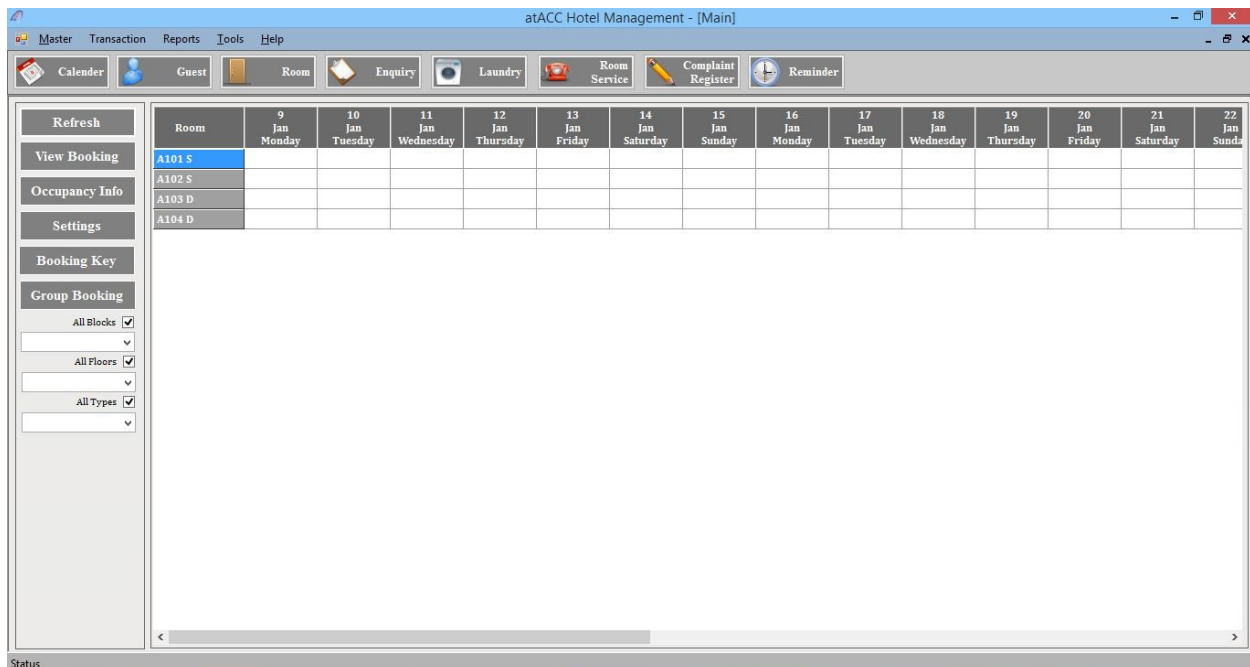


Hotel Management System

Introduction

Hotel Management System (HMS) is an ideal software solution for Hospitality Industry that can be used at hotels, motels, inns, resorts, lodges, hostel, ranch, suites, apartments etc. This product is a comprehensive software suite consisting of integrated modules for various aspects of hotel management. HMS includes the entire feature required in a hotel management system. Features like Laundry, House-keeping and Front-office are tightly integrated for simplicity.

The below screenshot show the initial window for the hotel management system



All options in the HMS are available from the menu which is located at the left top side of the initial window. Commonly used functions can be accessed easily from the tool bar under menus. There is a grid showing date as columns and rooms as rows situated at the center of the window which provide booking status of each room in each day with color indication. On the left some options related to grid is given:

- **REFRESH:** Refresh and reload rooms and status of each day.
- **VIEW BOOKING:** To view all booking with option to filter with various criteria's like room, status etc.
- **OCCUPANCY INFO:** Show summary of a day with details like Total Rooms, Total Booking etc.

- **SETTINGS:** Here we can set the type of rooms to be listed, from 'Date' and no. of days in which information to be shown in the grid.
- **BOOKING KEY:** Show indication of each color in the grid.
- **GROUP BOOKING:** For Booking, Check-in or Check-out multiple rooms together. This option can also be opened from menu through Transaction -> Group Booking
- **SEARCH CRITERIA:** User can filter rooms based on
 1. Block wise
 2. Floor wise
 3. Room-Type wise

Menu wise Details:

1 Master

This option is to initialize the Master Files. These are the different Master Fields in Hostel Management system. **Block, Floor, Room-Type, Extras & Amenities, Room, and Customer Master** are the menus available.

1.1 Block

Here we can create all the buildings or block.

Masters_ Block

Block

Code : 5

Name :

Code	Block Name
1	Block1
2	Block2
3	Block3
4	Block4

Save Delete Clear Close

- **Code:** To enter block code.
- **Name:** To enter block name.
- **Save:** To save the values entered.
- **Delete:** To delete the selected value from grid.
- **Clear:** To clear the fields.
- **Close:** To exit the forms.

1.2 Floor

Here we can create Floor under each Block created earlier.

Masters = Floor

Floor

Code : 4

Name :

Block : Block1

Code	Floor Name	Block Name
1	Floor1	Block1
2	Floor2	Block1
3	Floor3	Block1

Save Delete Clear Close

- **Code:** To enter Floor code.
- **Name:** To enter Floor name.
- **Save:** To save the values entered.
- **Delete:** To delete the selected value from grid.
- **Clear:** To clear fields.
- **Close:** To exit forms.

1.3 Room Type

Room Type are created here along with their optional tax percentage.

Masters_ Room Type

Room Type

Code :

Name :

Tax % :


Code	Name	Tax Percentage
1	SingleRoom	10
2	DoubleRoom	10

Save Delete Clear Close

- **Code:** To enter Room type code.
- **Name:** To enter the Type name.
- **Tax%:** To enter the Tax in percentage.
- **Save:** To save the values entered.
- **Delete:** To delete the selected value from grid.
- **Clear:** To clear the fields.
- **Close:** To exit the forms.

1.4 Extra & Amenity

Extra & Amenity are the additional facilities provided to customer according to their need. Extra charges will be applicable on them. Non chargeable items provided can be created as amenity.

Master  Extra & Amenity

Extra & Amenity

Code :

Name :

Type : Extra Amenity

Rate : Active

Code	Name	Rate
1	Internet	20
2	News Paper	10
3	Chair	20
4	Table	50

< >

- **Code:** Enter the code.
- **Name:** Enter the name of Extra or Amenity.
- **Type:** Select whether Extra or Amenity.
- **Rate:** Enter rate if it is an Extra.
- **Save:** To save the values entered.
- **Delete:** To delete the selected value from grid.
- **Clear:** To clear the fields.
- **Close:** To exit the forms.

1.5 Room

Rooms are created here.

Room

Code :

Room No :

Room Type :

Floor :

Maximum occupancy :

Description :

Phone :

Tax % :

Number Of Beds

Single : Double :

Room Rate

Per Day Per Hour

Room Status

Available Not Available

Search

Search Type: Search key:

Code	Room No	Room Type	Floor Name	MobileNo	Rate Per Day	Rate Per Hour	Single Beds	Double Beds	Status
1	a100	SingleRoom	block1floor1		500	0	1	0	0
2	a101	SingleRoom	block1floor1		600	0	1	0	0
3	a102	DoubleRoom	block1floor1		1000	0	0	1	1
4	a103	DoubleRoom	block1floor1		1000	0	0	1	0
5	a104	DoubleRoom	block1floor1		1000	0	0	1	0
6	Conference...	SingleRoom	block1floor1		0	1000	0	0	0
8	a105	SingleRoom	block1floor1	12345678...	500	0	2	0	0

- **Code:** Enter the code.
- **Room No:** Enter the name or room no.
- **Room Type:** Select Room Type from the list. All types created earlier will list here.
- **Description:** Enter Description of the room here.
- **Maximum Occupancy:** Enter maximum number of persons allowed in the room.
- **Tax%:** Enter Tax percentages, rate of for the selected room type will fill automatically.
- **Number of Beds:** Enter number of single beds and double beds.
- **Room Rate:** Rate can be applied in two ways, Per Room and Per Person.
- **Room Status:** Select status of room.
- **Search Type:** Select any field to search.
- **Search Key:** Enter value to search.
- **Save:** To save the values entered.
- **Delete:** To delete the selected value from grid.
- **Clear:** To clear the fields.

- **Close:** To exit the forms.

1.6 Guest

Guests can be created here.

Guest

Code :

From Enquiry

Name :

Last Name :

Company :

Nationality :

Gender : Male Female

Age :

Email Id :

Address 1 :

Address 2 :

City :

State :

PinCode :

File :

Telephone :

Mobile :

[Add Attachment](#)

Fax :

Deduction % :

Proof Type :

Proof No :

CC No :

Remarks :

Cust. Type :

Balance : 0

Search

Search Type:

Search key :

Code	Name	Last Name	Company	Address	Address 1	Nationality	Pincode	Description	Proof Type
1	Custome...		Company1	Address1	Address2	India	0		

Update
Delete
Clear
Close

- **Code:** Enter the customer Code.
- **From Enquiry:** To call from enquiry.
- **Name :**Enter the Customer Name
- **Last Name :**Enter the customer last name
- **Company :**Enter the customer company name

- **Gender** :Select gender
- **Age** :Enter the Age
- **Address1**: Enter the address.
- **Address2**: Enter the Additional address.
- **City** : Enter the city
- **State**: Enter the State.
- **Pin Code**: Enter the Pin code.
- **Nationality** :Select Nationality
- **Telephone**: Enter the Telephone number.
- **Mobile**: Enter the Mobile number.
- **Email id**: Enter the Email id.
- **Fax**: Enter the Fax number.
- **Deduction**: Enter the percentage of deduction.
- **Balance**: Account balance.
- **Proof Type**: Enter the Proof Type.
- **Proof No**: Enter the proof number.
- **Cust. Type**: Enter the customer type.
- **CC No**: Enter the Credit Card number.
- **Search Type**: Select any field to search.
- **Search Key**: Enter value to search.
- Save**: To save the values entered.
- Delete**: To delete the selected value from grid.
- Clear**: To clear the fields.
- Close**: To exit the forms.
- Add Attachment**: To add attachments.
- **Send Email**: To send email.

2 Transaction

2.1 Enquiry

Enquiry

Code : 4 10-12-2016

First Name :

Last Name :

Address :

Enquiry Type :

Telephone :

Email :

Company :

Referred By :

Room Type : SingleRoom

No. of Persons :

Remarks :

Expected Arrival : 12/10/2016

Expected Departure : 12/10/2016

Search

Search Type: Search key :

First Name	Last Name	Referred By	No. of persons	Expected Arrival	Expected
Customer1	Second name	Refference1	1	12/10/2016	03/13/2016
Customer2	Second name	Reference2	2	12/10/2016	12/14/2016

Save Delete Clear Close

- **Code:** Enter the code.
- **Date:** select date.
- **First Name:** Enter first name.
- **Last Name:** Enter last name.
- **Address:** Enter address.
- **Enquiry type:** Enter/Select enquiry type.
- **Telephone:** Enter phone number.
- **Email:** enter email.
- **Company:** enter company name.
- **Referred By:** Enter the person referred.
- **Room type:** Enter/Select room type.

- **No of persons:** Enter the number of persons.
- **Remarks:** Enter the Remarks if any.
- **Expected Arrival:** Select the Expected Arrival Date.
- **Expected Departure:** Select the Expected Departure date.
- **Search Type:** Select any field to search.
- **Search Key:** Enter value to search.
- **Save:** To save the values entered.
- **Delete:** To delete the selected value from grid.
- **Clear:** To clear the fields.
- **Close:** To exit the forms.

2.2 Booking - Check in - Check out

Booking - Check In - Check Out

Voucher No : 1 Date : 09-01-2017 Status : 2. Booking

Room Details

Type : Normal [Attach To Group Booking](#)

Room No : A101 S

Rate : 0 (Per Day) Tax % : 2

Guest Name : Space To Choose [New](#)

Adults : Children : [Add](#)

Arrival : 1/ 9/2017 12:00:00 AM

Departure : 1/10/2017 11:59:00 PM

Day(s) : 2

Source : Space To Choose

Type : Space To Choose

Remarks :

Bill Details

Rent : 0.00

Extras : 0.00 [Add](#)

Deduction : 0.00

Tax : 2 0.00

Net Amount : 0.00

OB : 0.00 [Show](#)

External : 0.00 [Show](#)

Round off : 0.00

Grand Total : 0.00

Payment Details

Advance : 0.00 [Add](#)

Balance : 0.00

[History](#) Print While Saving [Save](#) [Cancel](#) [Clear](#) [Close](#)

- **Voucher No:** Voucher no will be generated automatically.

- Date:** Select booking date.
- **Type:** Enter space to choose room type
- **Room:** Enter space to choose room (Detail of selected room will display).
- **Guest Name:** Enter space to choose a guest/customer. Click label 'New' to create a new guest/customer.
- **Adults:** enter no of adult members.
- **Children:** Enter no of children members
- **Arrival:** Select arrival date and time.
- **Departure:** Select departure date and time.
- **Days:** Number of days or hours depending on the room selected.
- **Source:** Enter Space to choose the source or Enter the source
- **Type:** Enter or select purpose of stay.
- **Remarks:** Add remarks if any.
- Status:** Select booking status.
- **Rent:** Room rent will be displayed.
- **Extras:** Extras & Amenities will displayed.
- **Deduction:** Add any deduction by percentage/amount.
- **Tax:** Add tax
- **OB (Opening Balance):** Pending balance will be displayed for the selected guest if any.
- **External:** Display other charges(Laundry, room service and sales)
- **Round off:** Enter round off deduction here.
- **Advance:** Add advance payment.
- **Paid:** Add amount paid by customer
- **Refund:** Add refund amount.
- **Balance:** Display the balance amount.
- Save:** To save the values entered.
- Delete:** To delete the selected value from grid.
- Clear:** To clear the fields.
- Close:** To exit the forms.
- Attach to group booking:** To attach current booking to existing group booking.

2.3 Group Booking - Check in - Check out

Group Booking - Check In - Check Out

Voucher No : Date : Status :

Lead Name : [New](#)

Adults : Children :

Arrival :

Departure :

Days :

Source :

Type :

Remarks :

[Payment Details](#)

Advance : [Add](#)

Bill Details

Total Rent :

Total Extras : [Add](#)

Total Deduction :

Total Tax :

Total Net Amount :

OB : [Show](#)

Total External : [Show](#)

Total Round off :

Grand Total :

Add Room :	Code	Room	From Date	To Date	Days	Adults	Childers	Customer Name
#		a100	05/Jan/2017 1..	06/Jan/2017 1..	2	1	1	Guest1
#		a101	05/Jan/2017 1..	06/Jan/2017 1..	2	1	1	Guest1

Print While Saving

Here you can add rooms by clicking the add button and choose the rooms.

- **Save:** To save group booking.
- **Cancel:** To cancel group booking.
- **Clear:** To clear the window.
- **Close:** To exit the window.
- **Status:** To select the status of the entry.
- **Bill Details:** Show the Bill amount against the transaction.
- **Payment Details:** Shows the Paid amount and also can add new payment by using the add button.
- **Add Room:** To add rooms to the grid, it forward the user to another window where rooms can be selected accordingly.

Room Selection

Arrival : 1/12/2017 12:01:00 AM No of Room : **Auto Fill** Available Only

Departure : 1/13/2017 11:01:00 PM

Type :

Room No : **Add** **Remove**

	Type	Room	From	Time	To	Time	Select
▶	SingleRoom	a100	12/jan/2017	00:01:00	13/jan/2017	23:01:00	<input checked="" type="checkbox"/>
	SingleRoom	a101	12/jan/2017	00:01:00	13/jan/2017	23:01:00	<input checked="" type="checkbox"/>

Save **Close**

- **Arrival:** Select Arrival Date and Time.
- **Departure:** Select Departure Date and Time.
- **No of Rooms:** Enter number of rooms required and click 'Auto Fill' button. Then specified number of rooms will added automatically. Tick check box 'Available Only' to select available rooms only in the given arrival and departure period.
- **Type:** To Select preferred room type. After selection click 'Auto Fill' button. This selection is optional.
- **Room No:** To Select any particular room. After selection click 'Add' button.
- **Save:** To save the selection.
- **Close:** To exit the window.

After save, selected rooms with default data will show in the grid below on group booking window. We can edit individual rooms by double clicking in the grid. Then a new window with room details will show where we can add extras and amenities, change room rate, give deduction etc.

Guest1

Booking - Check In - Check Out

Voucher No : # Date : 12-01-2017

Status : 2. Booking

Room Details		Bill Details	
Type : SingleRoom	SB : 1 Rate : 500 (Per Day)	Rent : 1000.00	
Room No : a100	DB : 0 Tax : 10	Extras : 0.00 Add	
Desc : ss	Max Occup. : 5 Phone No :	Deduction : % 0.00 0.00	
Guest Name : Guest1 New		Tax : % 10 100.00	
Adults : 1	Children : 1	Net Amount : 1100.00	
Arrival : 1/12/2017 12:01:00 AM		Round off :	
Departure : 1/13/2017 11:01:00 PM		Grand Total : 1100.00	
Day(s) : 2			
Source : Recommendation			
Type : To Be Confirmed			
Remarks :			

2.3 Laundry

The screenshot shows a software application window titled "Laundry". The interface includes several input fields and a search section. The "Date" field is set to 10-12-2016. The "Room" and "Customer" fields are both set to "Space To Choose". There is a "Remarks" text area, a "Customer Details" section with "Address", "Mobile", and "Telephoneno" fields, and a "Service" section with "Service" (Space To Choose), "Qty", and "Rate" fields, along with a "+" button. A table with columns "Service", "Qty", "Rate", and "Amount" is present. A "Total Amount" field is at the bottom left. A "Search" section on the right has "Search Type" and "Search key" fields. A table on the right has columns "Room", "Customer", "EntryDate", and "TotalAmt". At the bottom are "Save", "Delete", "Clear", and "Close" buttons.

- **Room:** Enter space to choose room (Type of selected room will display).
- **Customer:** Enter space to choose Customer (Detail of selected Customer will be display).
- **Remark:** add remark if any
- **Entry date:** Select date of invoice.
- **Service:** Enter space to choose
- **Qty:** Add qty of service.
- **Rate:** Enter the rate of service (default rate automatically displayed).
- **Total Amount:** Displays the total amount.
- **Search Type:** Select any field to search.
- **Search Key:** Enter value to search.
- **Save:** To save the values entered.
- **Delete:** To delete the selected value from grid.
- **Clear:** To clear the fields.
- **Close:** To exit the forms.

2.4 Room Service

Voucher No	Room	Name	Employee Name	Ledger Code	Services	Amount
1	A101 S	Customer2	Emp1	904	food serve	20
2	A106 SDX	Customer1	Emp2	906	cleaing	30

- **Voucher No:** Enter the Voucher number.
- **Housekeeping:** select housekeeping if it's not for customer.
- **Room Service:** Select room service if it's for customer
- **Room:** Select room.
- **Party Name:** Select customer.
- **Employee Name:** Select employee.
- **Type:** Enter/select type of service (optional).
- **Service:** Select/create new service (Housekeeping or room service).
- **Remarks:** Add remarks if any.
- **Search Type:** Select any field to search.
- **Search Key:** Enter value to search.

- Save:** To save the values entered.
- Delete:** To delete the selected value from grid.
- Print:** To take print.
- Clear:** To clear the field.
- Close:** To exit the forms.

2.5 Complaint Register

Complaint Register

Compl No :

Date : 10-12-2016

Room :

Name :

Complaints :

Attended By :

Complaint Type :

Date Reserved : 10-12-2016

Staff Assigned :

Remarks :

Search

Search Type: Search key :

Complaint No	Date	Room	Name	Complaints	Date Reserved
1	10-Dec-16	A101 S	Customer2	Complaint1	11-Dec-16
2	10-Dec-16	A106 SDX	Customer1	Complaint	12-Dec-16

Save Delete Clear Close

- **Compl no:** Enter complaint voucher number.
- **Date:** Select the entry date.
- **Room:** Select the complaint room.
- **Name:** Select the customer who raise the complaint.

- **Complaint:** Enter the complaint details.
- **Attended By:** Name of the employee who received the complaint.
- **Complaint Type:** Select the type of complaint.
- **Date resolved:** Select the date of complaint resolved
- **Staff Assigned:** Select the staff who handled the complaint.
- **Remarks:** Add remarks if any.
- **Search Type:** Select any field to search.
- **Search Key:** Enter value to search.
- **Save:** To save the values entered.
- **Delete:** To delete the selected value from grid.
- **Clear:** To clear the field.
- **Close:** To exit the forms.

- **3.0 Reports**

- **3.1 Booking, Check In, Check Out, Shift and Out of Order.**

- Select one or two criteria for filter the specified report (Booking type, customer, room, room type, type and source).
- **Date:** Select the date for filter report.
- Select criteria for filter by status(Check in, Not check in)
- **Show:** To show the report.
- **Clear:** To clear the fields.
- **Close:** To close the tab.

- **3.2 Enquiry**

- Select one or two criteria for filter the specified report (Name, last name, enquiry type, phone no, room type and referred by).
- **Date:** Select the date for filter report.

- **Show:** To show the report.
- **Clear:** To clear the fields.
- **Close:** To close the tab.

- **3.3 Laundry**

- Select one or two criteria for filter the specified report (Customer, room, service and date).
- **Date:** Select the date for filter report.
- **Show:** To show the report.
- **Clear:** To clear the fields.
- **Close:** To close the tab.

- **3.4 Room list**

- Select one or two criteria for filter the specified report (Room, Room type).
- **Show:** To show the report.
- **Clear:** To clear the fields.
- **Close:** To close the tab.

- **3.5 Complaint register**

- Select one or two criteria for filter the specified report (Room, name, complaints, attended by, complaint type, staff assigned and remarks).
- **Date:** Select the date for filter report.
- **Show:** To show the report.
- **Clear:** To clear the fields.
- **Close:** To close the tab.

- **3.6 Extras Used**

- Select the type of extras(Extras/Amenities)
- Select one or two criteria for filter the specified report (Extra or amenities, customer, room and room type).
- **Date:** Select the date for filter report.
- **Show:** To show the report.
- **Clear:** To clear the fields.
- **Close:** To close the tab.

- **3.7 Room Availability**

- Select one or two criteria for filter the specified report (room, room type and date).
- **Date:** Select the date for filter report.
- **Show:** To show the report.
- **Clear:** To clear the fields.
- **Close:** To close the tab.

- **3.8 Room Service**

- Select the type of task(Housekeeping/Room Service)
- Select one or two criteria for filter the specified report (room, Name, Employee, Type and Service).
- **Date:** Select the date for filter report.
- **Show:** To show the report.
- **Clear:** To clear the fields.
- **Close:** To close the tab.

- 4.0 Tools
- 4.1 Settings

Theme

Show Windows Border

Room Status Master

Name :

Color :

Type :

Booking Shift

Check In Out of Order

Check Out Available

Default :

Name	Color
1. Available	
2. Booking	
3. Confirmed	
4. Check In	
5. Check Out	
6. Shift	
7. Out of order	

Accounts

Rent A/C: [New](#) Tax A/C: [New](#)

Extras A/C: [New](#) Bank A/C: [New](#)

Deduction A/C: [New](#) Cash A/C: [New](#)

Laundry A/C: [New](#)

Check Out Time:

- **Theme:** To change Background theme.
- **Status:** To add Additional Status.
- **Color:** To add/change color for additional/Default status.
- **Default room status:** To set Default status.
- **Rent a/c:** To set rent account.
- **Extras a/c:** To Set Extras/Amenities account.

- **Deduction a/c:** To set Deduction account
- **Laundry a/c:** To set Laundry account
- **Tax a/c:** To set Tax account
- **Bank a/c:** To set Bank account
- **Cash a/c:** To set Cash account
- **Check out time:** Set to default Check out time

- **4.2 User Settings**

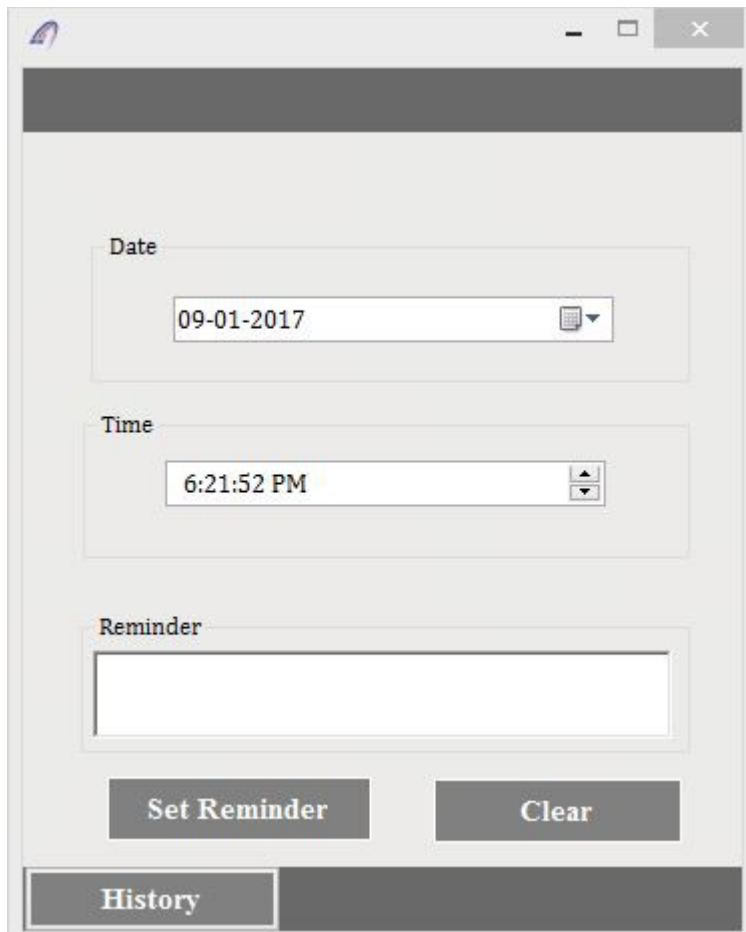
To set menu wise user privilege.

- **User Name:** To select user.
- **Master:** Menus under master area is listed here.
- **Transaction:** Menus under transaction area is listed here.
- **Reports:** Menus under reports area is listed here.
- **Tools:** Menus under tools area is listed here.

- **Save:** To save user settings
- **Clear:** To clear the window.
- **Close:** To close this window.

- **4.3 Reminder**

To set Reminder based on date and time.



The image shows a screenshot of a software application window titled "Reminder". The window has a standard Windows-style title bar with minimize, maximize, and close buttons. The main content area is light gray and contains three input fields stacked vertically. The first field is labeled "Date" and contains the text "09-01-2017" with a calendar icon on the right. The second field is labeled "Time" and contains the text "6:21:52 PM" with a time selection icon on the right. The third field is labeled "Reminder" and is an empty text box. Below these fields are two buttons: "Set Reminder" and "Clear". At the bottom of the window is a dark gray bar with a button labeled "History".

- **Set Reminder:** To set reminder based on date and time.
- **Clear:** To clear the window.
- **History:** To view already created reminders.

- **4.4 Send Mail**

To send offer letters and greetings to the customer.

The image shows a 'Send Mail' dialog box with the following fields and controls:

- From :** Fromemail@example.com
- Pwd :** *****
- To :** Toemail@example.com
- Cc :** Ccemail@example.com
- Bcc :** Bccemail@example.com
- Subject :** Subject
- Message :** Message
- Attachment(s) :** Attachment
- Buttons:** Add Attachment, Send, Clear, Close