Manual

PMS-Front Desk User Guide

Version : 10.02
Last Updated : 18 June 2025
Author : QA Team

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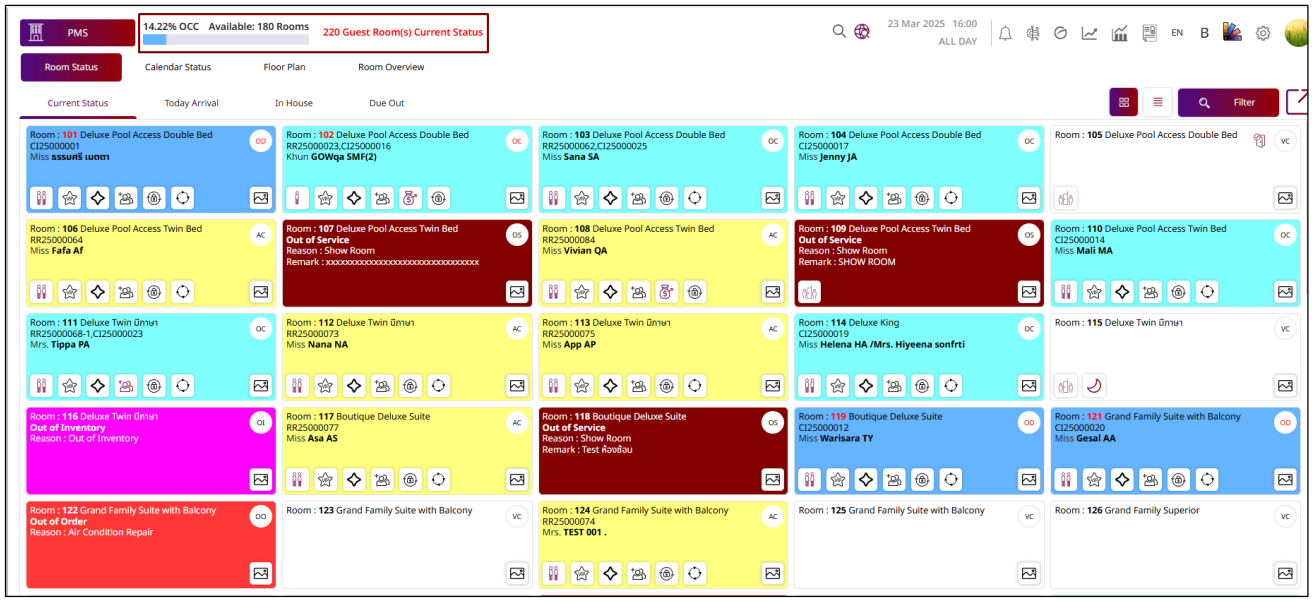
1. Overview

This PMS –Front Desk User Guide provides staff with detailed instructions on managing Creating a Reservation, Editing a Reservation, Searching for a Reservation, and Updating Reservation Status. The guide is designed to ensure clear, step-by-step instructions for effective use of the system in front desk system screen processes.

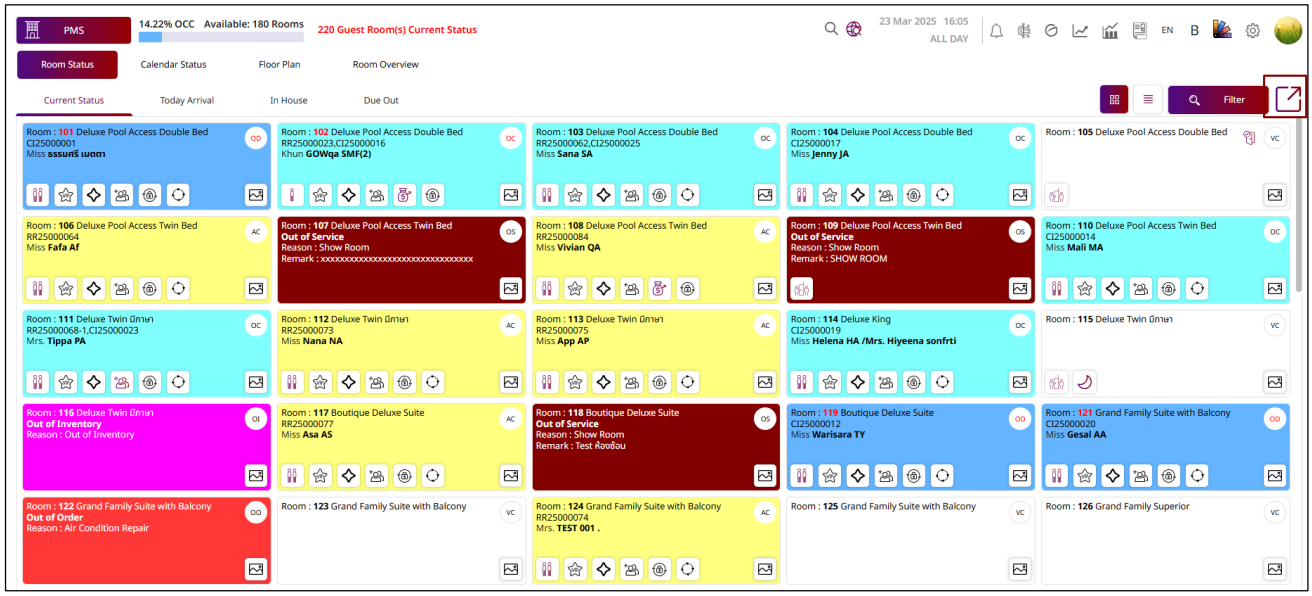
2. Room Status

Available under **PMS > Front Desk Function > Room Status Menu Tap,** this function allows staff to Check the real-time overview of the current room status in the hotel, Check the occupancy percentage (OCC%), the number of available rooms in the system, and the total number of rooms in the system.

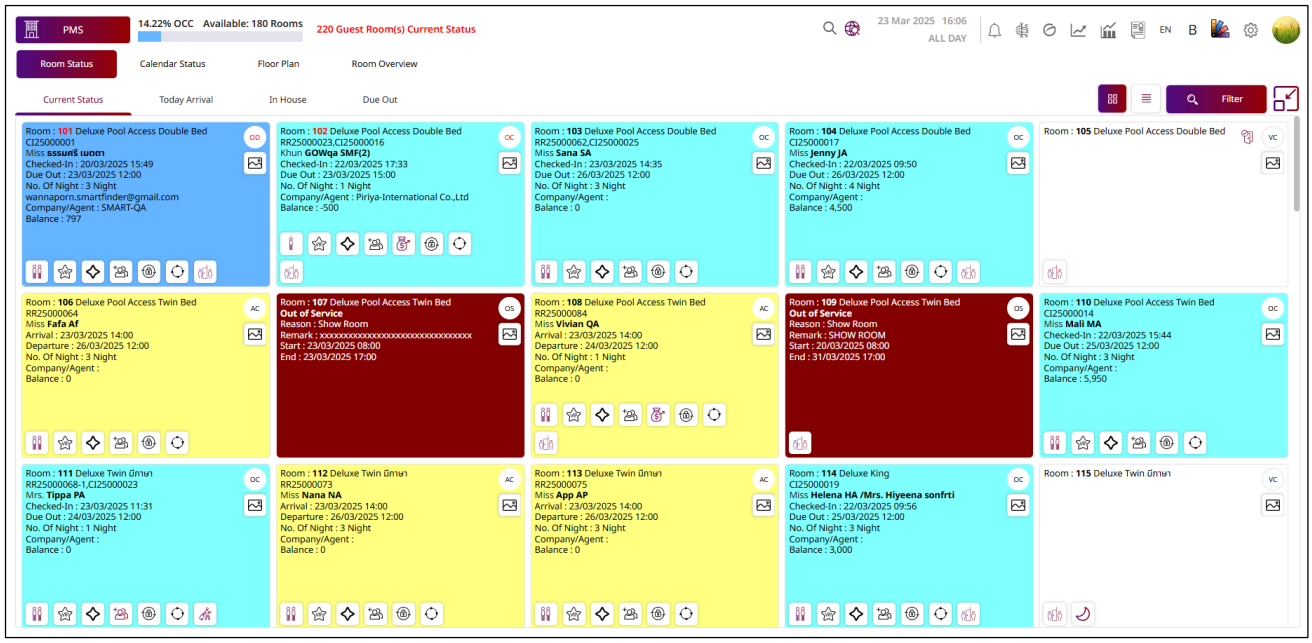


Room details displayed

Click the icon to expand the field



Note: Screenshot before pressing the button



Note: Screenshot after pressing the button

2.1 Current Status

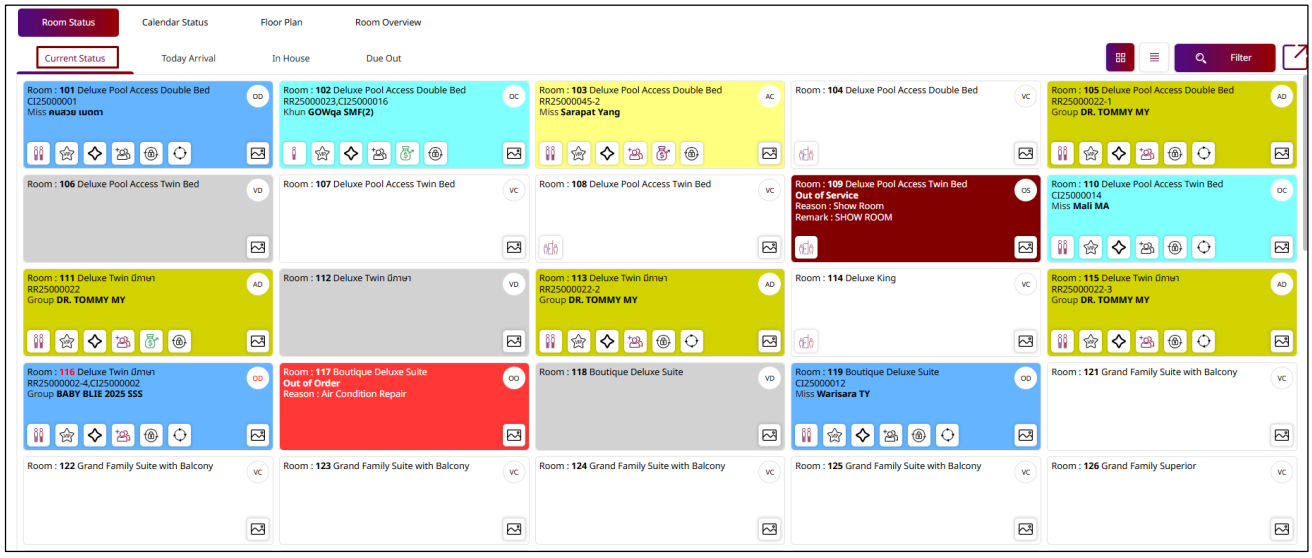
Purpose: Displays a real-time overview of the current room status in the hotel.

Common information shown:

- Total number of rooms
- Available rooms
- Occupied rooms
- Out of Order (OOO) / Out of Service (OOS) room
- Dirty rooms
- Other room statuses

Benefits:

- Allows staff to monitor the current status of all rooms
- Helps in planning housekeeping and room allocation
- Useful for front desk staff, housekeeping, and hotel management



2.2 Today Arrival

Purpose: Displays the list of all reservations scheduled to **check in today**.

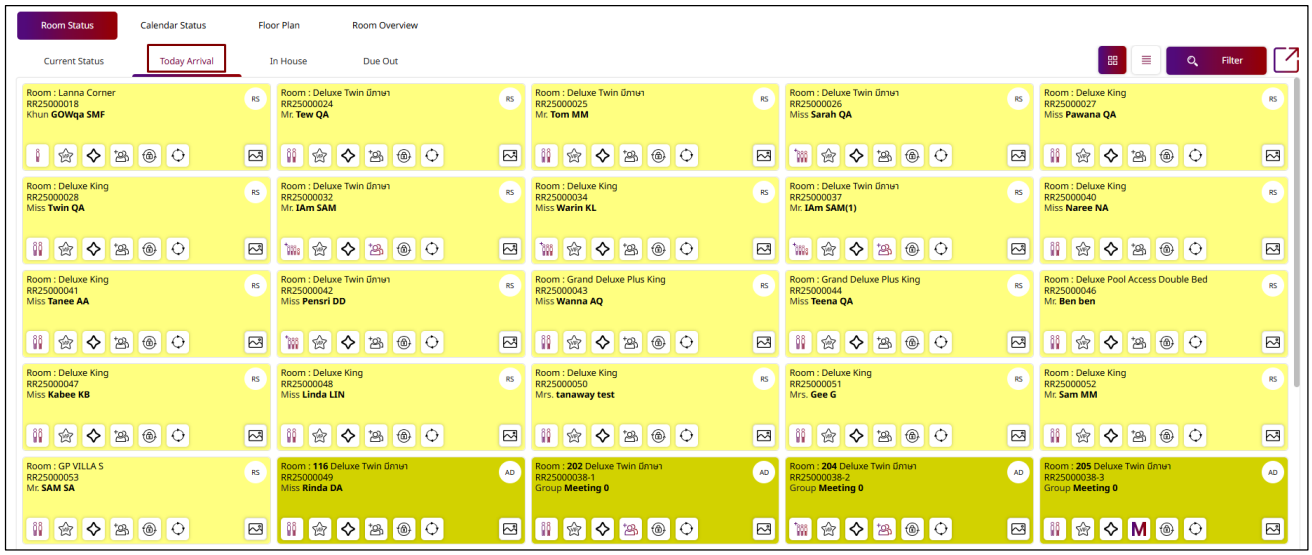
Common information shown:

- ☐ Guest name
- ☐ Reservation number
- ☐ Reserved room type
- ☐ Reservation status (e.g., Confirmed, No-show)
- ☐ Room readiness status

Benefits:

- ☐ Helps prepare rooms before guest arrival
- ☐ Used to check in guests upon arrival

- [ ] Assists front desk staff in managing arrivals efficiently



2.3 In House

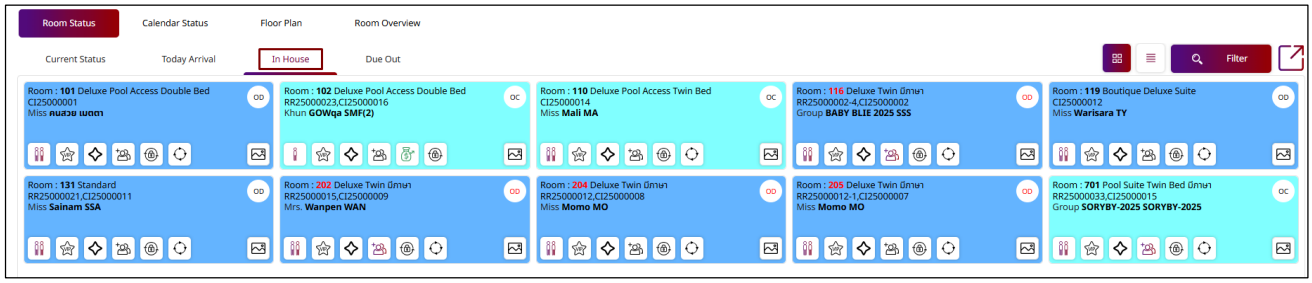
Purpose: To monitor all current in-house guests.

Common information shown:

- [ ] Shows all guests who have already checked in and are currently staying at the hotel.
- [ ] Allows staff to view room numbers, length of stay, and guest preferences.
- [ ] Useful for managing guest services, room status, and tracking occupancy.

Benefits:

- [ ] Helps manage the check-out process smoothly.
- [ ] Supports housekeeping in planning room cleaning and turnover
- [ ] Prevents unnotified late check-out



2.4 Due Out

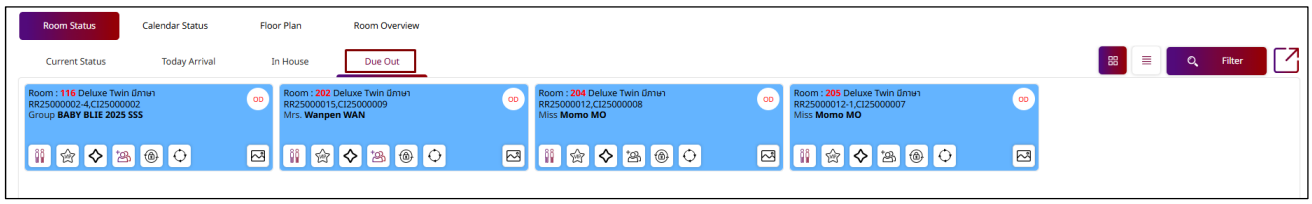
Purpose: To manage guests who are scheduled to check out today.

Common information shown:

- Lists all in-house guests with today's check-out date.
- Helps front desk prepare for check-out procedures (billing, luggage, etc.).
- Assists housekeeping in planning room cleaning and turnover.
- Prevents delays and ensures rooms are ready for the next guest.

Benefits:

- Helps manage the check-out process smoothly
- Supports housekeeping in planning room cleaning and turnover
- Prevents unnotified late check-outs

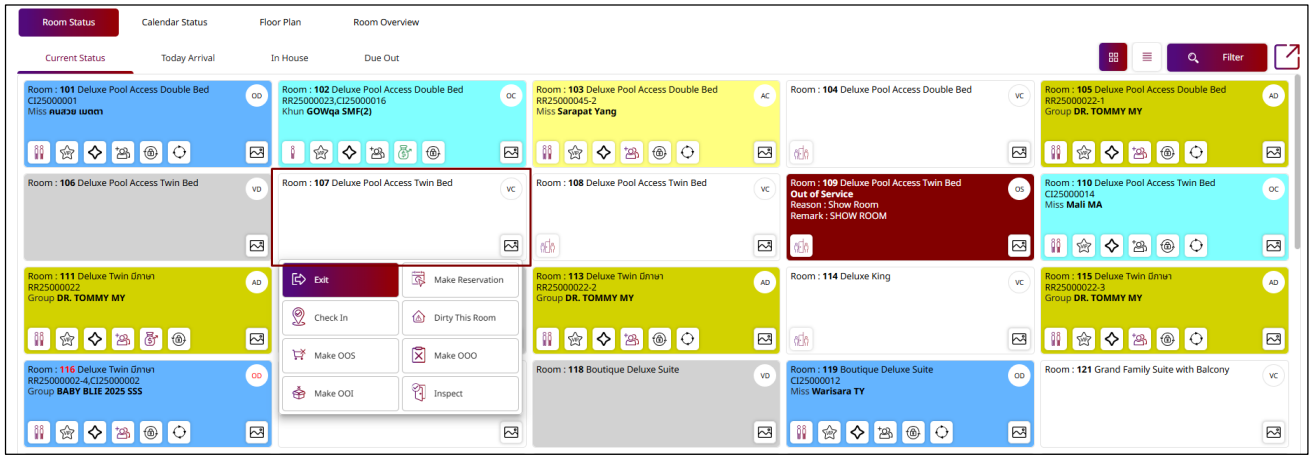


3. Color symbols and icons on the system screen

3.1 Press on Vacant Clean Room (VC).

The system performs the following actions:

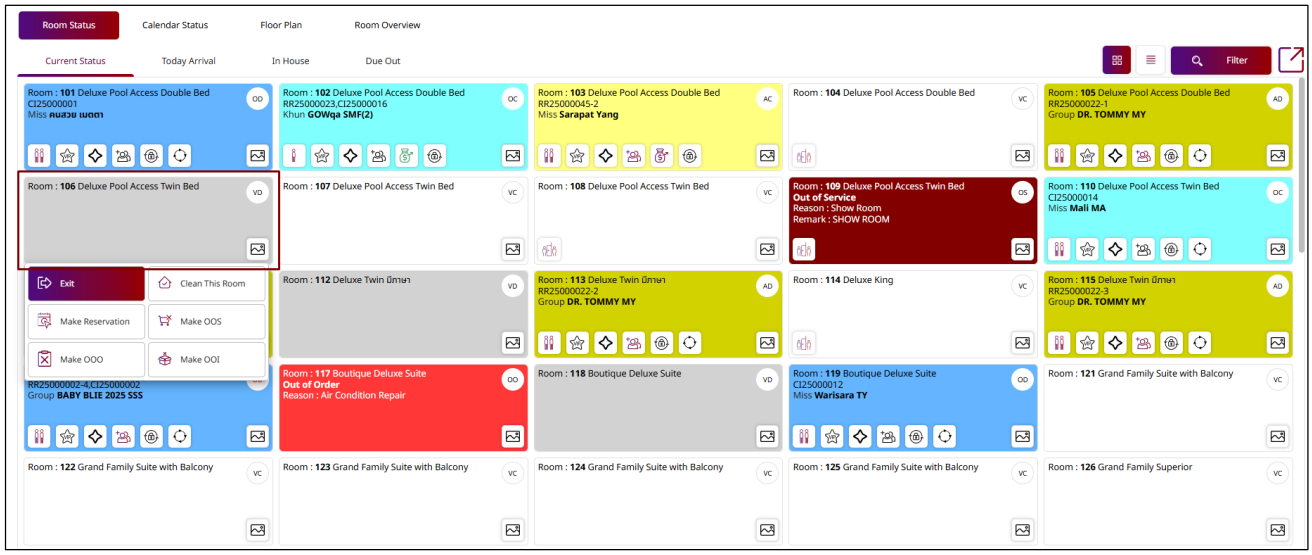
Exit – Exit this menu
Make Reservation – Create a new reservation
Check In – Records the check-in time
Make OOS (Out of Service) – Set the room status to "Out of Service"
Make OOO (Out of Order) – Set the room status to "Out of Order"
Make OOI (Out of Inventory) – Remove the room from inventory
Inspect – Confirms the room is ready for new guests



3.2 Press on Vacant Dirty Room (VD).

The system perform the following actions:

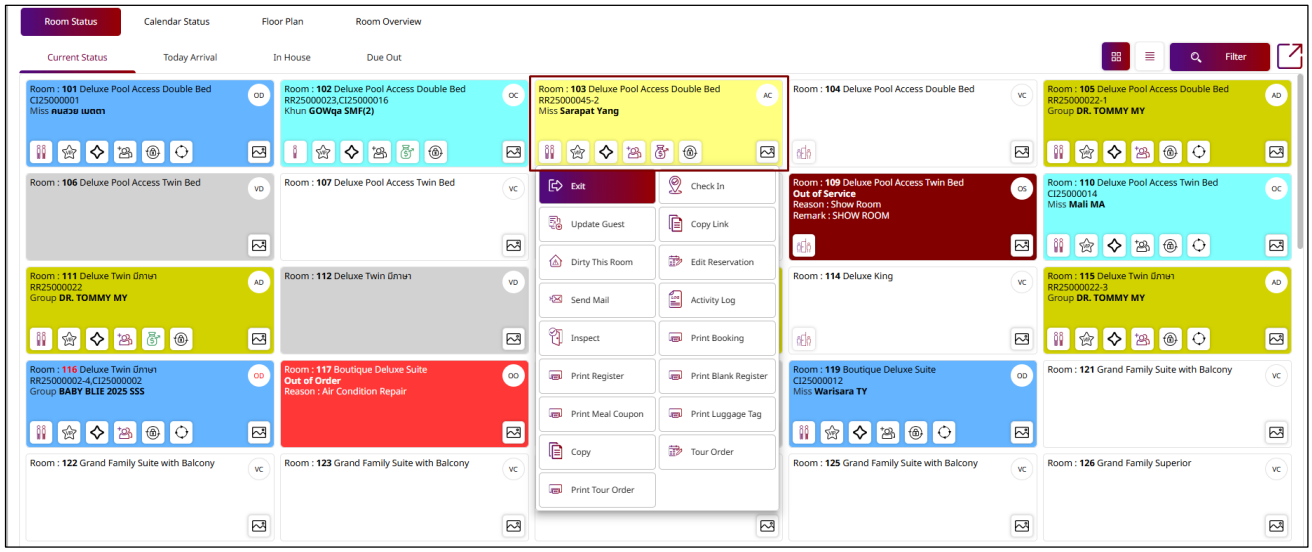
Exit – Exit this menu
Clean This Room – Change the room status to 'Clean'
Make Reservation – Create a new reservation
Make OOS (Out of Service) – Set the room status to "Out of Service"
Make OOO (Out of Order) – Set the room status to "Out of Order"
Make OOI (Out of Inventory) – Remove the room from inventory



3.3 Press on Assign Clean Room (AC).

The system perform the following actions:

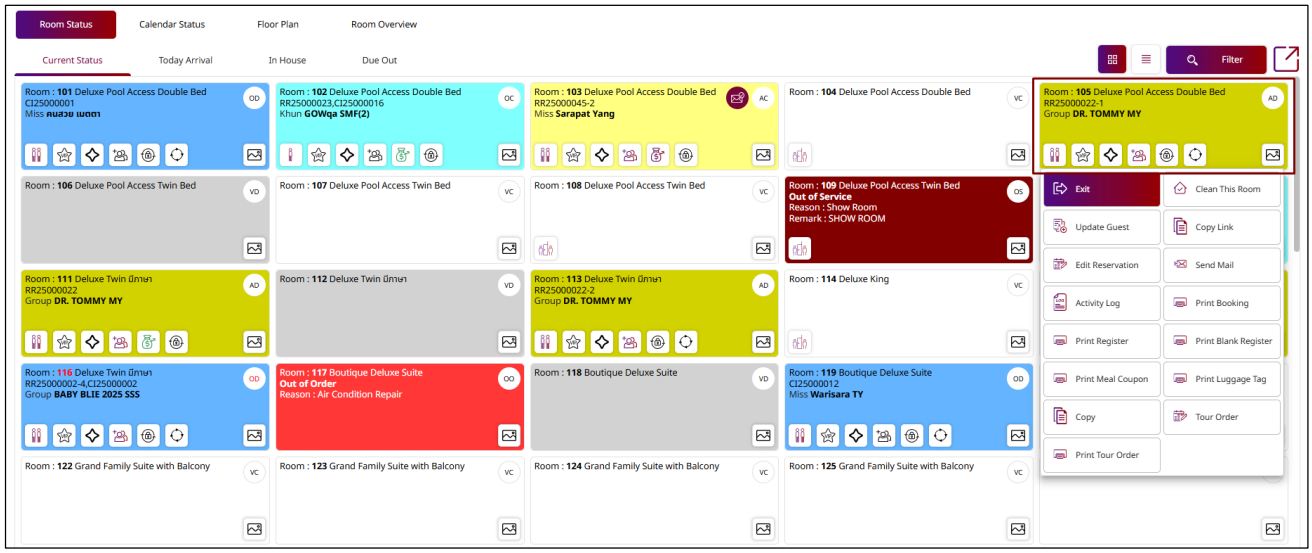
Exit – Exit this menu
Check In – Check in the guest
Update Guest – Update guest information
Copy Link – Link for check in on web check in
Dirty This Room – Update room status to dirty
Edit Reservation – Edit reservation details
Send Mail – Send reservation information to guest
Activity Log – View activity log
Inspect – Room inspection after cleaning
Print Booking – Print booking information
Print Register – Print registration form
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Copy – Copy Reservation
Tour Order – View tour order
Print Tour Order – Print tour order



3.4 Press on Assign Dirty Room (AD).

The system perform the following actions:

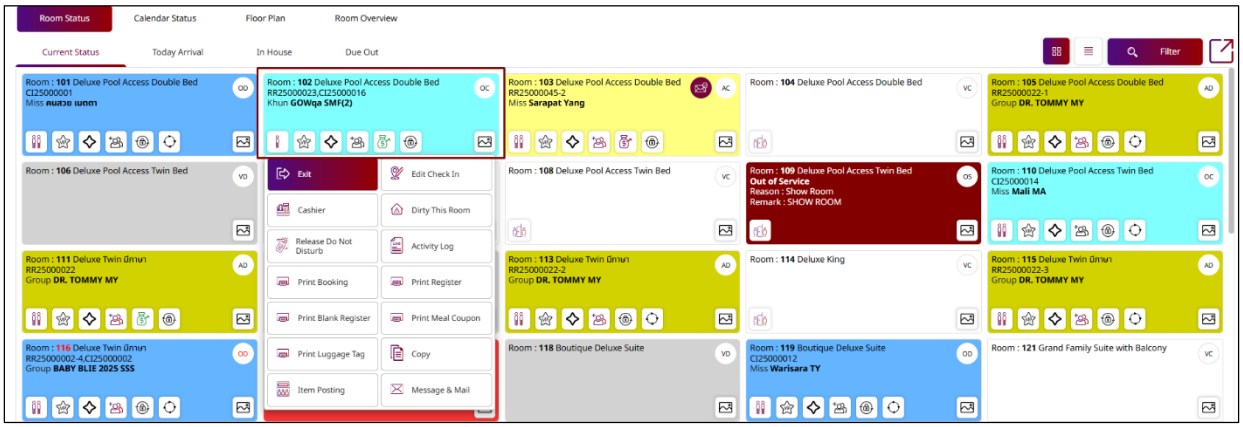
Exit – Exit this menu
Clean This Room – Update room status to Clean
Update Guest – Update guest information
Copy Link – Link for check in on web check in
Edit Reservation – Edit reservation details
Send Mail – Send reservation information to guest
Activity Log – View activity log
Inspect – Room inspection after cleaning
Print Booking – Print booking information
Print Register – Print registration form
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Copy – Copy Reservation
Tour Order – View tour order
Print Tour Order – Print tour order



3.5 Press on Occupied Clean Room (OC)

The system performs the following actions:

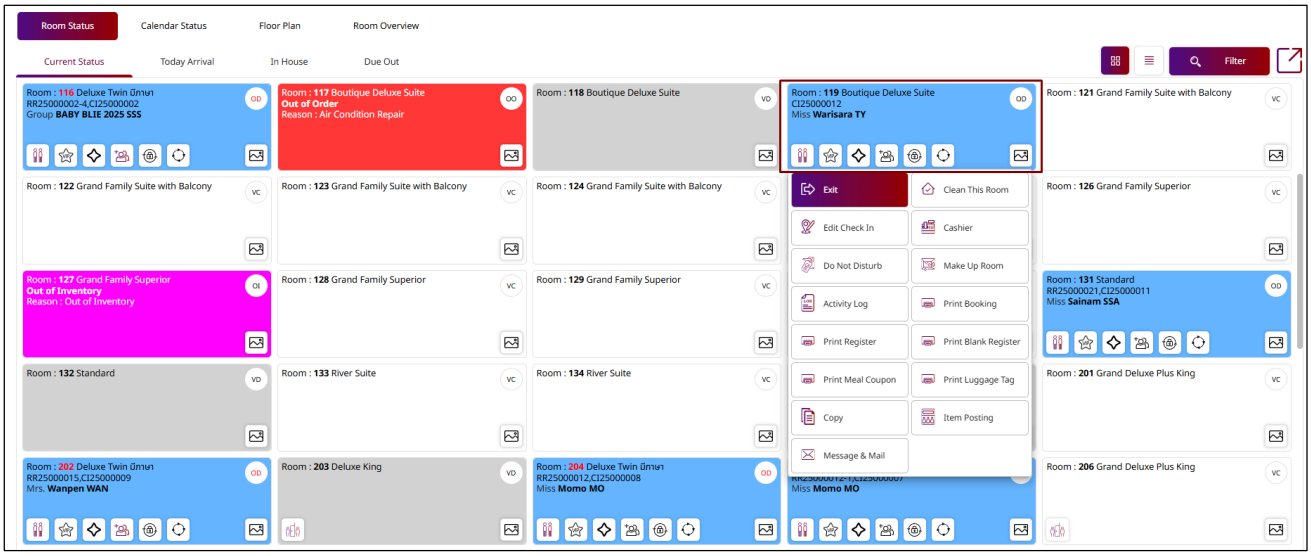
Exit – Exit this menu
Edit Check In – Edit reservation details
Cashier – Go to cashier functions (e.g., payments, folios)
Dirty This Room – Update room status to dirty
Do Not Disturb – Do not want staff to disturb at the moment
Activity Log – View activity log
Print Booking – Print booking information
Print Register – Print registration for
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Copy – Copy Reservation
Item Posting – Post charges or items to the guest folio
Message & Mail – Send or view messages and emails



3.6 Press on Occupied Dirty Room (OD)

The system perform the following actions:

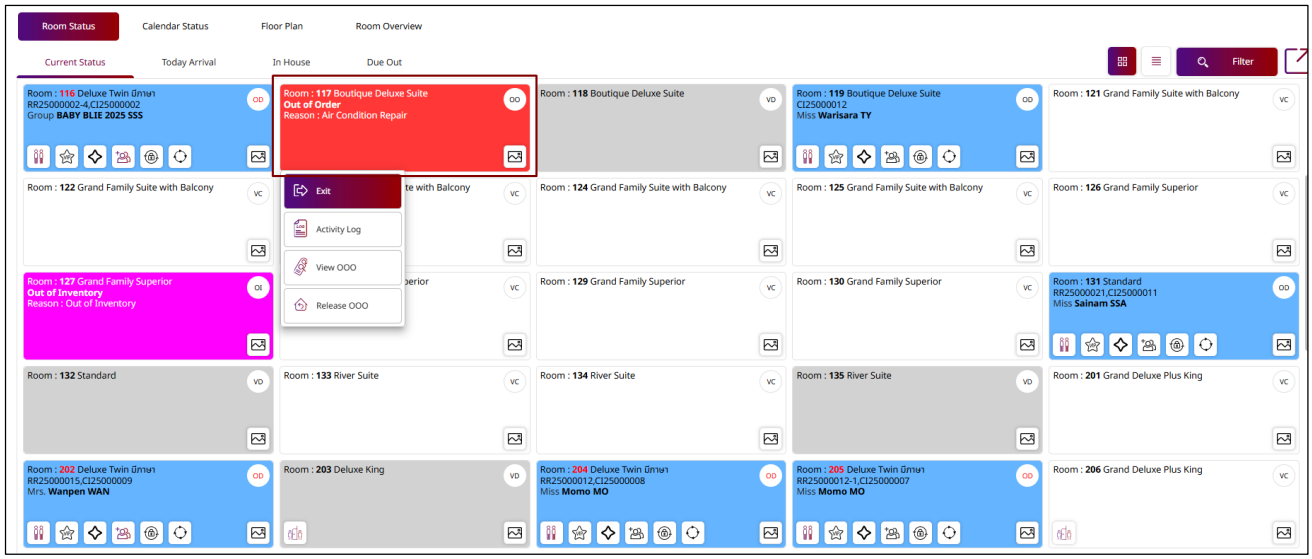
Exit – Exit this menu
Clean This Room – Update room status to clean
Edit Check In – Edit reservation details
Cashier – Go to cashier functions (e.g., payments, folios)
Do Not Disturb – Do not want staff to disturb at the moment
Make Up Room – The guest has requested housekeeping service
Activity Log – View activity log
Print Booking – Print booking information
Print Register – Print registration form
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Copy – Copy Reservation
Item Posting – Post charges or items to the guest folio
Message & Mail – Send or view messages and emails



3.7 Press on Room under maintenance : OOS, OOO and OOI

The system perform the following actions:

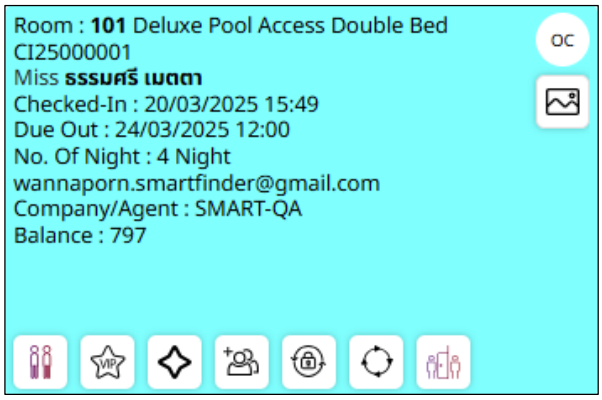
Exit – Exit this menu
Activity Log – View activity log
View OOS - View room status detail
Release OOS - Release the room from maintenance status



3.8 Symbols in guest rooms

The system perform the following actions:

- Display number of guests
- Display types of guest stay status
- Display special request
- Display group reservations
- Display deposit
- Display unable to move the room
- Display trace
- Display connecting room
- Display room photos
- Do not disturb
- Room inspect
- Make up room
- Send mail to guest
- Pre Check-In Pre check in



Details of Each Line:

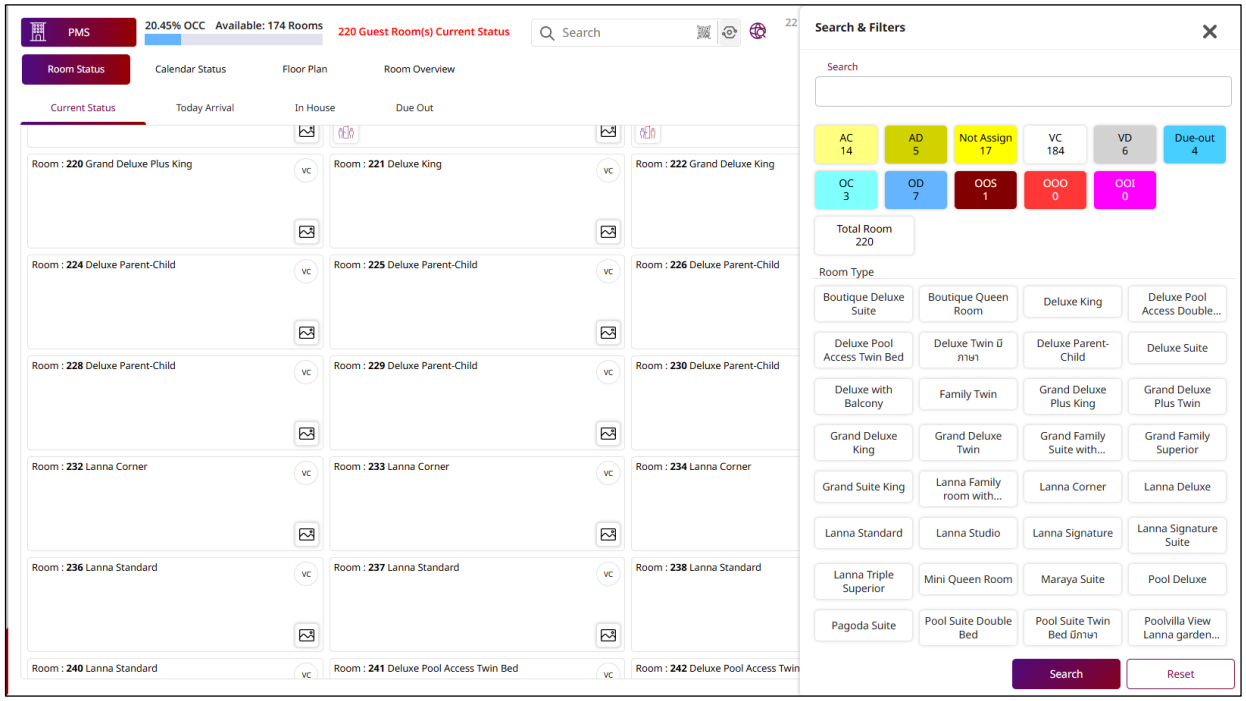
1. Room number and type
2. Check-in ID or Reservation Number
3. Guest Name
4. Check-in Date & Time
5. Check-out Date & Time
6. No. Of Night
7. The contact email used for the reservation
8. The name of the company or travel agent who made the reservation
9. Balance or outstanding amount to be paid

4. Filter (Room status check operation)

Available under **PMS > Front Desk Function > Filter Button,** this function allows staff to searching for rooms by status, room type, and building location.

To perform the task:

1. Select **Front Desk Function** and click **Filter button**
2. In the **Search Field**,
   - Enter the guest name or company name
   - Click the **Search Button**,
   - The system will display the corresponding information.
3. **Room Status Button**,
   - Select the Room Status Button
   - Click the Search Button,
   - The system will display rooms with the selected status.
4. **Room Type Section**
   - Select the Room Type Button
   - Click the Search Button,
   - The system will display the room types based on the search criteria.
5. **Building Section**
   - Select the Building Button
   - Click the Search Button,
   - The system will display the building based on the search criteria.
6. **Wing / Zone Section**
   - Select the Wing / Zone Button
   - Click the Search Button,
   - The system will display the wing / zone based on the search criteria.
7. **Room View Section**
   - Select the Room View Button
   - Click the Search Button,
   - The system will display the room view based on the search criteria.
8. **Feature Section**
   - Select the Feature Button
   - Click the Search Button,
   - The system will display the feature based on the search criteria.
9. **Bed Type Section**
   - Select the Bed Type Button
   - Click the Search Button,
   - The system will display the bed type based on the search criteria.


PMS
20.45% OCC Available: 174 Rooms
220 Guest Room(s) Current Status
Search
Room Status
Calendar Status
Floor Plan
Room Overview
Current Status
Today Arrival
In House
Due Out
Room : 220 Grand Deluxe Plus King
Room : 221 Deluxe King
Room : 222 Grand Deluxe King
Room : 224 Deluxe Parent-Child
Room : 225 Deluxe Parent-Child
Room : 226 Deluxe Parent-Child
Room : 228 Deluxe Parent-Child
Room : 229 Deluxe Parent-Child
Room : 230 Deluxe Parent-Child
Room : 232 Lanna Corner
Room : 233 Lanna Corner
Room : 234 Lanna Corner
Room : 236 Lanna Standard
Room : 237 Lanna Standard
Room : 238 Lanna Standard
Room : 240 Lanna Standard
Room : 241 Deluxe Pool Access Twin Bed
Room : 242 Deluxe Pool Access Twin
Search & Filters
Search
AC 14
AD 5
Not Assign 17
VC 184
VD 6
Due-out 4
OC 3
OD 7
OOS 1
OOO 0
OOI 0
Total Room 220
Room Type
Boutique Deluxe Suite
Boutique Queen Room
Deluxe King
Deluxe Pool Access Double...
Deluxe Pool Access Twin Bed
Deluxe Twin มีภาษา
Deluxe Parent-Child
Deluxe Suite
Deluxe with Balcony
Family Twin
Grand Deluxe Plus King
Grand Deluxe Plus Twin
Grand Deluxe King
Grand Deluxe Twin
Grand Family Suite with...
Grand Family Superior
Grand Suite King
Lanna Family room with...
Lanna Corner
Lanna Deluxe
Lanna Standard
Lanna Studio
Lanna Signature
Lanna Signature Suite
Lanna Triple Superior
Mini Queen Room
Maraya Suite
Pool Deluxe
Pagoda Suite
Pool Suite Double Bed
Pool Suite Twin Bed มีภาษา
Poolvilla View Lanna garden...
Search
Reset

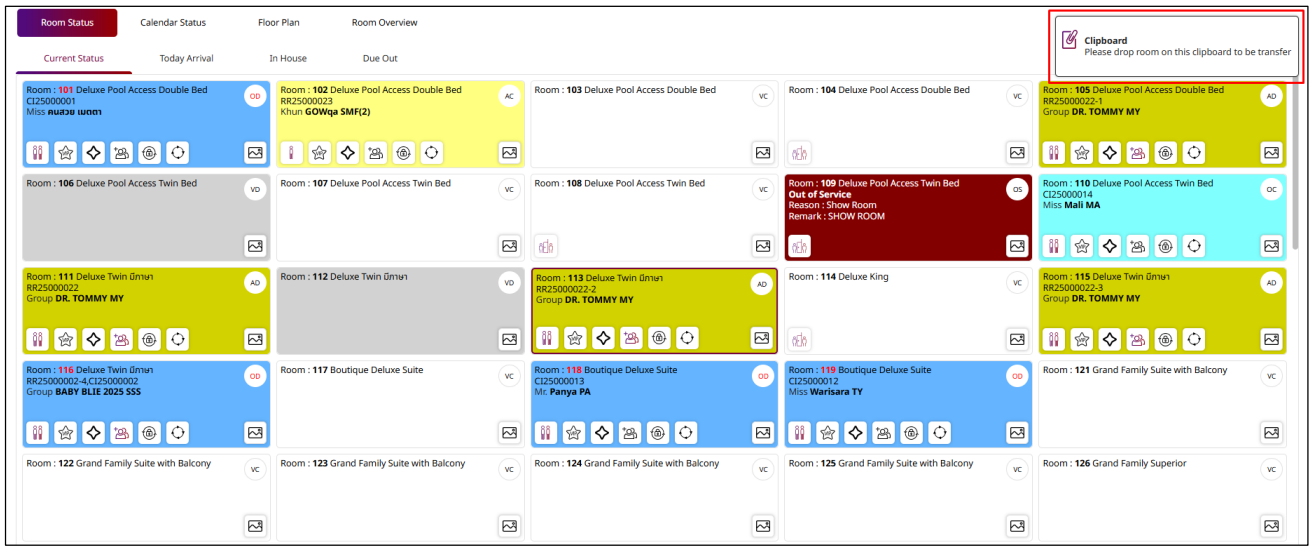
5. Room move / Upgrade

Available under **PMS > Front Desk Function > Room Status Menu Tap** this function allows staff to perform a room move for upgrade, downgrade, or within the same room type.

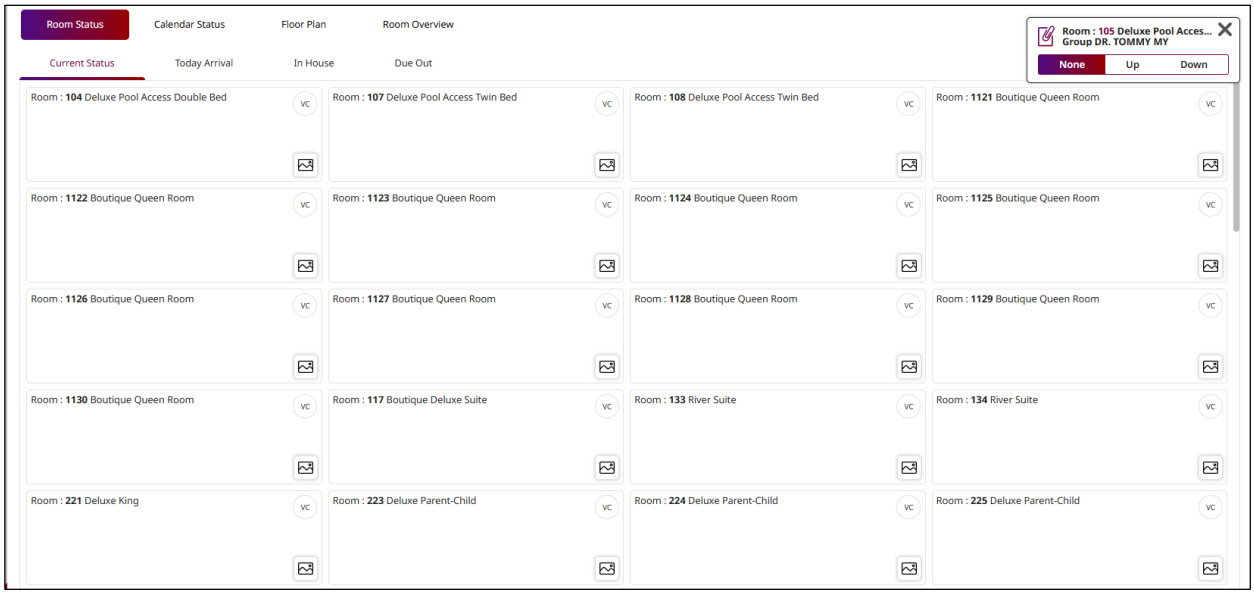
To perform the task:

1. Press the **Room Status Button**.

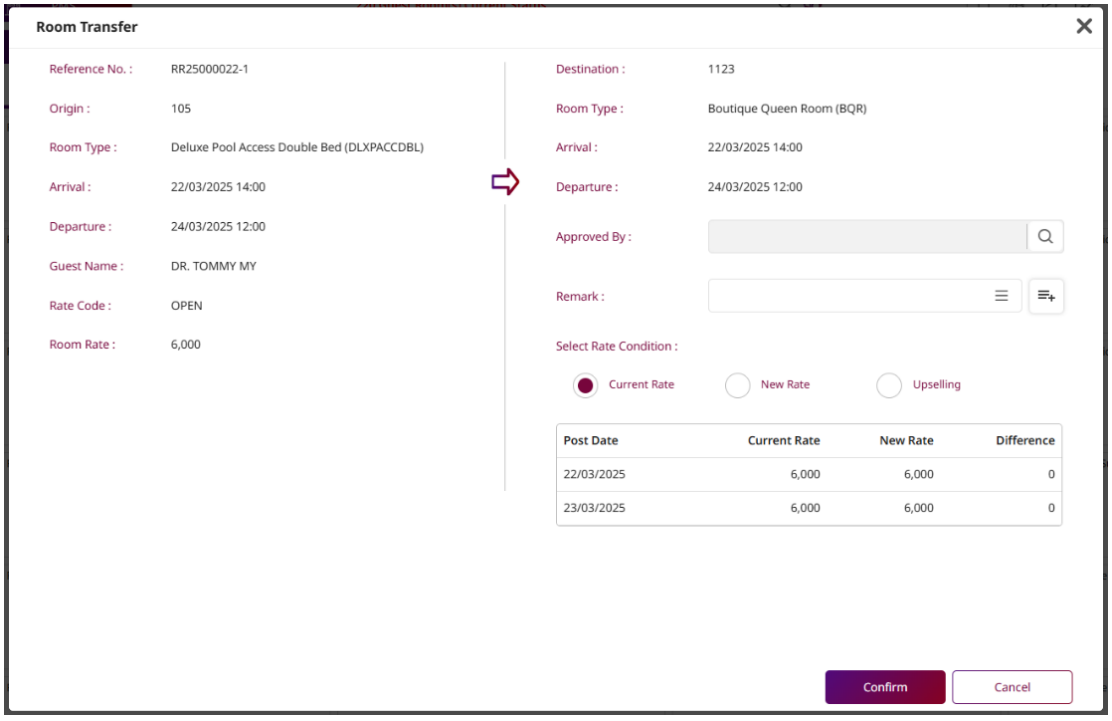
2. Drag the selected room to the **Clipboard** section.



3. Select "**None**" for the same room type.
   Select "**Up**" for upgrading the room.
   Select "**Down**" for downgrading the room.
4. Select the destination room.



5. Enter the room transfer details.
6. Press **Save Button** to confirm.

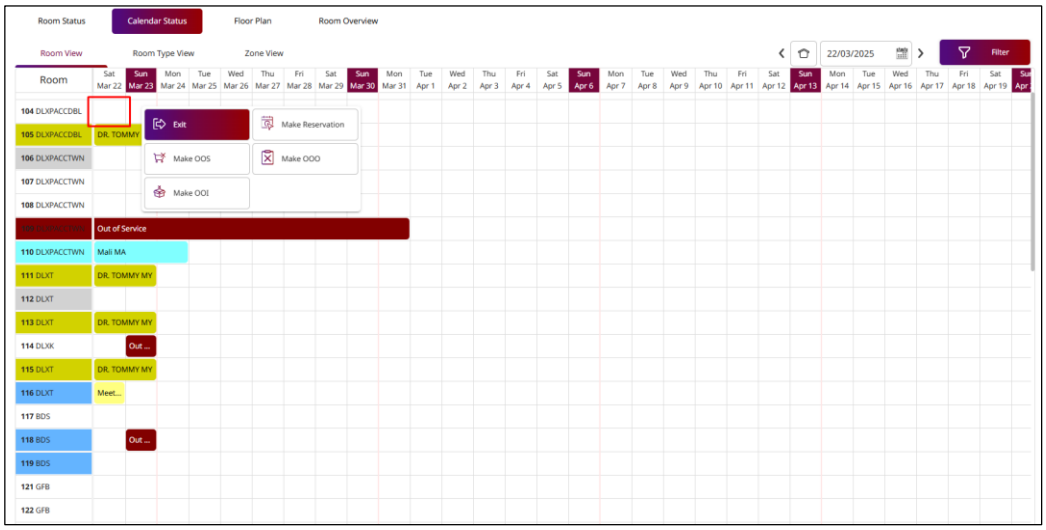


6. Calendar Status

Available under **PMS > Front Desk Function > Calendar Status Menu Tap,** this function allows staff to searching for rooms by calendar.

To perform the task:

1. Press **Room View** : The system displays the details sorted by room number.
   Press **Room Type View** : The system displays the details sorted by room type.
   Press **Room Zone View** : The system displays the details sorted by zone view.
2. Press on **Calendar Button** to select the start date of the date range.
   Press on **Home Button** to return to the current date.
3. Press on **Vacant Clean Room** (**VC**).
   The system perform the following actions:
   Exit – Exit this menu
   Make Reservation – Create a new reservation
   Make OOS (**Out of Service**) – Set the room status to "Out of Service"
   Make OOO (**Out of Order**) – Set the room status to "Out of Order"
   Make OOI (**Out of Inventory**) – Remove the room from inventory



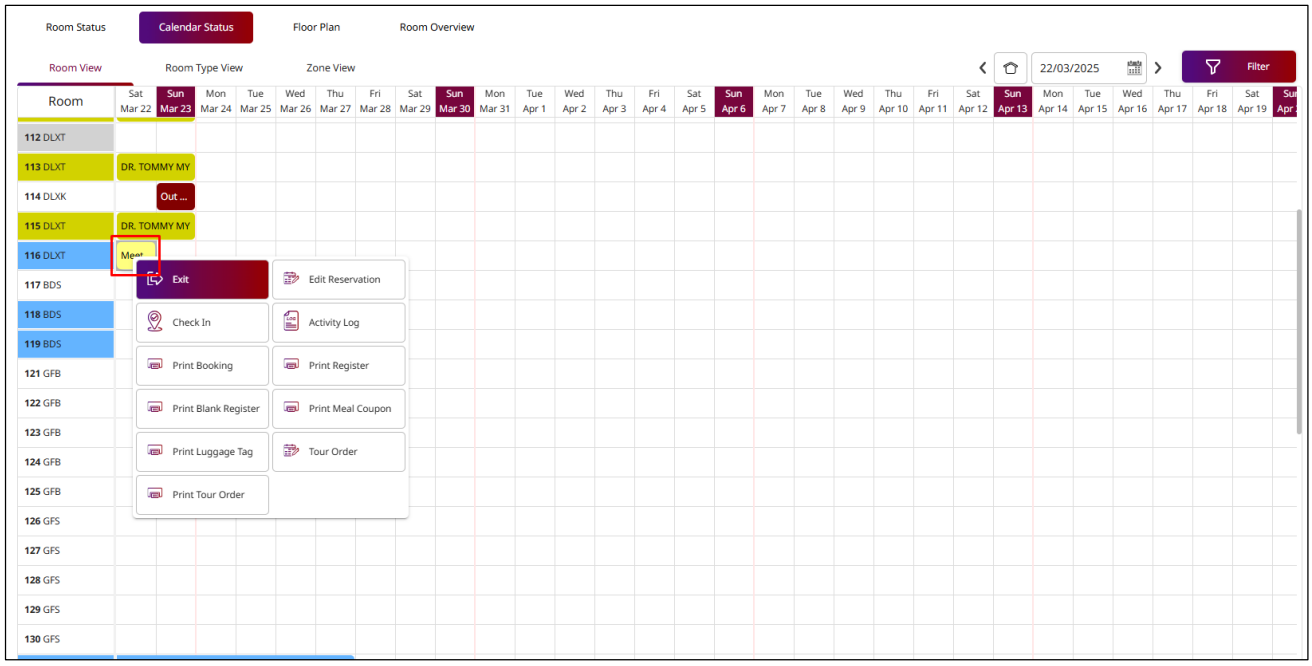
1. Press on **Assign Clean Room** (AC) or **Assign Dirty Room** (AD).

   The system perform the following actions:

   Exit – Exit this menu
   Edit Reservation – Edit reservation details
   Check In – Check in the guest
   Activity Log – View activity log

Print Booking – Print booking information

Print Register – Print registration form
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Tour Order – View tour order
Print Tour Order – Print tour order



2. Press on **Occupied Clean Room** (**OC**) or **Occupied Dirty Room** (**OD**).

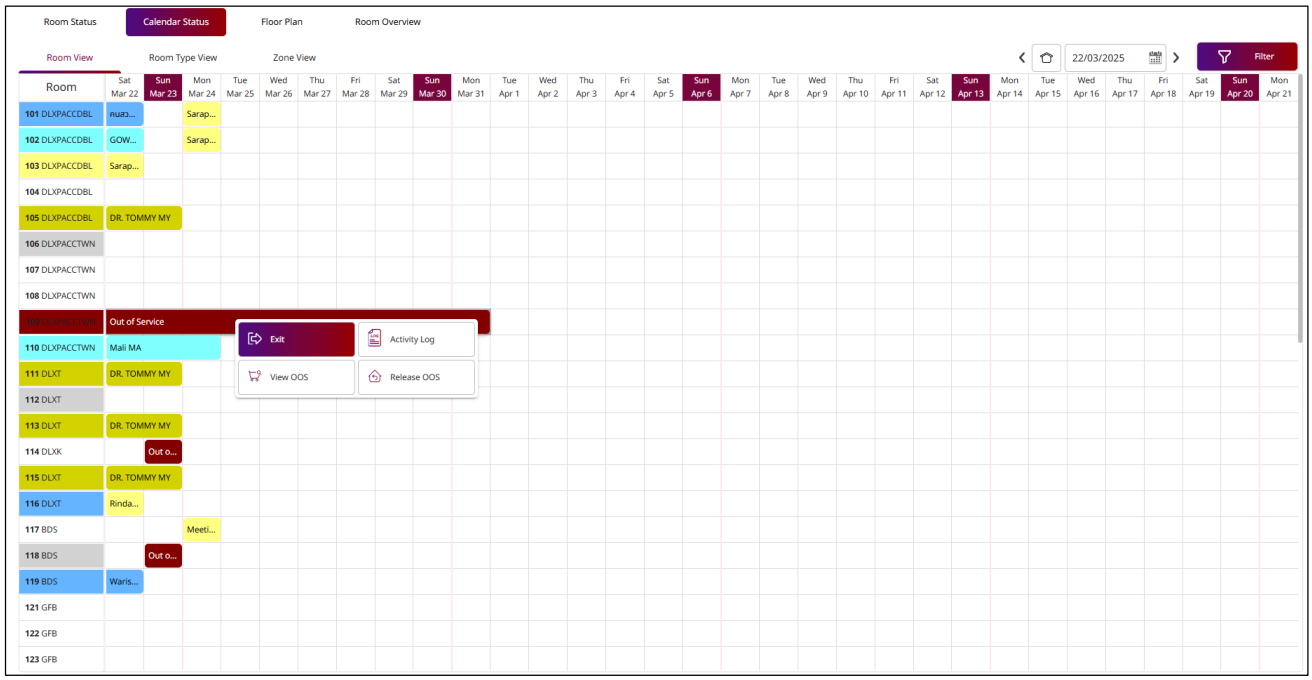
The system perform the following actions:

Exit – Exit this menu
Edit Check In – Edit check-in details
Cashier – Go to cashier functions (e.g., payments, folios)
Activity Log – View activity log
Print Booking – Print booking information
Print Register – Print registration form
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Item Posting – Post charges or items to the guest folio
Message & Mail – Send or view messages and emails

3. Press on **Out Of Service Room (OOS), Out Of Order Room (OOO) and Out Of Inventory Room(OOI).**

The system perform the following actions:

Exit – Exit this menu
Activity Log – View activity log
View OOS - View room status detail
Release OOS - Release the room from maintenance status



7.Floor Plan

Available under **PMS > Front Desk Function > Floor Plan Menu Tap,** this function allows staff to searching for rooms by floor and view the room status on each floor.

To perform the task:

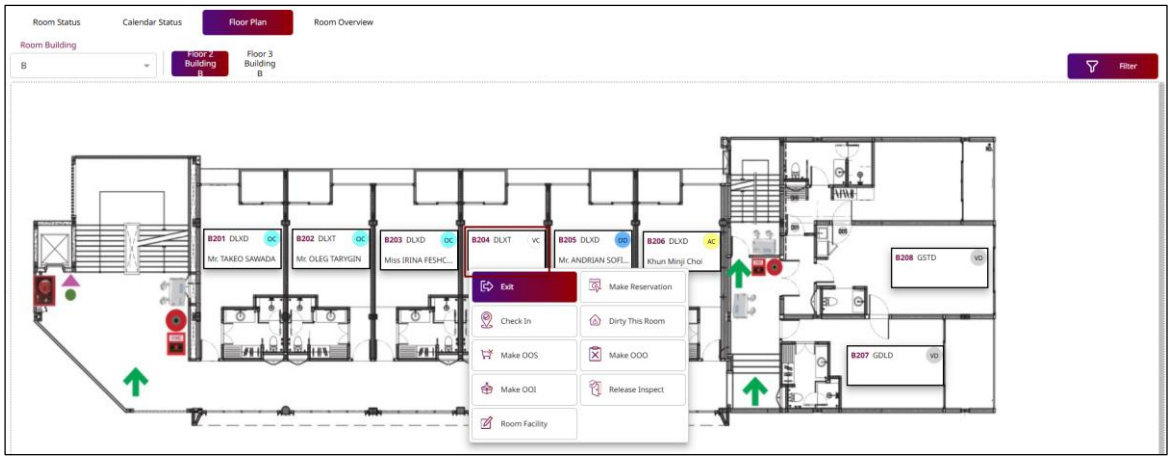
7.1 Press on Room Building to select a building

7.2 Press on Floor Number to select a floor

7.3 Press on Vacant Clean Room (VC).

The system perform the following actions:

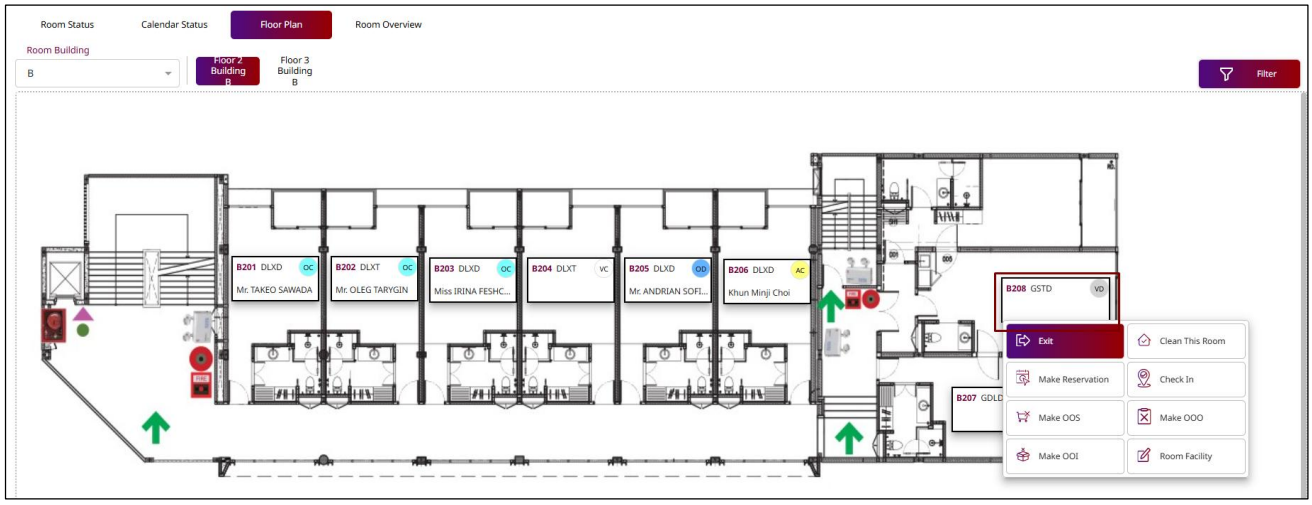
Exit – Exit this menu
Make Reservation – Create a new reservation
Check In – Check in the guest
Dirty This Room – Update room status to dirty
Make OOS (**Out of Service**) – Set the room status to "Out of Service"
Make OOO (**Out of Order**) – Set the room status to "Out of Order"
Make OOI (**Out of Inventory**) – Remove the room from inventory
Inspect – Room inspection after cleaning
Room Facility – In-room amenities



7.4 Press on Vacant Dirty Room (VD).

The system perform the following actions:

Exit – Exit this menu
Clean This Room – Update room status to clean
Make Reservation – Create a new reservation
Check In – Check in the guest
Make OOS (**Out of Service**) – Set the room status to "Out of Service"
Make OOO (**Out of Order**) – Set the room status to "Out of Order"
Make OOI (**Out of Inventory**) – Remove the room from inventory
Room Facility – In-room amenities

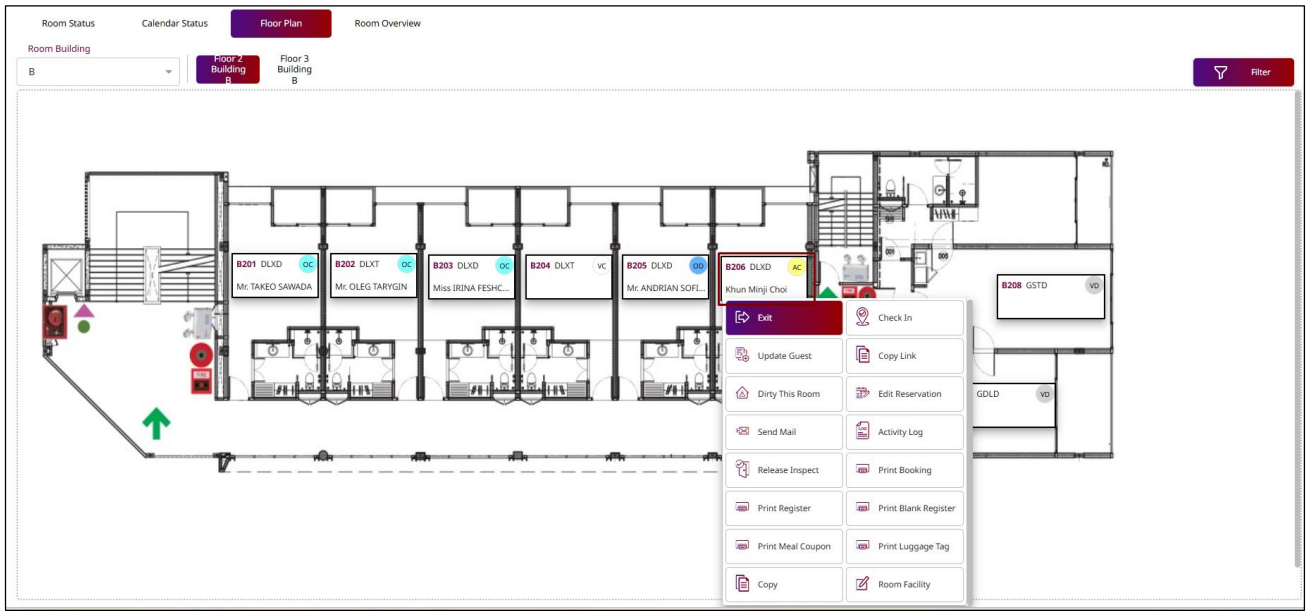


7.5 Press on Assign Clean Room (AC).

The system perform the following actions:

Exit – Exit this menu
Check In – Check in the guest
Update Guest – Update guest information
Copy Link – Link for check in on web check in
Dirty This Room – Update room status to dirty
Edit Reservation – Edit reservation details
Send Mail – Send reservation information to guest
Activity Log – View activity log
Inspect – Room inspection after cleaning
Print Booking – Print booking information
Print Register – Print registration form
Print Blank Register – Print blank registration form

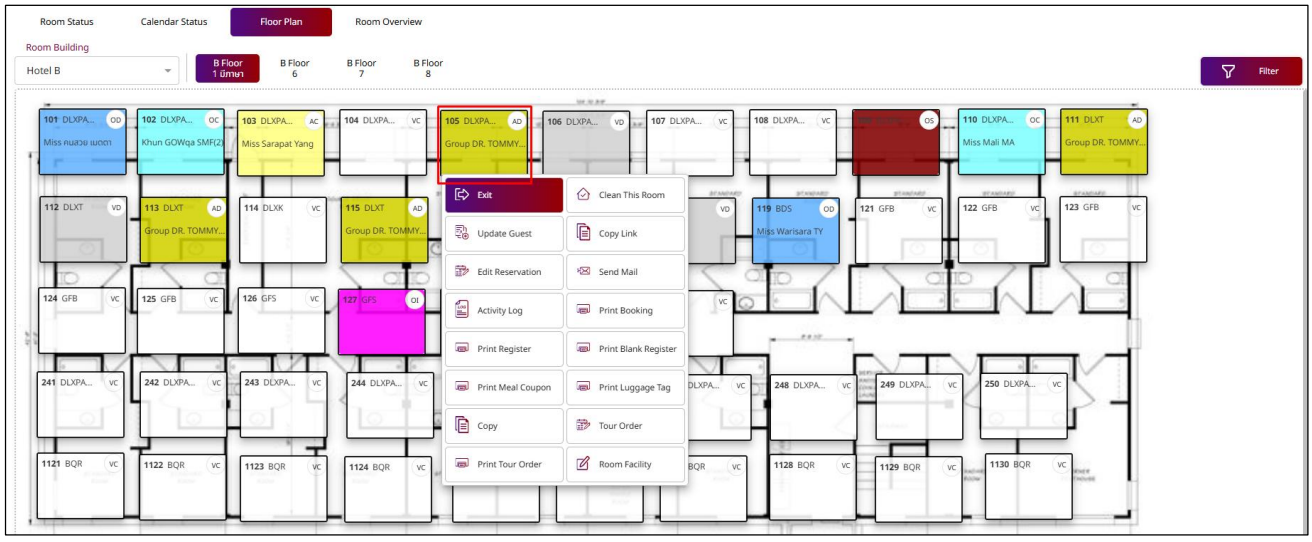
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Copy – Copy Reservation
Room Facility – In-room amenities



7.6 Press on Assign Dirty Room (AD).

The system perform the following actions:

Exit – Exit this menu
Clean This Room – Update room status to clean
Update Guest – Update guest information
Copy Link – Link for check in on web check in
Edit Reservation – Edit reservation details
Send Mail – Send reservation information to guest
Activity Log – View activity log
Print Booking – Print booking information
Print Register – Print registration form
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Copy – Copy Reservation
Room Facility – In-room amenities



7.7 Press on Occupied Clean Room (OC).

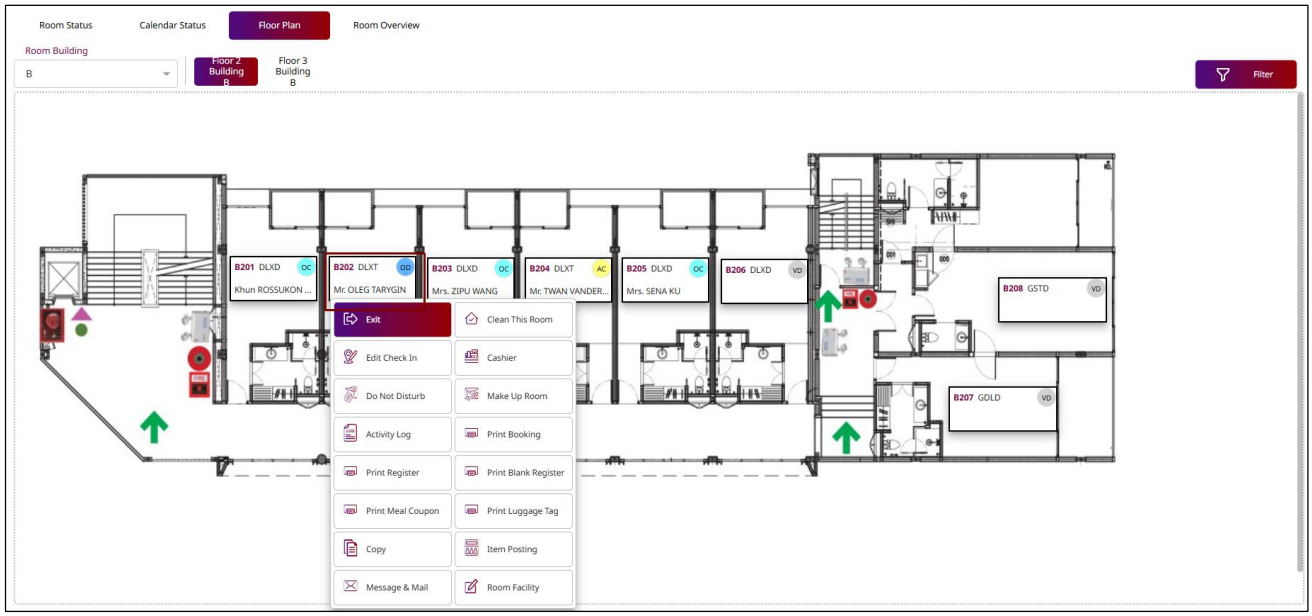
The system perform the following actions:

Exit – Exit this menu
Edit Check In – Edit reservation details
Cashier – Go to cashier functions (e.g., payments, folios)
Dirty This Room – Update room status to dirty
Do Not Disturb – Do not want staff to disturb at the moment
Activity Log – View activity log
Print Booking – Print booking information
Print Register – Print registration form
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Copy – Copy Reservation
Item Posting – Post charges or items to the guest folio
Message & Mail – Send or view messages and emails
Room Facility – In-room amenities

7.8 Press on Occupied Dirty Room (OD).

The system perform the following actions:

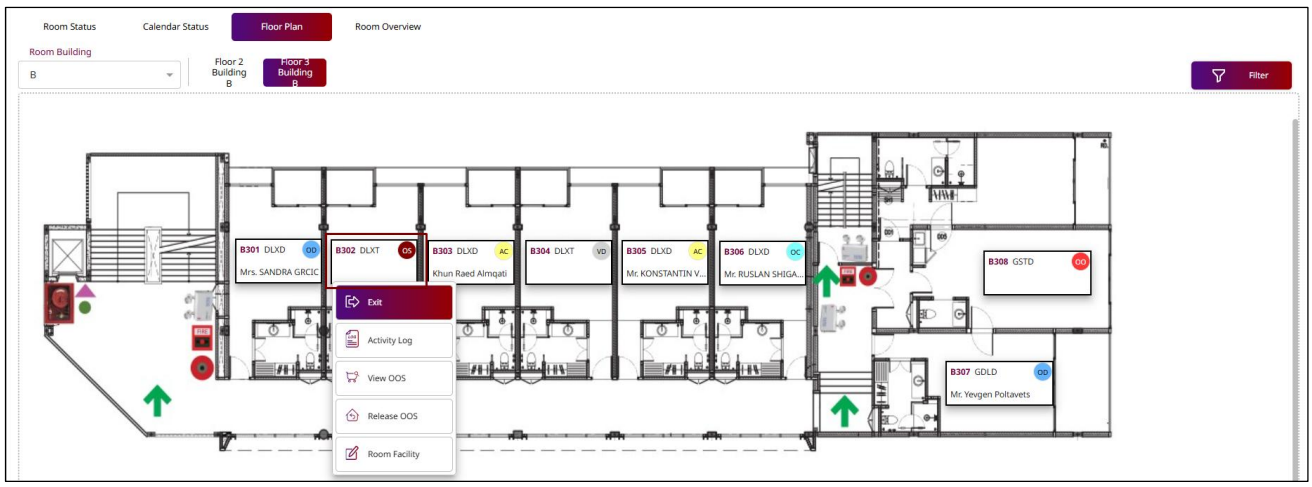
Exit – Exit this menu
Clean This Room – Update room status to clean
Edit Check In – Edit reservation details
Cashier – Go to cashier functions (e.g., payments, folios)
Do Not Disturb – Do not want staff to disturb at the moment
Make Up Room – The guest has requested housekeeping service
Activity Log – View activity log
Print Booking – Print booking information
Print Register – Print registration form
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Copy – Copy Reservation
Item Posting – Post charges or items to the guest folio
Message & Mail – Send or view messages and emails
Room Facility – In-room amenities



7.9 Press on Room under maintenance : OOS, OOO and OOI

The system perform the following actions:

Exit – Exit this menu
Activity Log – View activity log
View OOS - View room status detail
Release OOS - Release the room from maintenance status
Room Facility – In-room amenities



8.Room Overview

Available under **PMS > Front Desk Function > Room Overview Menu Tap**, this function allows staff to searching for rooms by floor and view the room status on each floor.

To perform the task:

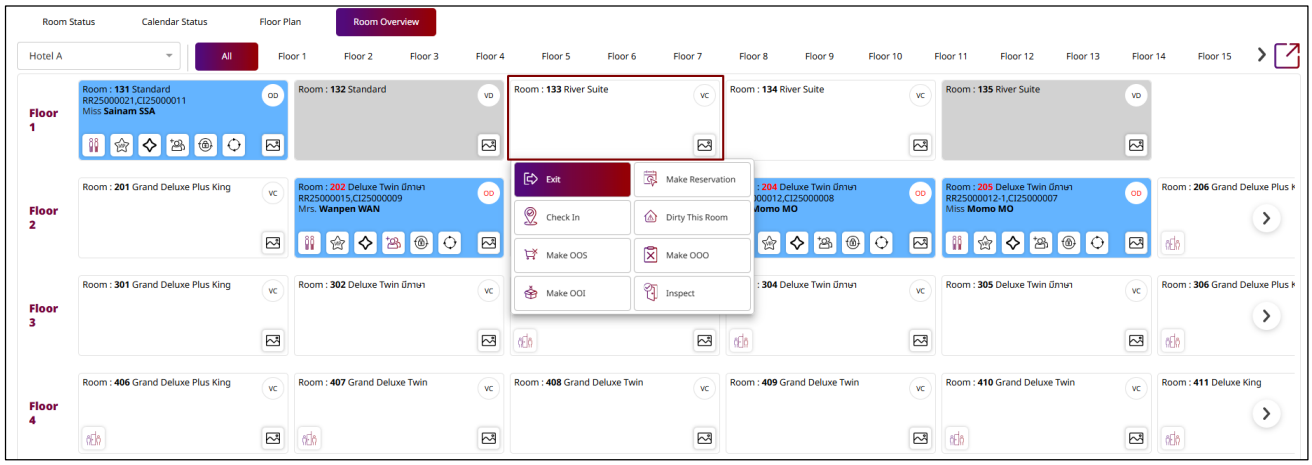
8.1 Press on Room Building to select a building

8.2 Press on Floor Number to select a floor

8.3 Press on Vacant Clean Room (VC).

The system perform the following actions:

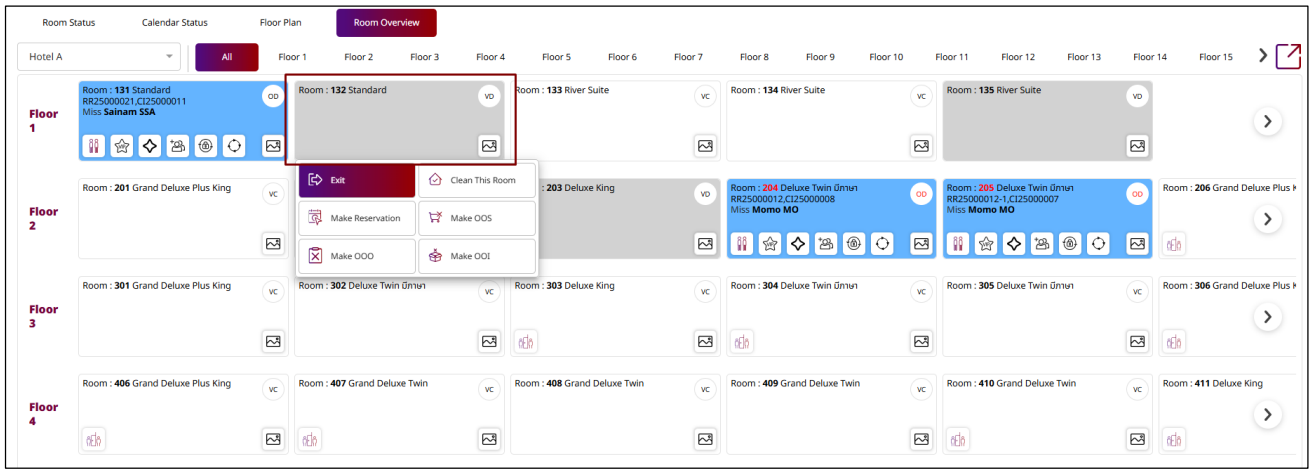
Exit – Exit this menu
Make Reservation – Create a new reservation
Check In – Check in the guest
Dirty This Room – Update room status to dirty
Make OOS (**Out of Service**) – Set the room status to "Out of Service"
Make OOO (**Out of Order**) – Set the room status to "Out of Order"
Make OOI (**Out of Inventory**) – Remove the room from inventory
Inspect – Room inspection after cleaning



8.4 Press on Vacant Dirty Room (VD).

The system perform the following actions:

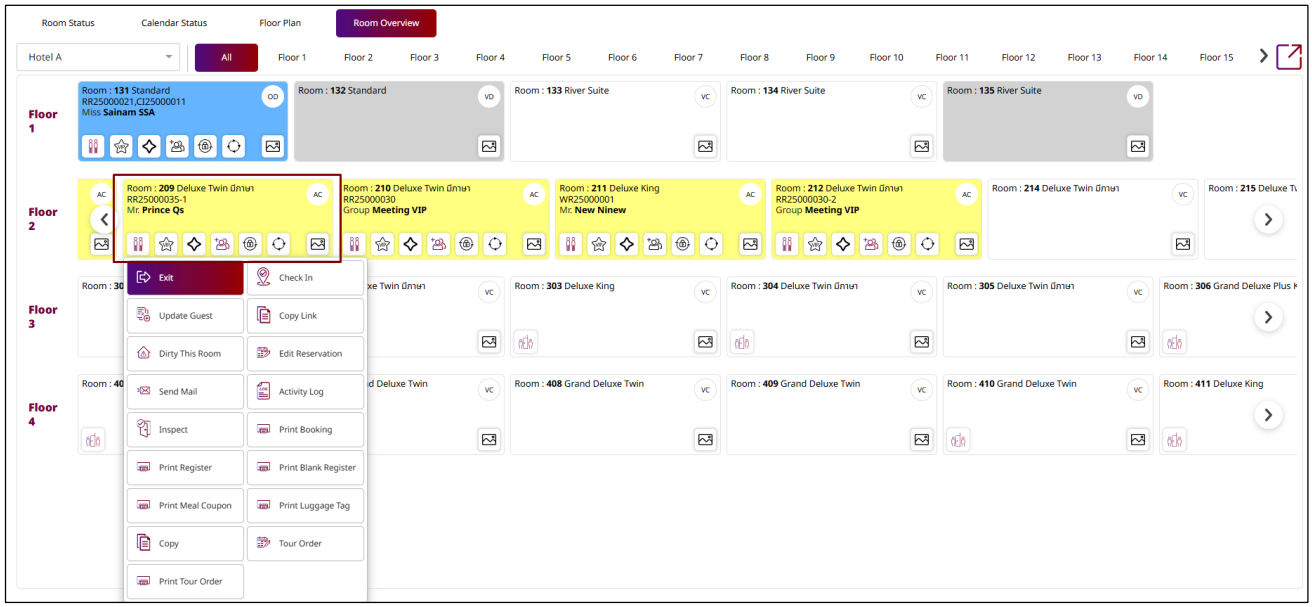
Exit – Exit this menu
Clean This Room – Update room status to clean
Make Reservation – Create a new reservation
Make OOS (Out of Service) – Set the room status to "Out of Service"
Make OOO (Out of Order) – Set the room status to "Out of Order"
Make OOI (Out of Inventory) – Remove the room from inventory



8.5 Press on Assign Clean Room (AC).

The system perform the following actions:

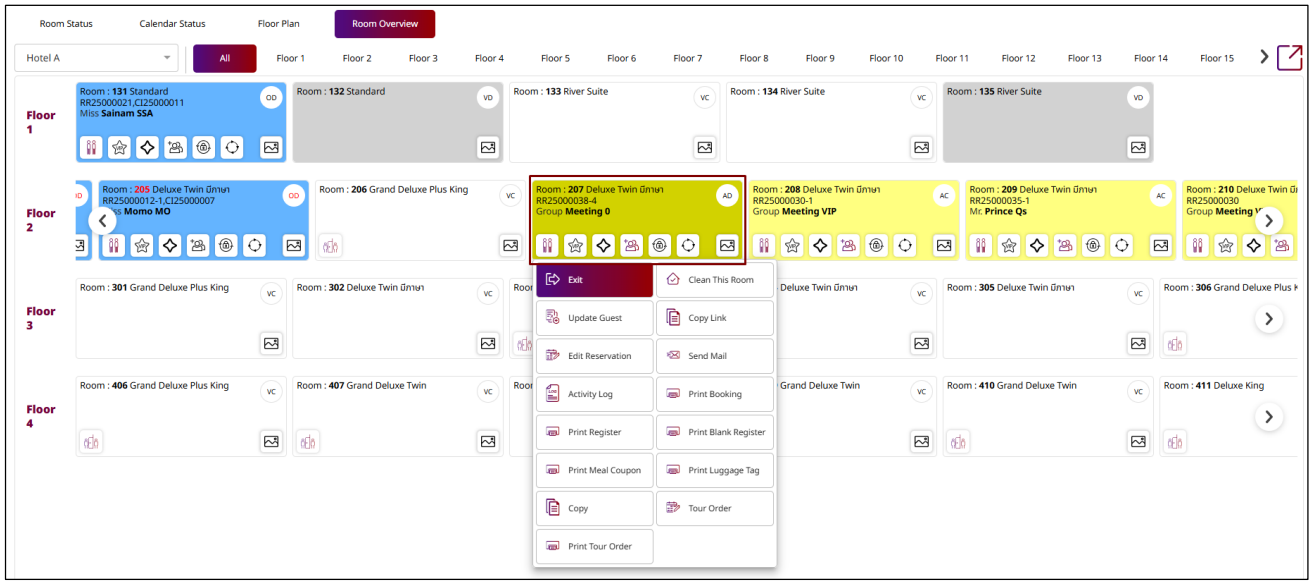
Exit – Exit this menu
Check In – Check in the guest
Update Guest – Update guest information
Copy Link – Link for check in on web check in
Dirty This Room – Update room status to dirty
Edit Reservation – Edit reservation details
Send Mail – Send reservation information to guest
Activity Log – View activity log
Inspect – Room inspection after cleaning
Print Booking – Print booking information
Print Register – Print registration form
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Copy – Copy Reservation
Tour Order – View tour order
Print Tour Order – Print tour order



8.6 Press on Assign Dirty Room (AD).

The system perform the following actions:

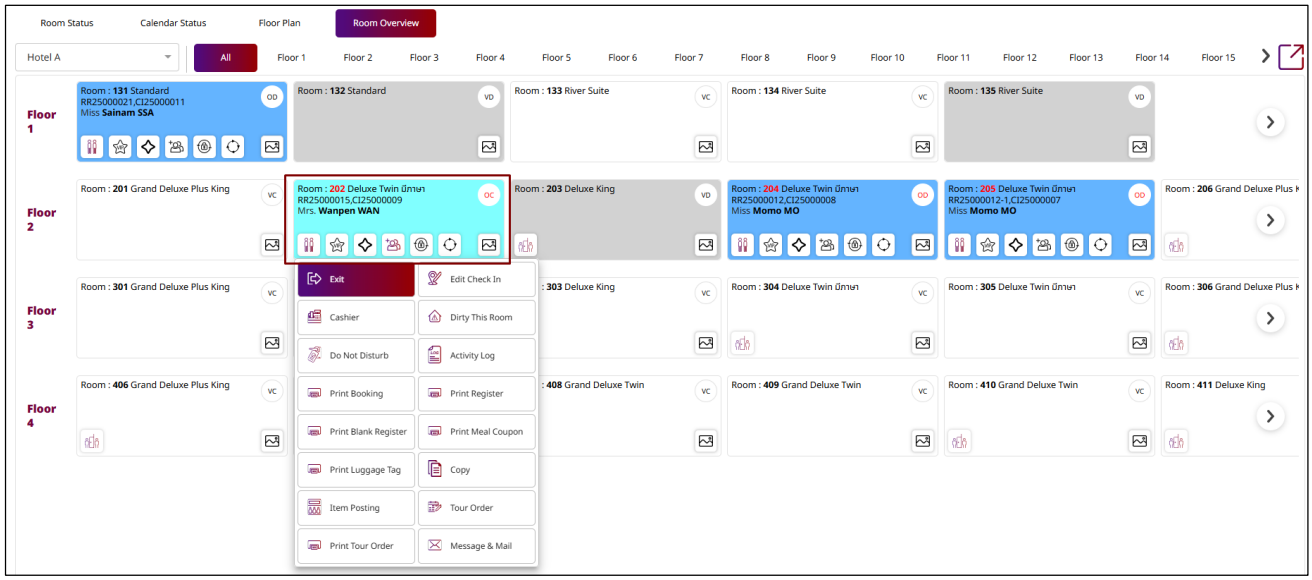
Exit – Exit this menu
Clean This Room – Update room status to clean
Update Guest – Update guest information
Copy Link – Link for check in on web check in
Edit Reservation – Edit reservation details
Send Mail – Send reservation information to guest
Activity Log – View activity log
Print Booking – Print booking information
Print Register – Print registration form
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Copy – Copy Reservation
Tour Order – View tour order
Print Tour Order – Print tour order



8.7 Press on Occupied Clean Room (OC).

The system perform the following actions:

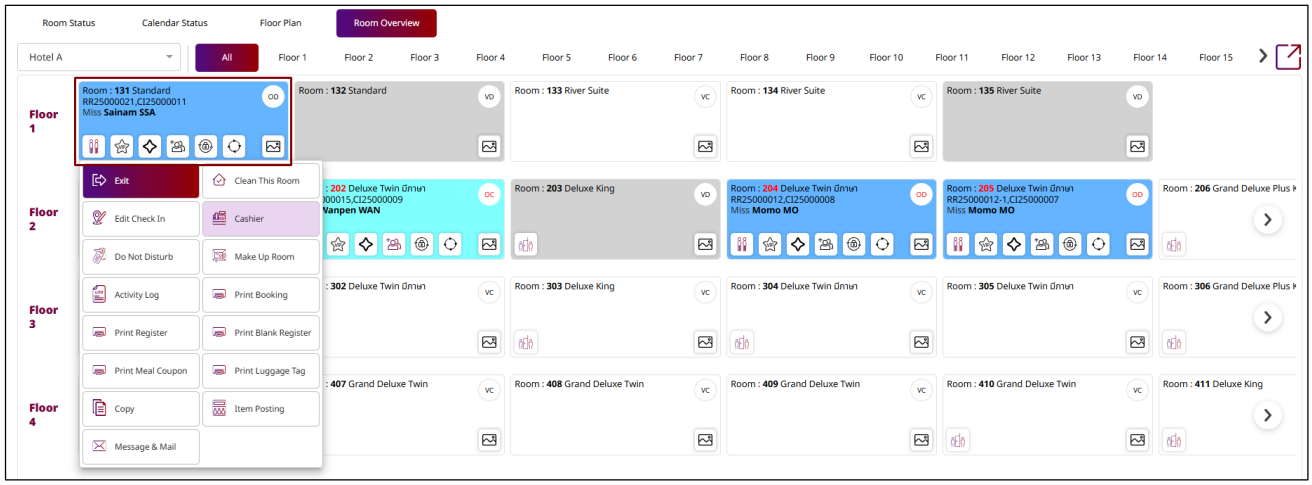
Exit – Exit this menu
Edit Check In – Edit reservation details
Cashier – Go to cashier functions (e.g., payments, folios)
Dirty This Room – Update room status to dirty
Do Not Disturb – Do not want staff to disturb at the moment
Activity Log – View activity log
Print Booking – Print booking information
Print Register – Print registration form
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Copy – Copy Reservation
Item Posting – Post charges or items to the guest folio
Tour Order – View tour order
Print Tour Order – Print tour order
Message & Mail – Send or view messages and emails



8.8 Press on Occupied Dirty Room (OD).

The system perform the following actions:

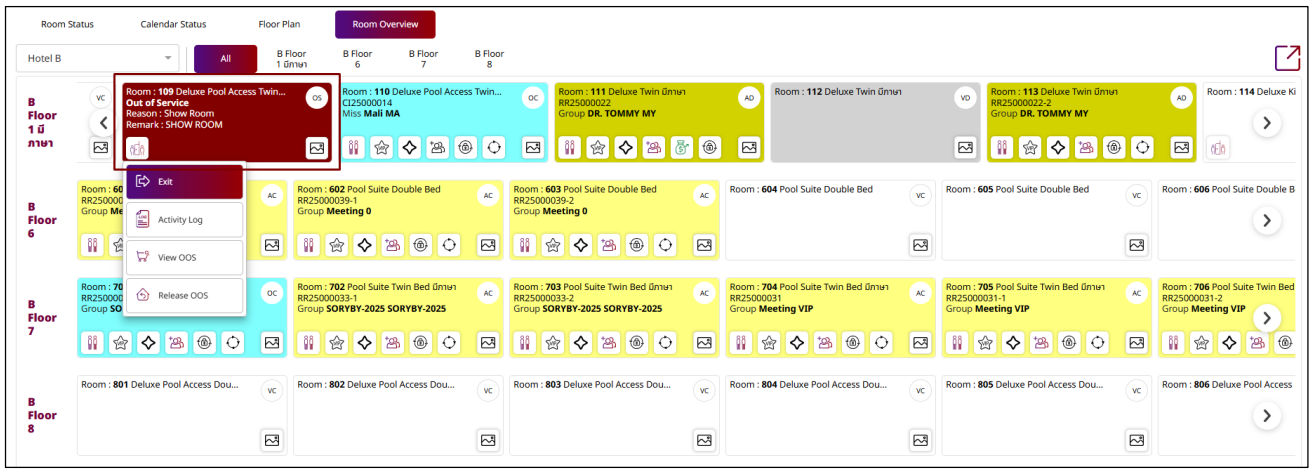
Exit – Exit this menu
Clean This Room – Update room status to clean
Edit Check In – Edit reservation details
Cashier – Go to cashier functions (e.g., payments, folios)
Do Not Disturb – Do not want staff to disturb at the moment
Make Up Room – The guest has requested housekeeping service
Activity Log – View activity log
Print Booking – Print booking information
Print Register – Print registration form
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Copy – Copy Reservation
Item Posting – Post charges or items to the guest folio
Message & Mail – Send or view messages and emails



8.9 Press on Room under maintenance : OOS, OOO and OOI

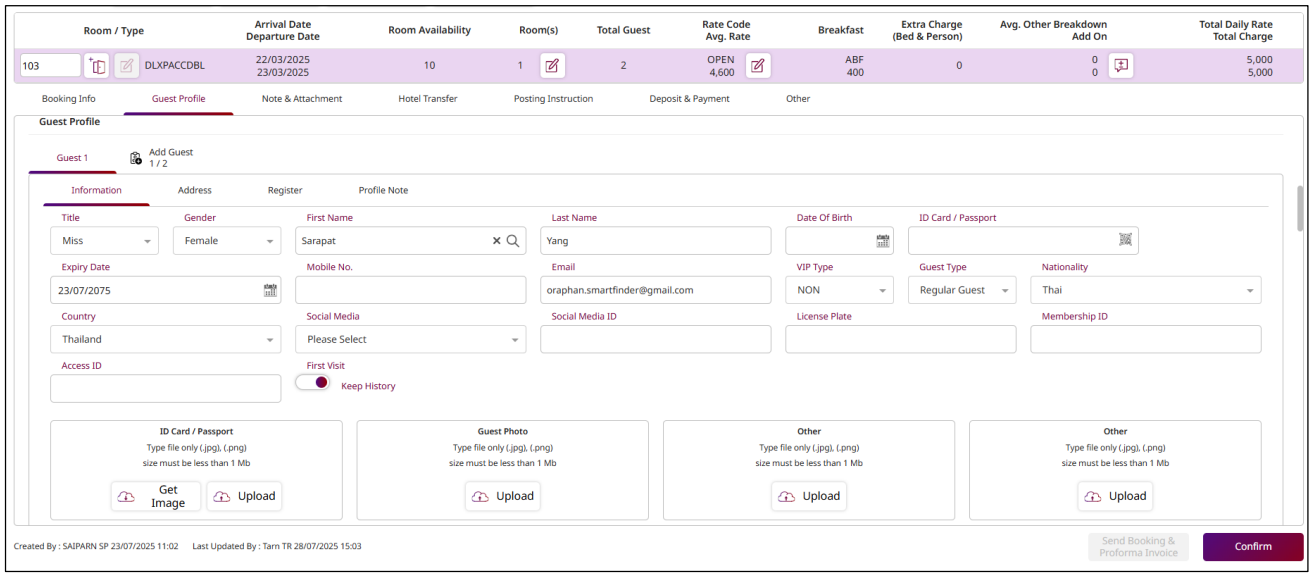
The system perform the following actions:

Exit – Exit this menu
Activity Log – View activity log
View OOS - View room status detail
Release OOS - Release the room from maintenance status



9.Check-in Room

Available under **PMS > Front Desk Function,** this function allows staff to checking in or recording the guest's stay.

To perform the task:

1. **Press on Vacant Clean Room** (VC) or **Assign Clean Room** (**AC**).
2. Press on **Check In button**
3. Enter guest details in the Guest Profile menu.
4. Press on **Confirm button** to confirm check in.