

bamisOS Hotels — Training Manual

BamisOS Hotels — User Manual

Version 1.0 | For Boutique & Resort Hotels in Africa

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Getting Started

Create Your Hotel

1. Visit <https://hotel.bamistech.com>
2. Click **“Create my hotel — free”**
3. Fill in:
 - **Hotel name** (e.g., “Webon Hotel”)
 - **Slug** (becomes `webon.hotel.bamistech.com`)
 - **Email & password**
4. Submit → you’re signed in at the Front Desk

Subscription Tiers

Tier	Rooms	Staff Accounts	Price
Boutique	≤ 20	1	\$9.99/mo
Resort (Enterprise)	Unlimited	Unlimited	\$49.99/mo
Group	Multi-property	Unlimited	\$99.99/mo

Webon Hotel in this manual runs on the **Resort (Enterprise)** tier.

Sign In

- URL: <https://hotel.bamistech.com/app.html>
- Email: manager@webonhotel.com
- Password: Webon@2024!

Front Desk — Today Board

URL: /app.html (default landing page)

What You See

Card	Meaning
Occupancy %	Rooms in-house ÷ total rooms
Arrivals today	Guests checking in today
Departures today	Guests checking out today
Housekeeping	Dirty rooms + open tasks

Actions

- **Check In** (blue chip) → moves stay to CHECKED_IN, flips room to DIRTY, offers WhatsApp welcome
- **Check Out** (amber chip) → settles balance, flips room to DIRTY
- **New booking** → opens modal, jumps to Tape Chart

Tape Chart (Room Grid)

URL: Click **“Tape Chart”** in sidebar or **“New booking”** from Today

Visual Guide

Room 101 [Guest A · in] [Guest A · in] [·] [·] [Guest B]
[Guest B] ...
Room 102 [·] [·] [·] [·] [·]
[·] ...
Room 201 [000] [000] [000] [000] [000]
[000] ...

Legend

Color	Status	Meaning
Blue	RESERVED	Booked, not yet checked in
Green	CHECKED_IN	Guest in house
Gray	·	Available (click to book)
Strikethrough	OUT_OF_ORDER	Maintenance / blocked

Creating a Booking

1. Click any **available cell** (gray ·) or **“New booking”**
2. Fill modal:
 - Guest name, phone/WhatsApp
 - Source: WALK_IN | WHATSAPP | INSTAGRAM | PHONE | WEBSITE
 - Room (dropdown with live rates)
 - Check-in / Check-out dates
 - Adults / Children
 - Deposit amount (¥)
3. Submit → booking created, reference generated
4. **WhatsApp confirmation** offered automatically

Drag-to-Rebook (Coming Soon)

Currently: click-to-book. Drag-and-drop rebooking is on the roadmap.

Rooms & Inventory

Sidebar → Rooms

Room Types

Define categories first (e.g., “Deluxe King”, “Standard Twin”): -
Name - Base rate (¥/night) - Capacity (sleeps)

Rooms

Each room has: - Number (e.g., “101”) - Floor - Room type (links to rate & capacity) - **Live status:** CLEAN | DIRTY | INSPECTED | OUT_OF_ORDER

Status changes here instantly reflect on Tape Chart and Housekeeping.

Guests & Profiles

Sidebar → Guests

Auto-created at first booking. Shows: - Full name, phone, email - VIP flag (gold badge) - Stay count + last stay date - **WhatsApp link** (opens chat with reference pre-filled)

Add Guest Manually

Click “+ Guest” → name, phone, VIP toggle.

Housekeeping & Maintenance

Sidebar → Housekeeping

Task Types

Type	Badge Color	Use For
CLEAN	Green	Standard turnover
TURNDOWN	Blue	Evening service
MAINTENANCE	Red	Repairs, AC, plumbing
LAUNDRY	Purple	Linen, uniforms

Workflow

OPEN → IN_PROGRESS → DONE

Creating a Task

1. Click “+ New task”
2. Select room, task type, assignee (staff name)
3. Priority: NORMAL | HIGH (red flag)
4. Notes (optional)

5. Submit → appears on board

Maintenance Example

Room 102: AC not cooling → MAINTENANCE | HIGH | Assigned:
"Kunle (Engineering)" → IN_PROGRESS → DONE

Night Audit

Sidebar → Night Audit

Runs automatically at midnight. Also run manually anytime.

Metrics Shown

Metric	Source
Room revenue (₦)	Sum of departed folios
ADR	Room revenue ÷ rooms sold
Occupancy %	Rooms in-house ÷ total
Outstanding balances	Folios with unpaid amounts
Departures processed	Check-outs completed
Dirty rooms	Housekeeping status

Outstanding Balances

Each row shows: - Guest name, room, reference - Balance due (₦)
- **One-tap WhatsApp reminder** (opens chat with payment details)

Warehouse & Stores

Sidebar → Warehouse

Stock Items

Each item tracks: - Name (e.g., "Bath Towels", "Minibar Heineken") - Category (Linens, Minibar, Toiletries, Cleaning, F&B)
- Unit (pcs, cartons, litres, kg) - **On-hand quantity** - **Low-stock alert level**

Actions

Button	Action
+ In	Receive stock (delivery, purchase)
– Out	Issue to housekeeping, restaurant, etc.
alert@	Change low-stock threshold
×	Delete item

Low-Stock Alerts

- Red LOW chip on item row
- Banner on Warehouse page: "3 low – restock needed"
- Night Audit shows count

Facility Revenue

Sidebar → Facilities

Tracks **all non-room revenue** in one night audit:

Facility	Examples
GYM	Day passes, PT sessions
LAUNDRY	Wash & fold, dry cleaning
RESTAURANT	Breakfast, lunch, dinner, room service
POOL_BAR	Drinks, snacks
SPA	Massages, treatments
EVENT	Conference hall, weddings
OTHER	Miscellaneous

Recording a Charge

1. Click “+ **Record a charge**”
2. Facility, amount (¥), description, payment method (CASH | TRANSFER | POS | ROOM_CHARGE)
3. Guest name (optional — links to folio if ROOM_CHARGE)
4. Submit → appears in 7-day log, added to today’s total

Dashboard

- **Today total** (all facilities)
- **Per-facility cards** (Gym, Laundry, Restaurant, Pool Bar)

- **7-day table** with facility, item, guest, method, amount, timestamp
-

Settings & Branding

Sidebar → Settings

Property

- Hotel name, tagline (shown on booking page)
- Check-in / Check-out times

Banking (shown to guests on booking page & WhatsApp)

- Bank name (e.g., “GTBank”)
- Account name
- Account number

WhatsApp

- Hotel WhatsApp number (country code, no +): 2348012345678

Your Links

Link	Format
Booking page	<code>https://webon.hotel.bamistech.com/book/webon</code>
Front desk	<code>https://hotel.bamistech.com/app.html</code>
Hotel address	<code>webon.hotel.bamistech.com</code>

Guest Communication (WhatsApp)

Automated Messages

Trigger	Message Includes
Booking created	Reference, dates, room, total, deposit, bank details, WhatsApp link
Check-in	Welcome, WiFi, checkout time, WhatsApp for requests
Check-out	Folio summary, thank you, review link
Payment reminder	

Trigger	Message Includes
	Outstanding balance, bank details, reference

Manual WhatsApp

- **Guests page:** Click WhatsApp chip → opens `wa.me/2348012345678?text=...`
- **Night Audit:** “Remind” button per outstanding folio
- **Tape Chart:** Hover stay → reference copied for manual messages

Webon Hotel — Enterprise Demo Walkthrough

Hotel: Webon Hotel (Resort tier)
Slug: webon → `https://webon.hotel.bamistech.com`
Front Desk: `https://hotel.bamistech.com/app.html`
Login: `manager@webonhotel.com` / `Webon@2024!`

*This is a **mock dataset** — create it by signing up as “Webon Hotel” then running the seed script below, or use this manual as a reference for your own setup.*

1. Room Types (5)

Name	Base Rate (₦)	Capacity	Rooms
Presidential Suite	180,000	2	101
Deluxe King	95,000	2	102, 103, 104, 105
Executive Twin	75,000	2	201, 202, 203
Standard Queen	55,000	2	204, 205, 206, 207
Garden Bungalow	120,000	4	301, 302

Total: 12 rooms

2. Current Stays (5 Guests In-House)

Room	Guest	Status	Check-in	Check-out	Nights	Rate (₦)	Total (₦)
101	Alhaji Musa Bello (VIP)	CHECKED_IN	Sep 4	Sep 8	4	180,000	720,000
102	Ms. Chioma Okonkwo	CHECKED_IN	Sep 5	Sep 7	2	95,000	190,000
201	Mr. & Mrs. Adebayo	CHECKED_IN	Sep 3	Sep 6	3	75,000	225,000
204	Mr. Kwame Asante	CHECKED_IN	Sep 5	Sep 9	4	55,000	220,000
301	Dr. Fatima Yusuf (VIP)	CHECKED_IN	Sep 2	Sep 10	8	120,000	960,000

Occupancy: 5/12 = 42%
Arrivals today (Sep 6): 0
Departures today (Sep 6): 1 (Room 201 — Adebayo)

3. Warehouse Stock (15 Items)

Item	Category	Unit	On Hand	Low At	Status
Bath Towels (white)	Linens	pcs	48	12	✓
Hand Towels	Linens	pcs	36	10	✓
Bed Sheets (king)	Linens	sets	18	6	✓
Bed Sheets (queen)	Linens	sets	22	6	✓
Pillow Cases	Linens	pcs	60	15	✓
Bathrobes	Linens	pcs	14	4	✓
Minibar — Heineken	Minibar	bottles	24	12	✓
Minibar — Coca Cola	Minibar	cans	30	12	✓
	Minibar	bottles	40	15	✓

Item	Category	Unit	On Hand	Low At	Status
Minibar — Water 75cl	Minibar	tubes	18	6	✓
Minibar — Pringles					
Toiletries Set (shampoo, gel, lotion)	Toiletries	sets	25	10	✓
Toilet Rolls	Toiletries	rolls	96	24	✓
Cleaning — Multi-surface	Cleaning	litres	8	3	✓
Cleaning — Glass	Cleaning	litres	6	2	✓
Laundry Detergent	Cleaning	kg	10	3	✓

Low-stock alerts: None currently (all above threshold)

4. Housekeeping Tasks (Today — Sep 6)

#	Room	Task	Type	Priority	Assignee	Status
1	201	Turnover clean	CLEAN	HIGH	Blessing	OPEN
2	102	Mid-stay refresh	CLEAN	NORMAL	Blessing	OPEN
3	104	Deep clean	CLEAN	NORMAL	Esther	OPEN
4	205	AC repair	MAINTENANCE	HIGH	Kunle (Eng)	IN_PROGRESS
5	301		TURNDOWN	NORMAL	Esther	OPEN

#	Room	Task	Type	Priority	Assignee	Status
		Turndown service				
6	101	Minibar restock	LAUNDRY	NORMAL	Blessing	OPEN
7	202	Vacant clean	CLEAN	NORMAL	Esther	DONE

Open tasks: 6 | In progress: 1 | Done today: 1

5. Night Audit (Last Run: Sep 5, 00:00)

Metric	Value
Date	2024-09-05
Room Revenue	₦1,485,000
ADR	₦92,812
Occupancy	58% (7/12 rooms)
Departures Processed	3
In-House (after audit)	5
Dirty Rooms	3
Outstanding Balances	2 folios — ₦590,000 total

Outstanding Folios: | Guest | Room | Reference | Balance (₦) | |
----|---|-----|-----| | Alhaji Musa Bello | 101 |
WBN-20240904-001 | 360,000 | | Dr. Fatima Yusuf | 301 |
WBN-20240902-005 | 230,000 |

Action: Click “Remind” → WhatsApp opens with payment request

6. Facility Revenue (Today — Sep 6)

Facility	Today (₦)	7-Day Total (₦)
GYM	15,000	85,000
LAUNDRY	22,500	140,000
RESTAURANT	185,000	1,240,000
POOL_BAR	45,000	310,000
SPA	0	120,000
EVENT	0	450,000

Facility	Today (₦)	7-Day Total (₦)
TODAY TOTAL	267,500	—

Recent Charges (Today): | Facility | Item | Guest | Method | Amount (₦) | Time | |-----|----|----|----|-----|---| | RESTAURANT | Breakfast buffet ×2 | Alhaji Musa Bello | ROOM_CHARGE | 18,000 | 08:30 | | RESTAURANT | Lunch — grilled fish | Ms. Chioma Okonkwo | TRANSFER | 25,000 | 13:15 | | POOL_BAR | Cocktails ×3 | Dr. Fatima Yusuf | ROOM_CHARGE | 22,000 | 16:40 | | LAUNDRY | Express wash & fold | Mr. Kwame Asante | CASH | 12,500 | 10:00 | | GYM | Day pass | Walk-in guest | POS | 15,000 | 07:00 | | RESTAURANT | Room service dinner | Alhaji Musa Bello | ROOM_CHARGE | 42,000 | 20:10 | | POOL_BAR | Snacks & beer | Mr. & Mrs. Adebayo | CASH | 23,000 | 15:30 |

7. Room Guest Chat (WhatsApp Samples)

Booking Confirmation (Sent Sep 4 to Alhaji Musa Bello)

Webon Hotel – Booking Confirmed ✓

Reference: WBN-20240904-001
Guest: Alhaji Musa Bello
Room: Presidential Suite (101)
Check-in: Wed 4 Sep, 2:00 PM
Check-out: Sun 8 Sep, 11:00 AM
Nights: 4 × ₦180,000 = ₦720,000
Deposit paid: ₦360,000
Balance due: ₦360,000

Payment:
Bank: GTBank
Account: Webon Hotel Ltd
Number: 0123456789

Questions? Reply here or call +234 801 234 5678

We look forward to hosting you!
– Webon Hotel Team

Check-in Welcome (Sent Sep 4, 14:05)

Welcome to Webon Hotel, Alhaji Musa Bello!

Your Presidential Suite (Room 101) is ready.
WiFi: Webon_Guest / password: welcome2024
Checkout: Sun 8 Sep, 11:00 AM

Need anything? Just reply here – we're on WhatsApp 24/7.
Restaurant: 7 AM – 10 PM | Pool Bar: 10 AM – 11 PM
Spa: 9 AM – 9 PM (book via this chat)

Enjoy your stay!
– Front Desk

Payment Reminder (Night Audit — Sep 6, 08:00)

Payment Reminder – Webon Hotel

Reference: WBN-20240904-001
Guest: Alhaji Musa Bello
Room: 101 (Presidential Suite)
Outstanding: ₦360,000

Kindly settle before checkout (Sun 8 Sep, 11 AM).
Bank: GTBank | Acct: 0123456789 | Ref: WBN-20240904-001

Reply "PAID" once done or call +234 801 234 5678.
Thank you!
– Accounts

Maintenance Follow-up (Room 205 — AC Repair)

Maintenance Update – Room 205

Dear Mr. Kwame Asante,

Our engineer Kunle has completed the AC repair in your room.
Please confirm the cooling is now comfortable.

Reply "OK" or let us know if further adjustment needed.

– Webon Hotel Engineering

Checkout Folio (Room 201 — Adebayo, Sep 6)

Final Folio – Webon Hotel

Reference: WBN-20240903-003
Guest: Mr. & Mrs. Adebayo
Room: 201 (Executive Twin)
Stay: Sep 3–6 (3 nights)

Room: 3 × ₦75,000 = ₦225,000
Restaurant: ₦48,000
Laundry: ₦12,000
Pool Bar: ₦23,000

Total: ₦308,000

Deposit: ₦225,000
Paid at checkout: ₦83,000 (TRANSFER)
Balance: ₦0 ✓

Thank you for staying with us!
Safe travels
– Webon Hotel

Quick Reference — Keyboard Shortcuts

Key	Action
G then T	Go to Today
G then C	Go to Tape Chart
G then R	Go to Rooms
G then H	Go to Housekeeping
N	New booking (from Chart)
Esc	Close modal

Support

- **WhatsApp:** +234 802 771 1276 (Bamistech Support)
- **Email:** support@bamistech.com
- **Hours:** Mon-Fri 9 AM-6 PM WAT, Sat 10 AM-2 PM

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