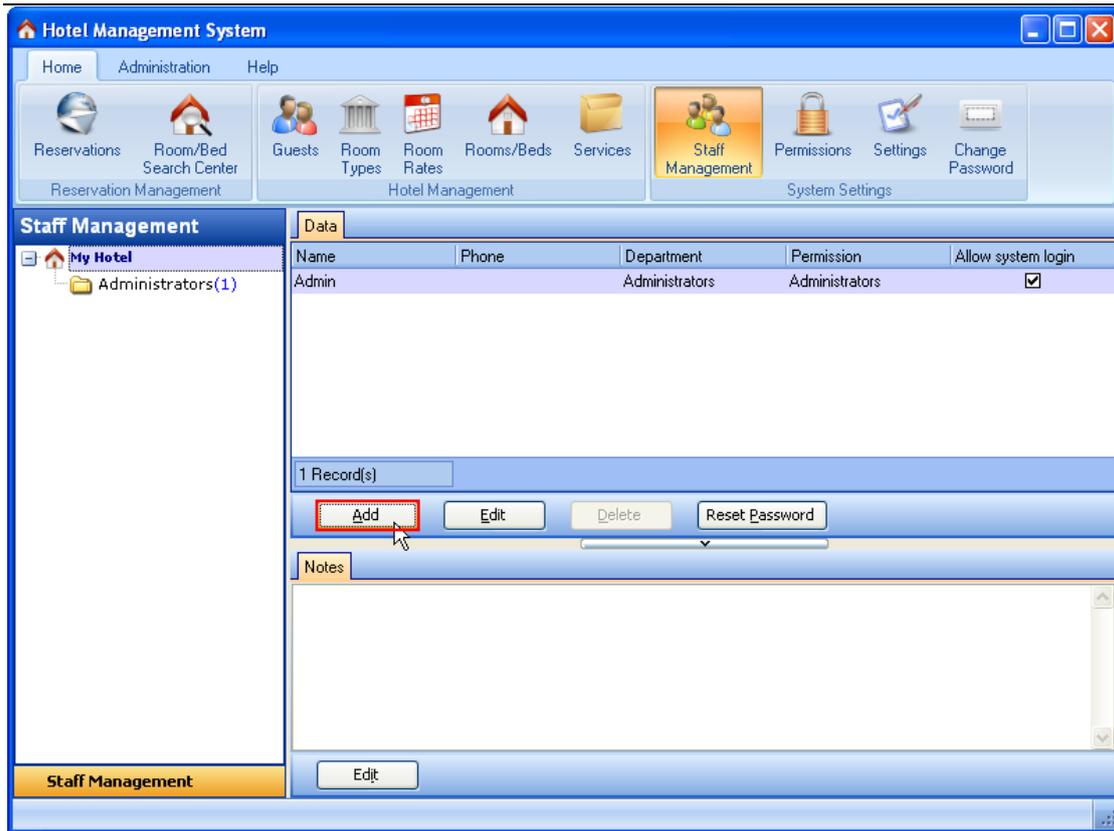


Figure 51 Click Add Button

### Step 3) Enter All Fields

Enter all fields in the Add Staff dialog, as figure 52 shows:

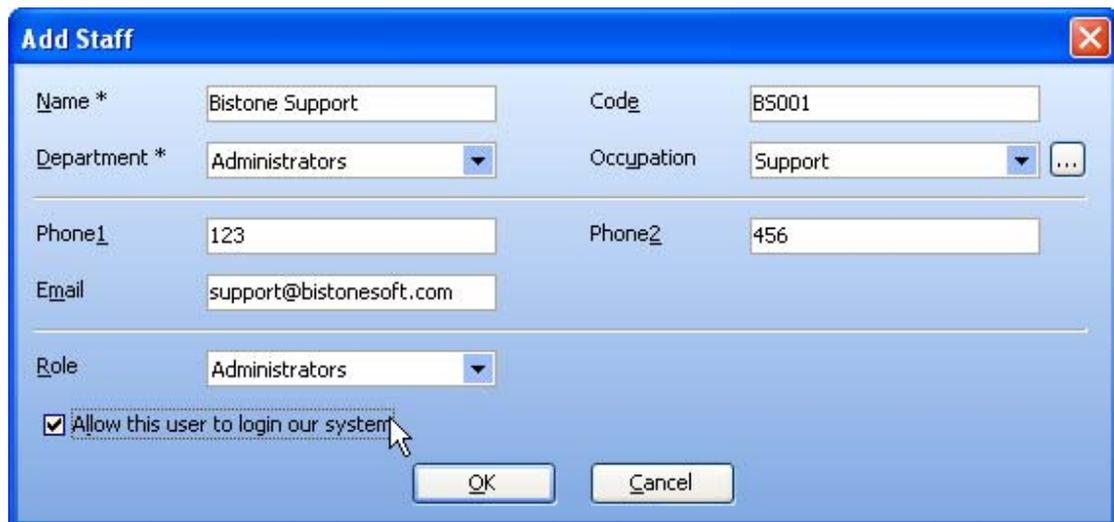


Figure 52 Enter All Fields

Then, click ok button, the user called 'Bistone Support' has been added into the system, as figure 53 shows:

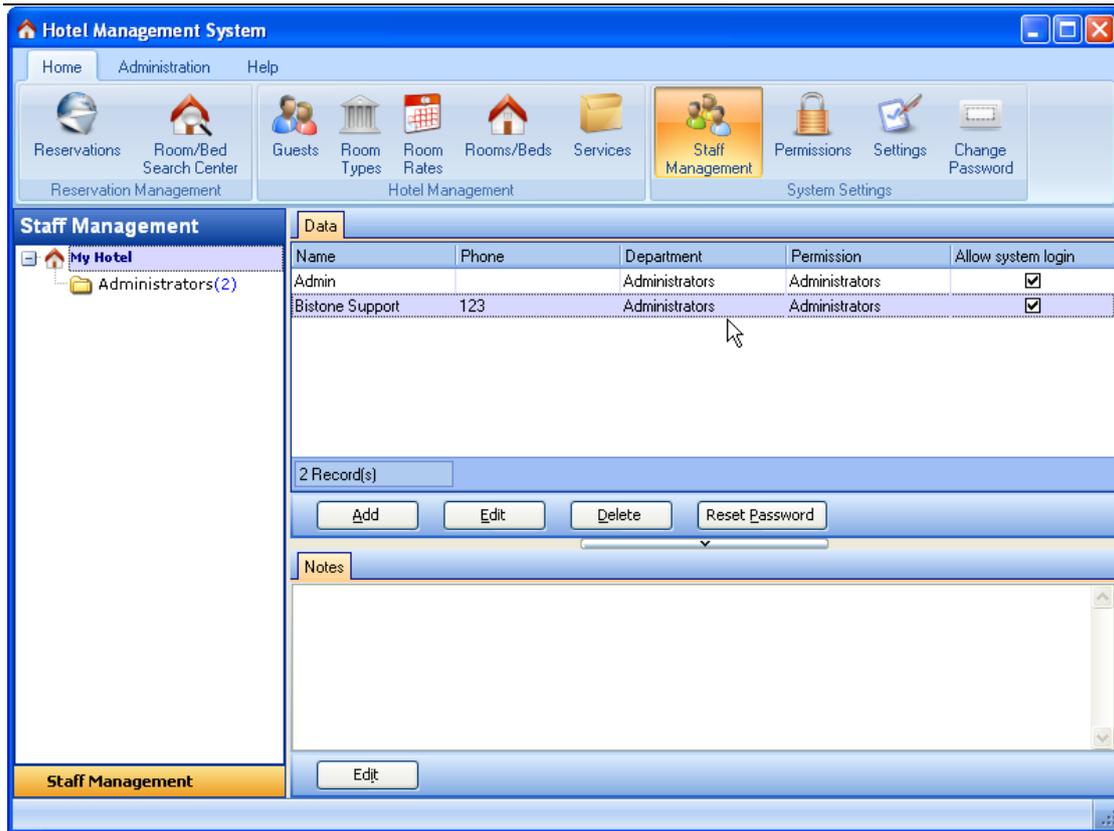


Figure 53 User List

## Step 4) Go to Permissions Section

Go to Permissions section, as figure 54 shows:

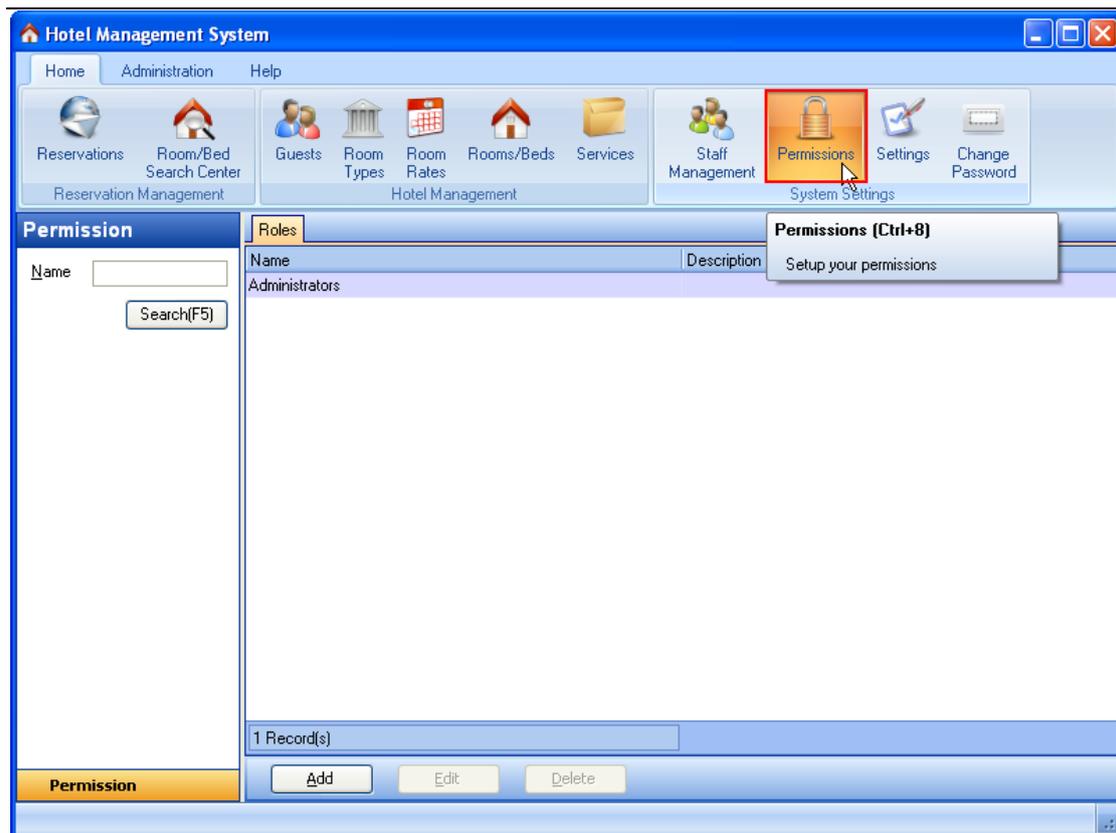


Figure 54 Go To Permissions Section

## Step 5) Click Add Button

Click Add button in the permissions panel, as figure 55 shows:

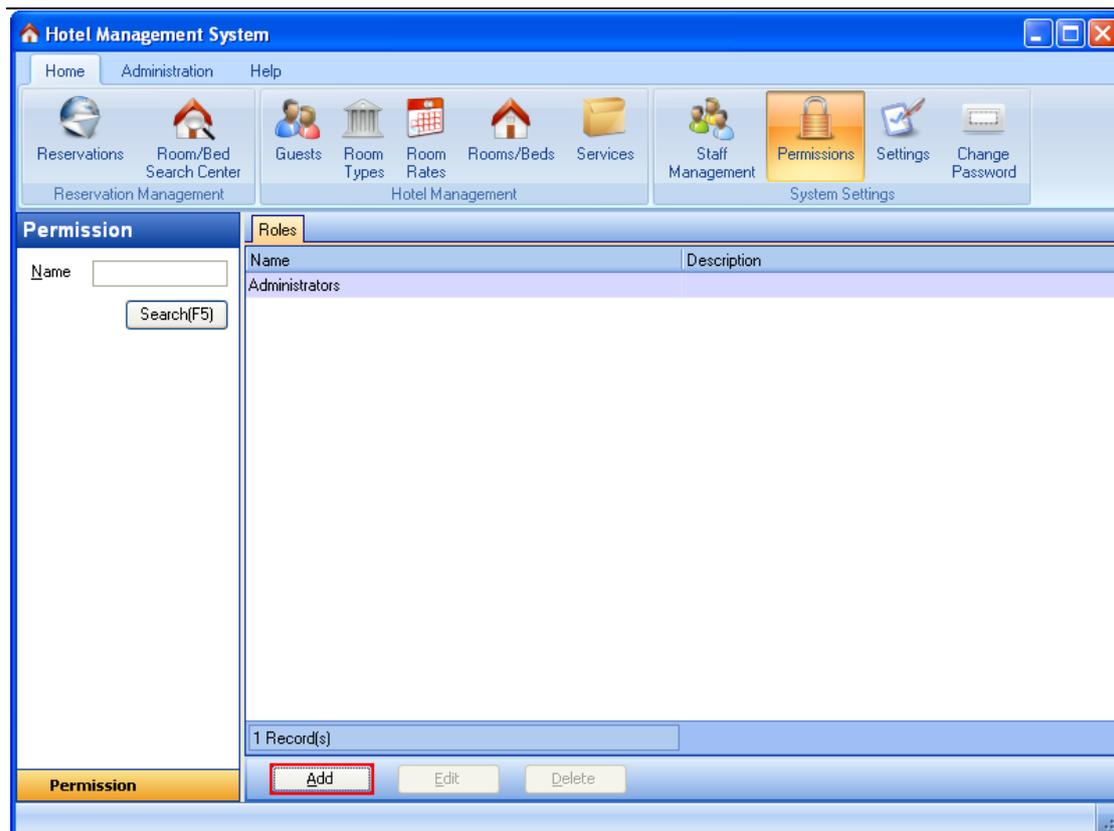


Figure 55 Click Add Button

## Step 6) Enter All Fields

Enter or select all fields in the Add Role dialog, as figure 56 shows:

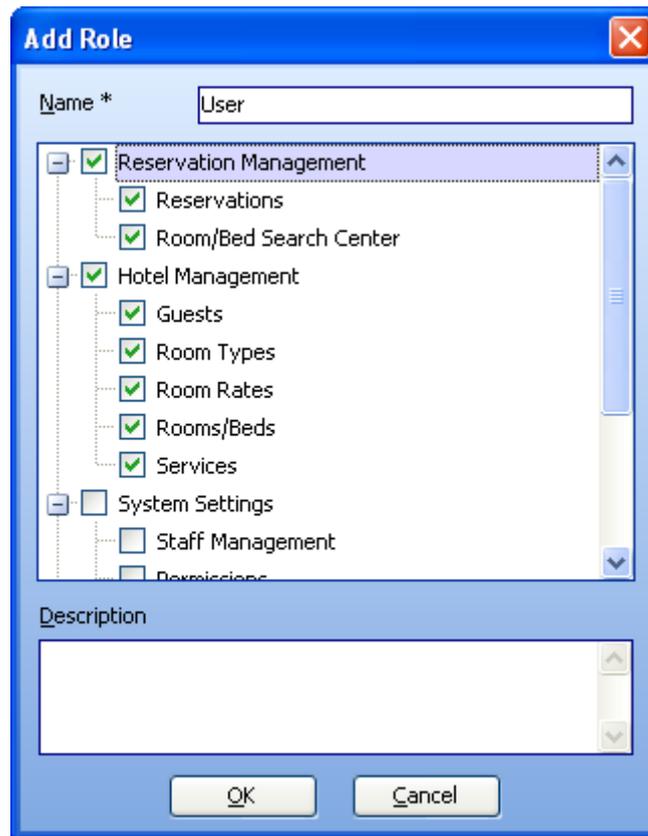


Figure 56 Enter All Fields

## Step 7) Modify a User's Roll

Go to Staff Management section, select the user called 'Bistone Support', and then, click Edit button, and modify its role, as figure 57 shows:

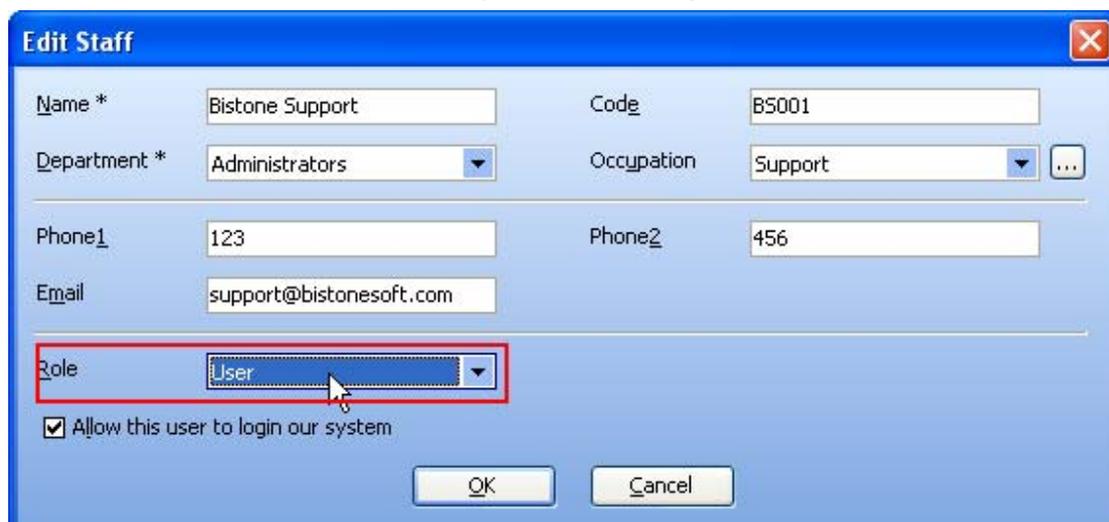


Figure 57 Modify Role

Ok, when you login system as Bistone Support, you can access several sections, as figure 58 shows:

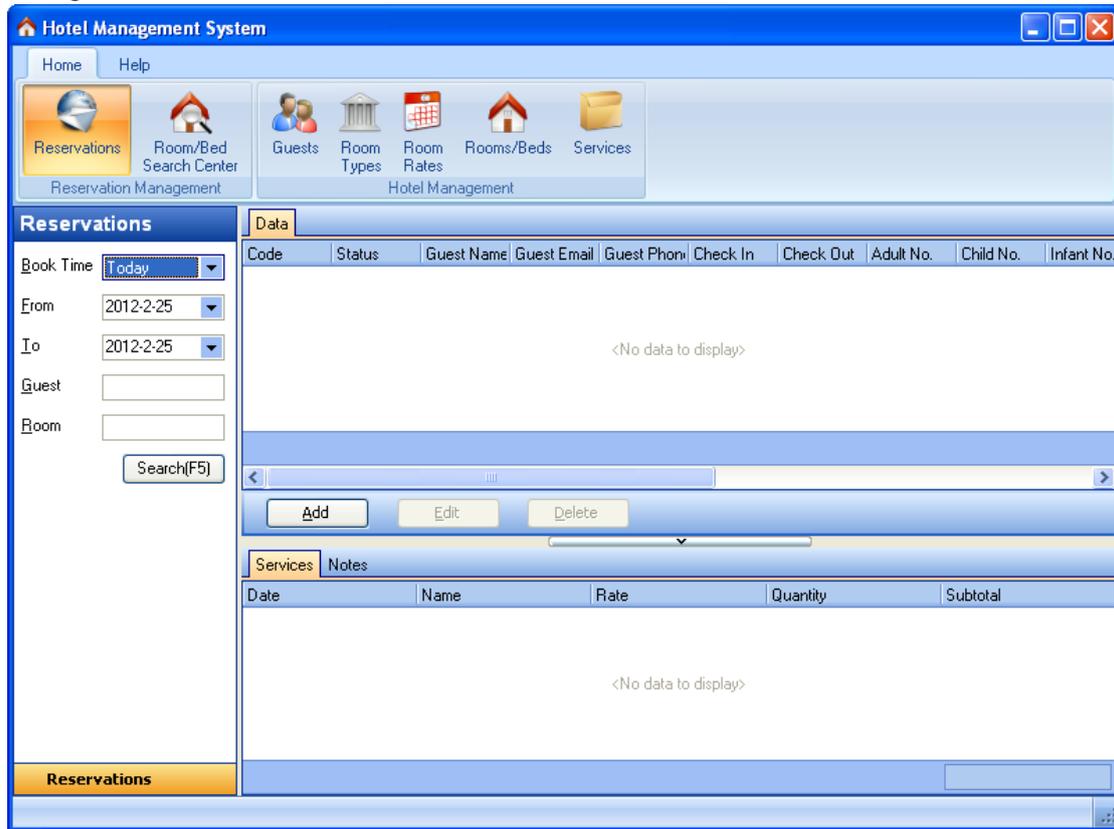


Figure 58 User Role UI