

Manual

PMS-Front Desk User Guide

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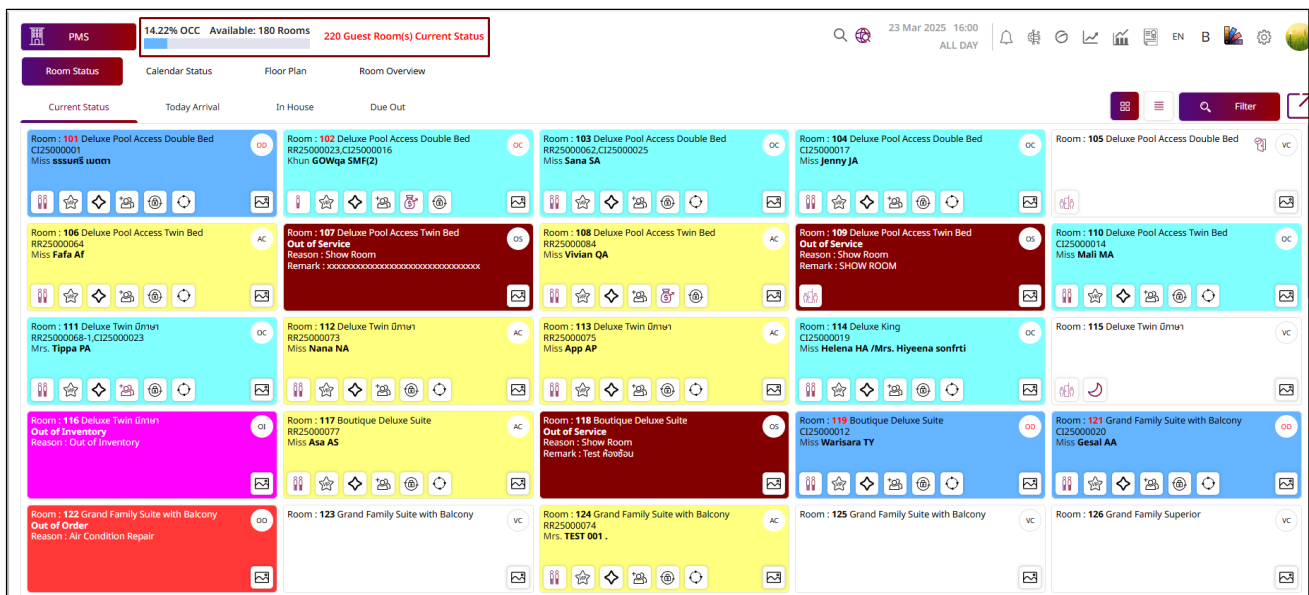
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1. Overview

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.




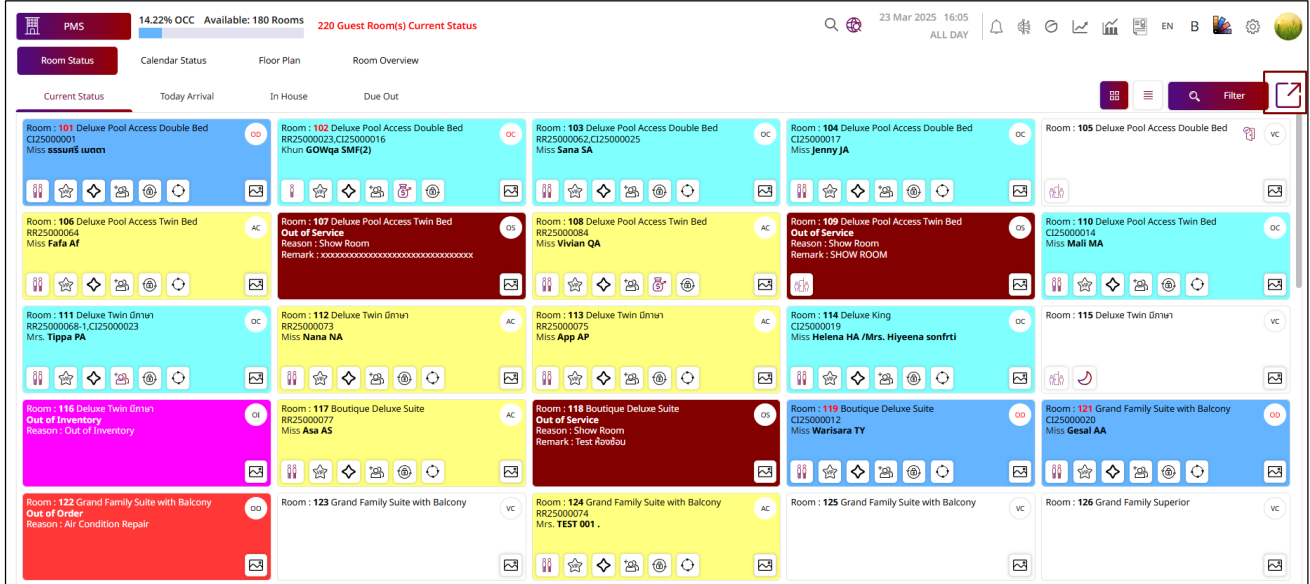
The screenshot displays the PMS Room Status interface. At the top, a summary bar shows 14.22% OCC, 180 Available Rooms, and 220 Guest Room(s) Current Status. Below this, there are tabs for Room Status, Calendar Status, Floor Plan, and Room Overview. The main area is a grid of room cards, each representing a different room type and its current status. The cards are color-coded: blue for available, yellow for out of service, red for out of inventory, and green for out of order. Each card includes the room number, room type, guest name, and a status icon. The interface also features a search bar, a filter button, and a date/time display (23 Mar 2025 16:00).

Room Number	Room Type	Guest Name	Status
Room : 101 Deluxe Pool Access Double Bed	RR25000001	Miss sssunS uonm	Available
Room : 102 Deluxe Pool Access Double Bed	RR25000023, CI25000016	Khun GOWga SMF(2)	Available
Room : 103 Deluxe Pool Access Double Bed	RR25000062, CI25000025	Miss Sana SA	Available
Room : 104 Deluxe Pool Access Double Bed	CI25000017	Miss Jenny JA	Available
Room : 105 Deluxe Pool Access Double Bed			Available
Room : 106 Deluxe Pool Access Twin Bed	RR25000064	Miss Fafa AF	Available
Room : 107 Deluxe Pool Access Twin Bed	RR25000084	Miss Vivian QA	Out of Service
Room : 108 Deluxe Pool Access Twin Bed	RR25000075	Miss App AP	Available
Room : 109 Deluxe Pool Access Twin Bed	CI25000014	Miss Mali MA	Out of Service
Room : 110 Deluxe Pool Access Twin Bed			Available
Room : 111 Deluxe Twin Dmari	RR25000023	Mrs. Tippa PA	Available
Room : 112 Deluxe Twin Dmari	RR25000073	Miss Nana NA	Available
Room : 113 Deluxe Twin Dmari	RR25000075	Miss App AP	Available
Room : 114 Deluxe King	CI25000019	Miss Helena HA /Mrs. Hyeena sonftri	Available
Room : 115 Deluxe Twin Dmari			Available
Room : 116 Deluxe Twin Dmari			Out of Inventory
Room : 117 Boutique Deluxe Suite	RR25000077	Miss Asa AS	Available
Room : 118 Boutique Deluxe Suite	RR25000074	Mrs. TEST 001	Out of Service
Room : 119 Boutique Deluxe Suite	CI25000012	Miss Warisara TY	Available
Room : 120 Grand Family Suite with Balcony	CI25000020	Miss Gesal AA	Out of Inventory
Room : 121 Grand Family Suite with Balcony			Out of Inventory
Room : 122 Grand Family Suite with Balcony			Out of Order
Room : 123 Grand Family Suite with Balcony			Available
Room : 124 Grand Family Suite with Balcony			Available
Room : 125 Grand Family Suite with Balcony			Available
Room : 126 Grand Family Superior			Available


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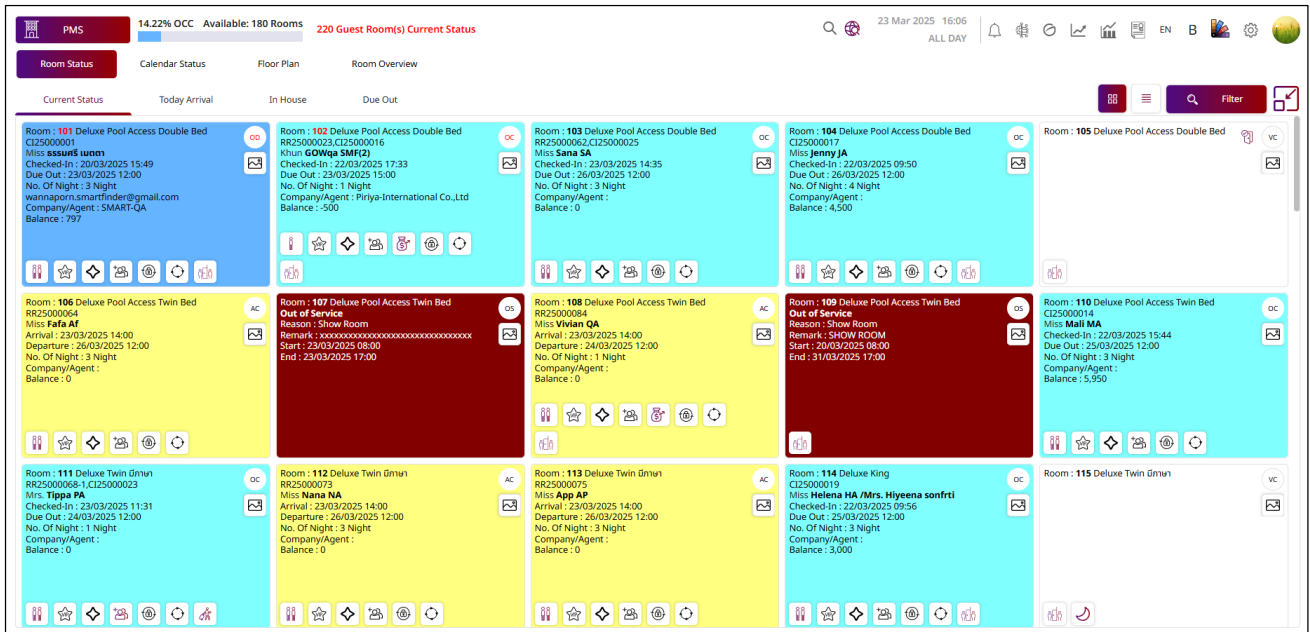
Room details displayed

Click the icon  to expand the field




PMS		14.22% OCC	Available: 180 Rooms	220 Guest Room(s) Current Status
Room Status	Calendar Status	Floor Plan	Room Overview	
Current Status	Today Arrival	In House	Due Out	
Room : 101 Deluxe Pool Access Double Bed C12500001 Miss assun's uoon	OC			
Room : 102 Deluxe Pool Access Double Bed RR25000023,C125000016 Khun GOWqa SMF(2)	OC			
Room : 103 Deluxe Pool Access Double Bed RR25000062,C125000025 Miss Sana SA	OC			
Room : 104 Deluxe Pool Access Double Bed C125000017 Miss Jenny JA	OC			
Room : 105 Deluxe Pool Access Double Bed	VC			
Room : 106 Deluxe Pool Access Twin Bed RR25000064 Miss Tafa AF	AC			
Room : 107 Deluxe Pool Access Twin Bed Out of Service Reason : Show Room Remark : xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	OS			
Room : 108 Deluxe Pool Access Twin Bed RR25000084 Miss Vivian QA	AC			
Room : 109 Deluxe Pool Access Twin Bed Out of Service Reason : Show Room Remark : SHOW ROOM	OS			
Room : 110 Deluxe Pool Access Twin Bed C125000014 Miss Mali MA	OC			
Room : 111 Deluxe Twin Dmtn RR25000068-1,C125000023 Mrs. Tippa PA	OC			
Room : 112 Deluxe Twin Dmtn RR25000073 Miss Nana NA	AC			
Room : 113 Deluxe Twin Dmtn RR25000075 Miss App AP	AC			
Room : 114 Deluxe King C125000019 Miss Helena HA /Mrs. Hiyeena sonrti	OC			
Room : 115 Deluxe Twin Dmtn	VC			
Room : 116 Deluxe Twin Dmtn Out of Inventory Reason : Out of Inventory	OI			
Room : 117 Boutique Deluxe Suite RR25000077 Miss Aaa AS	AC			
Room : 118 Boutique Deluxe Suite Out of Service Reason : Show Room Remark : Test Room	OS			
Room : 119 Boutique Deluxe Suite C125000012 Miss Warisara TY	OC			
Room : 120 Grand Family Suite with Balcony C125000020 Miss Gesal AA	OC			
Room : 121 Grand Family Suite with Balcony Out of Order Reason : Air Condition Repair	OO			
Room : 122 Grand Family Suite with Balcony	VC			
Room : 123 Grand Family Suite with Balcony	VC			
Room : 124 Grand Family Suite with Balcony RR25000074 Mrs. TEST 001	AC			
Room : 125 Grand Family Suite with Balcony	VC			
Room : 126 Grand Family Superior	VC			

Note: Screenshot before pressing the button 



PMS		14.22% OCC	Available: 180 Rooms	220 Guest Room(s) Current Status
Room Status	Calendar Status	Floor Plan	Room Overview	
Current Status	Today Arrival	In House	Due Out	
Room : 101 Deluxe Pool Access Double Bed C12500001 Miss assun's uoon Checked-In : 20/03/2025 15:49 Due Out : 23/03/2025 12:00 No. Of Night : 3 Night wannaporn.smartfinder@gmail.com Company/Agent : SMART-QA Balance : 797	OC			
Room : 102 Deluxe Pool Access Double Bed RR25000023,C125000016 Khun GOWqa SMF(2) Checked-In : 22/03/2025 17:33 Due Out : 23/03/2025 15:00 No. Of Night : 1 Night Company/Agent : Piriya-International Co.,Ltd Balance : 500	OC			
Room : 103 Deluxe Pool Access Double Bed RR25000062,C125000025 Miss Sana SA Checked-In : 23/03/2025 14:35 Due Out : 26/03/2025 12:00 No. Of Night : 3 Night Company/Agent : Balance : 0	OC			
Room : 104 Deluxe Pool Access Double Bed C125000017 Miss Jenny JA Checked-In : 22/03/2025 09:50 Due Out : 26/03/2025 12:00 No. Of Night : 4 Night Company/Agent : Balance : 4,500	OC			
Room : 105 Deluxe Pool Access Double Bed	VC			
Room : 106 Deluxe Pool Access Twin Bed RR25000064 Miss Tafa AF Arrival : 23/03/2025 14:00 Departure : 26/03/2025 12:00 No. Of Night : 3 Night Company/Agent : Balance : 0	AC			
Room : 107 Deluxe Pool Access Twin Bed Out of Service Reason : Show Room Remark : xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx Start : 23/03/2025 08:00 End : 23/03/2025 17:00	OS			
Room : 108 Deluxe Pool Access Twin Bed RR25000084 Miss Vivian QA Arrival : 23/03/2025 14:00 Departure : 24/03/2025 12:00 No. Of Night : 1 Night Company/Agent : Balance : 0	AC			
Room : 109 Deluxe Pool Access Twin Bed Out of Service Reason : Show Room Remark : SHOW ROOM Start : 20/03/2025 08:00 End : 31/03/2025 17:00	OS			
Room : 110 Deluxe Pool Access Twin Bed C125000014 Miss Mali MA Checked-In : 22/03/2025 15:44 Due Out : 25/03/2025 12:00 No. Of Night : 3 Night Company/Agent : Balance : 5,950	OC			
Room : 111 Deluxe Twin Dmtn RR25000068-1,C125000023 Mrs. Tippa PA Checked-In : 23/03/2025 11:31 Due Out : 24/03/2025 12:00 No. Of Night : 1 Night Company/Agent : Balance : 0	OC			
Room : 112 Deluxe Twin Dmtn RR25000073 Miss Nana NA Arrival : 23/03/2025 14:00 Departure : 26/03/2025 12:00 No. Of Night : 3 Night Company/Agent : Balance : 0	AC			
Room : 113 Deluxe Twin Dmtn RR25000075 Miss App AP Arrival : 23/03/2025 14:00 Departure : 26/03/2025 12:00 No. Of Night : 3 Night Company/Agent : Balance : 0	AC			
Room : 114 Deluxe King C125000019 Miss Helena HA /Mrs. Hiyeena sonrti Checked-In : 22/03/2025 09:56 Due Out : 25/03/2025 12:00 No. Of Night : 3 Night Company/Agent : Balance : 3,000	OC			
Room : 115 Deluxe Twin Dmtn	VC			
Room : 116 Deluxe Twin Dmtn Out of Inventory Reason : Out of Inventory	OI			
Room : 117 Boutique Deluxe Suite RR25000077 Miss Aaa AS	AC			
Room : 118 Boutique Deluxe Suite Out of Service Reason : Show Room Remark : Test Room	OS			
Room : 119 Boutique Deluxe Suite C125000012 Miss Warisara TY	OC			
Room : 120 Grand Family Suite with Balcony C125000020 Miss Gesal AA	OC			
Room : 121 Grand Family Suite with Balcony Out of Order Reason : Air Condition Repair	OO			
Room : 122 Grand Family Suite with Balcony	VC			
Room : 123 Grand Family Suite with Balcony	VC			
Room : 124 Grand Family Suite with Balcony RR25000074 Mrs. TEST 001	AC			
Room : 125 Grand Family Suite with Balcony	VC			
Room : 126 Grand Family Superior	VC			

Note: Screenshot after pressing the button 

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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

Room Status				
Calendar Status				
Floor Plan				
Room Overview				
Current Status	Today Arrival	In House	Due Out	
Room : 101 Deluxe Pool Access Double Bed C12500001 Miss nuarə uoon	Room : 102 Deluxe Pool Access Double Bed RR25000023,C125000016 Khun GOWə SMF(2)	Room : 103 Deluxe Pool Access Double Bed RR25000045-2 Miss Sarapat Yang	Room : 104 Deluxe Pool Access Double Bed	Room : 105 Deluxe Pool Access Double Bed RR25000022-1 Group DR. TOMMY MY
Room : 106 Deluxe Pool Access Twin Bed	Room : 107 Deluxe Pool Access Twin Bed	Room : 108 Deluxe Pool Access Twin Bed	Room : 109 Deluxe Pool Access Twin Bed Out of Service Reason : Show Room Remark : SHOW ROOM	Room : 110 Deluxe Pool Access Twin Bed C125000014 Miss Mali MA
Room : 111 Deluxe Twin Gmtn RR25000022 Group DR. TOMMY MY	Room : 112 Deluxe Twin Gmtn	Room : 113 Deluxe Twin Gmtn RR25000022-2 Group DR. TOMMY MY	Room : 114 Deluxe King	Room : 115 Deluxe Twin Gmtn RR25000022-3 Group DR. TOMMY MY
Room : 116 Deluxe Twin Gmtn RR25000002-4,C125000002 Group BABY BLUE 2025 555	Room : 117 Boutique Deluxe Suite Out of Order Reason : Air Condition Repair	Room : 118 Boutique Deluxe Suite	Room : 119 Boutique Deluxe Suite C125000012 Miss Warisara TY	Room : 121 Grand Family Suite with Balcony
Room : 122 Grand Family Suite with Balcony	Room : 123 Grand Family Suite with Balcony	Room : 124 Grand Family Suite with Balcony	Room : 125 Grand Family Suite with Balcony	Room : 126 Grand Family Superior

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

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- ☐ Assists front desk staff in managing arrivals efficiently

Room Status		Calendar Status	Floor Plan	Room Overview	
Current Status		Today Arrival	In House	Due Out	
Room : Lanna Corner RR25000018 Khun GOWqa SMF	RS	Room : Deluxe Twin Oman RR25000024 Mr. Tew QA	RS	Room : Deluxe Twin Oman RR25000025 Mr. Tom MM	RS
Room : Deluxe King RR25000028 Miss Twin QA	RS	Room : Deluxe Twin Oman RR25000032 Mr. IAm SAM	RS	Room : Deluxe King RR25000034 Miss Warin KL	RS
Room : Deluxe King RR25000041 Miss Tanee AA	RS	Room : Deluxe Twin Oman RR25000042 Miss Pensri DD	RS	Room : Grand Deluxe Plus King RR25000043 Miss Wanna AQ	RS
Room : Deluxe King RR25000047 Miss Kabee KB	RS	Room : Deluxe King RR25000048 Miss Linda LIN	RS	Room : Deluxe King RR25000050 Mrs. tanaway test	RS
Room : GP VILLA 5 RR25000053 Mr. SAM SA	RS	Room : 116 Deluxe Twin Oman RR25000049 Miss Rinda DA	AD	Room : 202 Deluxe Twin Oman RR25000038-1 Group Meeting 0	AD
				Room : 204 Deluxe Twin Oman RR25000038-2 Group Meeting 0	AD
				Room : 205 Deluxe Twin Oman RR25000038-3 Group Meeting 0	AD

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 unnoticed late check-out

Room Status		Calendar Status	Floor Plan	Room Overview	
Current Status		Today Arrival	In House	Due Out	
Room : 101 Deluxe Pool Access Double Bed CI25000001 Miss nuan uuan	OO	Room : 102 Deluxe Pool Access Double Bed CI25000023, CI25000016 Khun GOWqa SMF(2)	OC	Room : 110 Deluxe Pool Access Twin Bed CI25000014 Miss Mali MA	OC
Room : 101 Deluxe Pool Access Double Bed CI25000001 Miss nuan uuan	OO	Room : 116 Deluxe Twin Oman RR25000002-4, CI25000002 Group BABY BLIE 2025 SSS	OO	Room : 119 Boutique Deluxe Suite CI25000012 Miss Warisara TY	OO
Room : 131 Standard RR25000021, CI25000011 Miss Sainam SSA	OO	Room : 202 Deluxe Twin Oman RR25000015, CI25000009 Mrs. Wanpen WAN	OO	Room : 203 Deluxe Twin Oman RR25000012-1, CI25000007 Miss Momo MO	OO
				Room : 204 Deluxe Twin Oman RR25000012, CI25000008 Miss Momo MO	OO
				Room : 205 Deluxe Twin Oman RR25000012, CI25000007 Miss Momo MO	OO
				Room : 201 Pool Suite Twin Bed Oman RR25000033, CI25000015 Group SORYBY-2025 SORYBY-2025	OC

2.4 Due Out

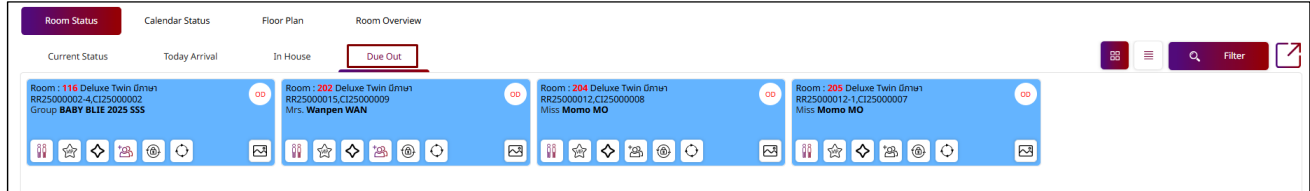
Purpose: To manage guests who are scheduled to check out today.

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

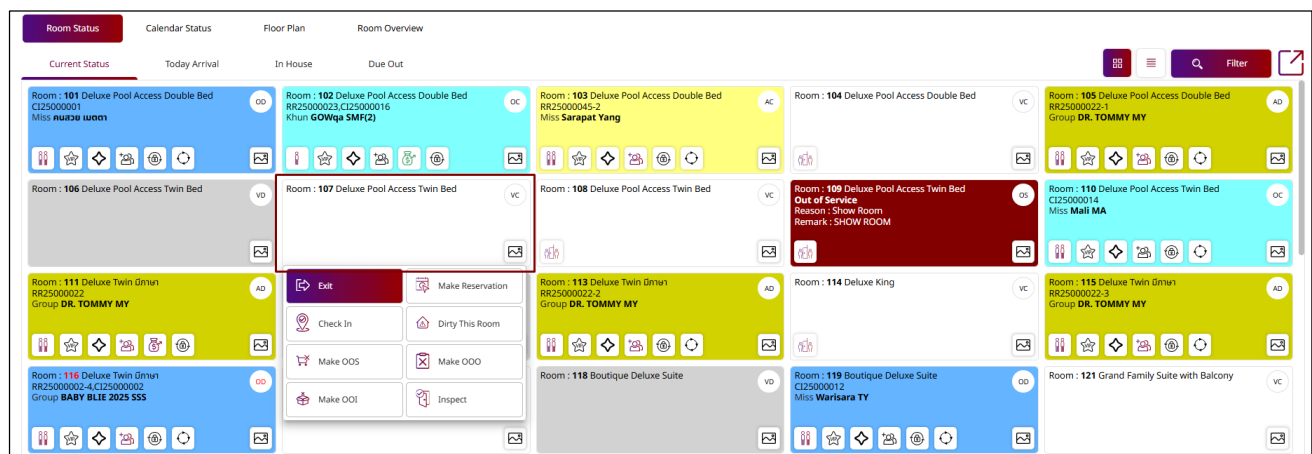
Check In – Records the check-in time

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'

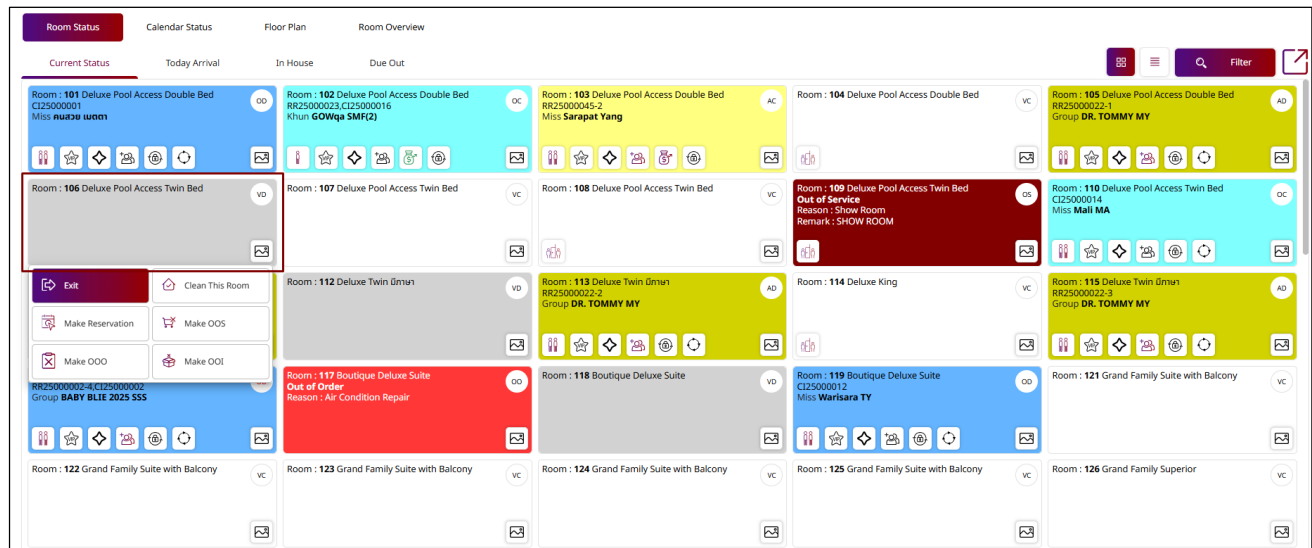
Make Reservation – Create a new reservation

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

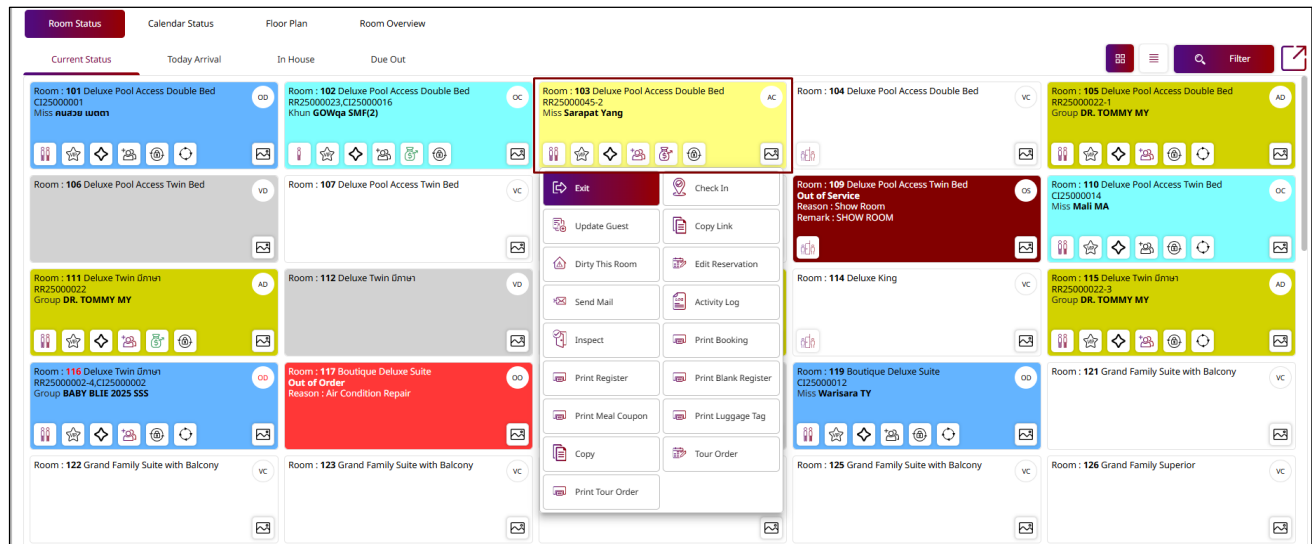
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3.3 Press on Assign Clean Room (AC).

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

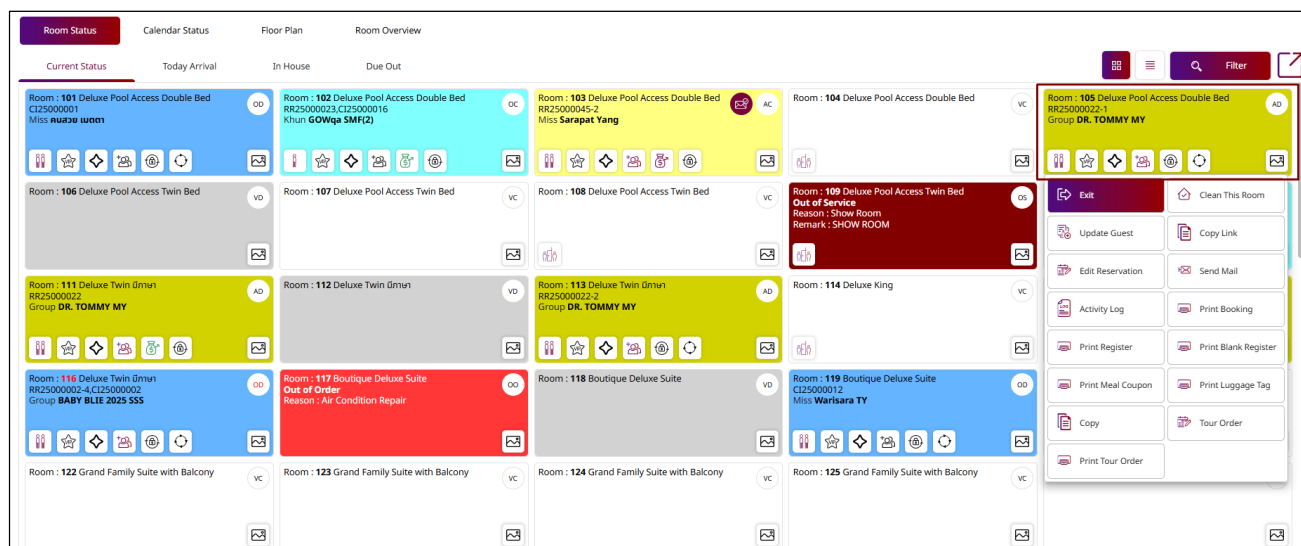
Print Luggage Tag – Print luggage tag

Copy – Copy Reservation

Tour Order – View tour order

Print Tour Order – Print tour order

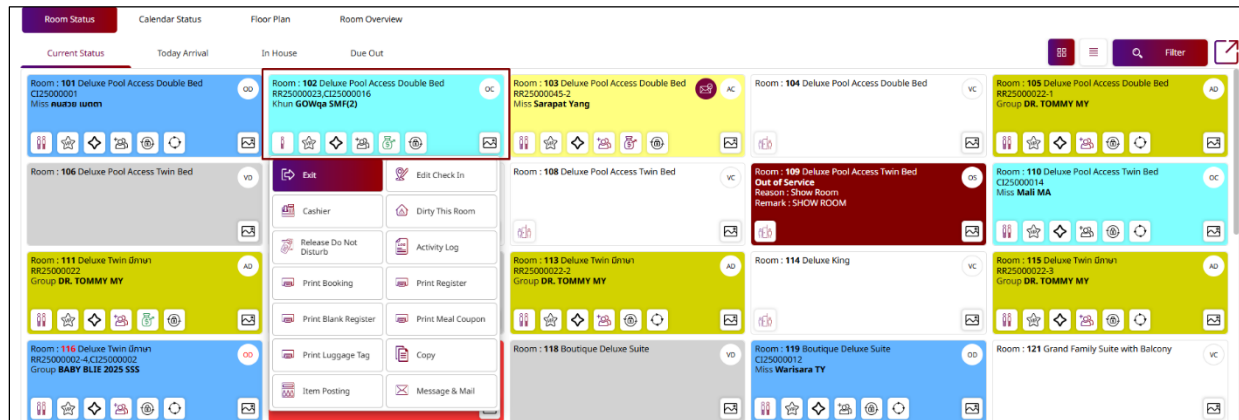
Version : 10.02
 Last Updated : 18 June 2025
 Author : QA Team



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

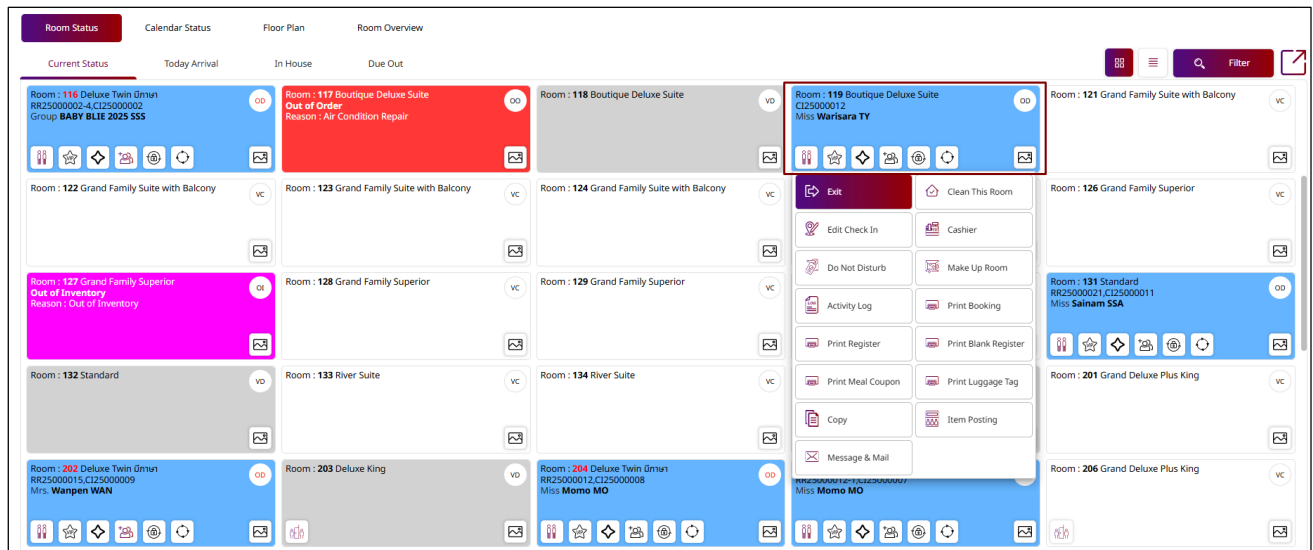
Print Luggage Tag – Print luggage tag

Copy – Copy Reservation

Item Posting – Post charges or items to the guest folio

Message & Mail – Send or view messages and emails

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

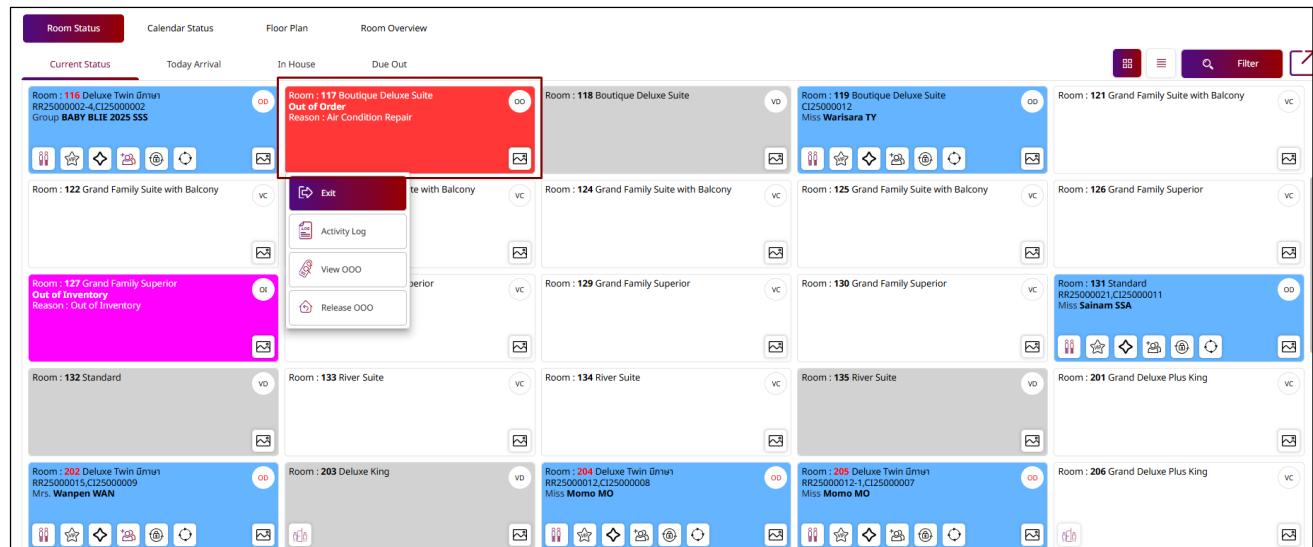
The system perform the following actions:

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

Room : **101** Deluxe Pool Access Double Bed
 CI25000001
 Miss **วณณศิริ เมตตะ**
 Checked-In : 20/03/2025 15:49
 Due Out : 24/03/2025 12:00
 No. Of Night : 4 Night
 wannaporn.smartfinder@gmail.com
 Company/Agent : SMART-QA
 Balance : 797












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.

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 PMS
 20.45% OCC Available: 174 Rooms
 220 Guest Room(s) Current Status

Room Status

Calendar Status

Floor Plan

Room Overview

Current Status

Today Arrival

In House

Due Out

Room : 220 Grand Deluxe Plus King	vc	Room : 221 Deluxe King	vc	Room : 222 Grand Deluxe King	
Room : 224 Deluxe Parent-Child	vc	Room : 225 Deluxe Parent-Child	vc	Room : 226 Deluxe Parent-Child	
Room : 228 Deluxe Parent-Child	vc	Room : 229 Deluxe Parent-Child	vc	Room : 230 Deluxe Parent-Child	
Room : 232 Lanna Corner	vc	Room : 233 Lanna Corner	vc	Room : 234 Lanna Corner	
Room : 236 Lanna Standard	vc	Room : 237 Lanna Standard	vc	Room : 238 Lanna Standard	
Room : 240 Lanna Standard	vc	Room : 241 Deluxe Pool Access Twin Bed	vc	Room : 242 Deluxe Pool Access Twin	

Search & Filters

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 ๒ ท่าน

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 ๒ ท่าน

Poolvilla View Lanna garden...

Search

Reset

5. Room move / Upgrade

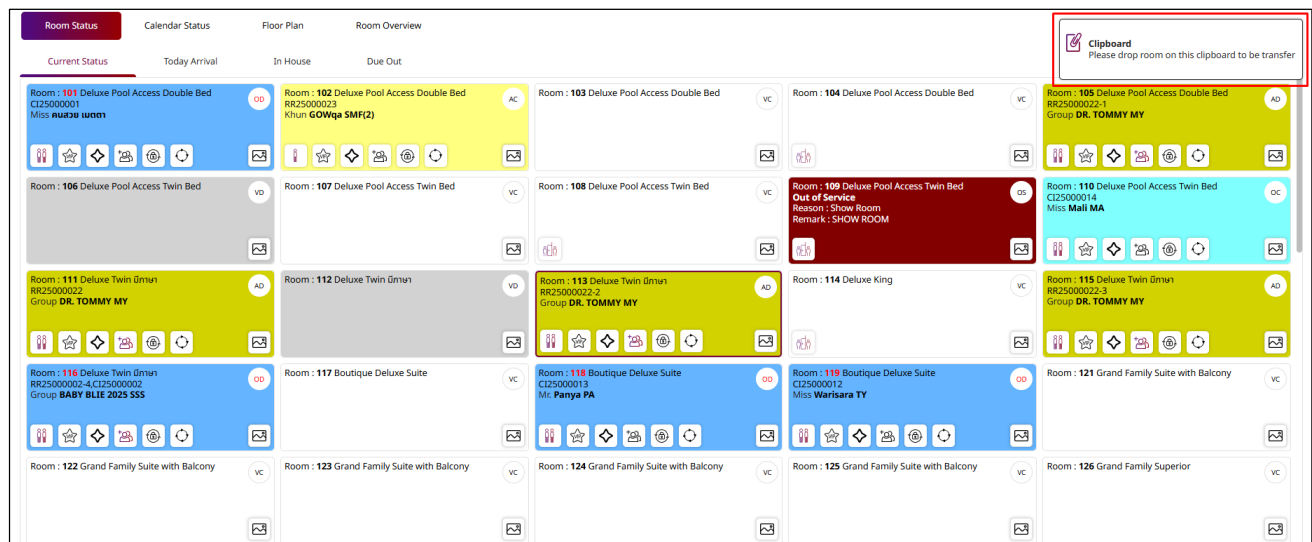
Available under **PMS > Front Desk Function > Room Status Menu Tap** this function allows staff to perform a room move for upgrade, downgrade, or within the same room type.

To perform the task:

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

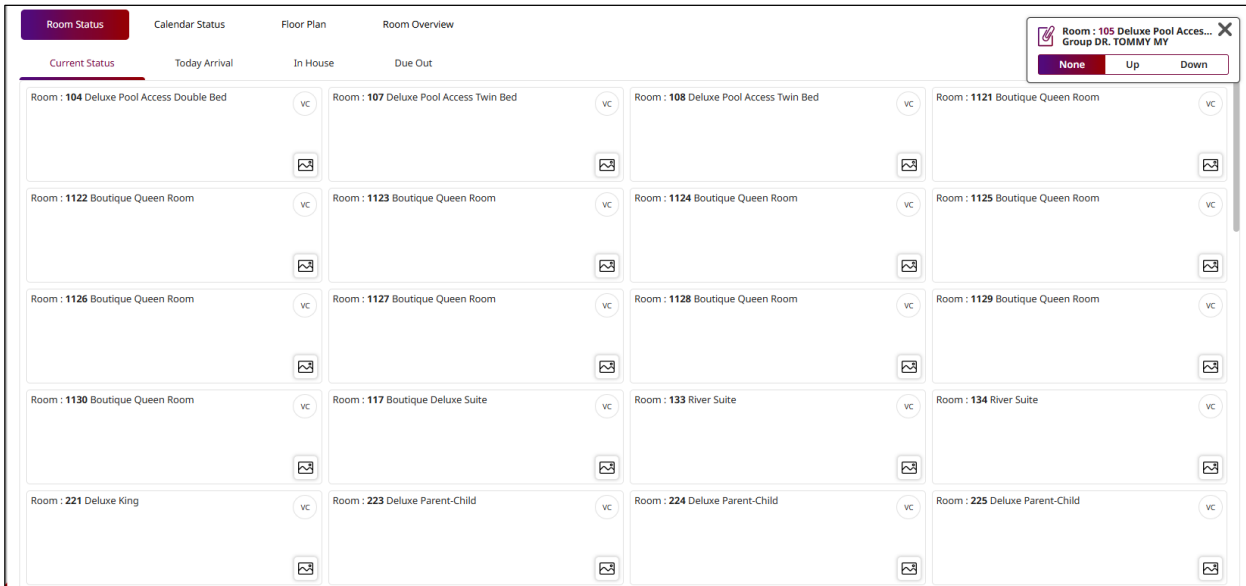


2. Drag the selected room to the **Clipboard** section.



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.

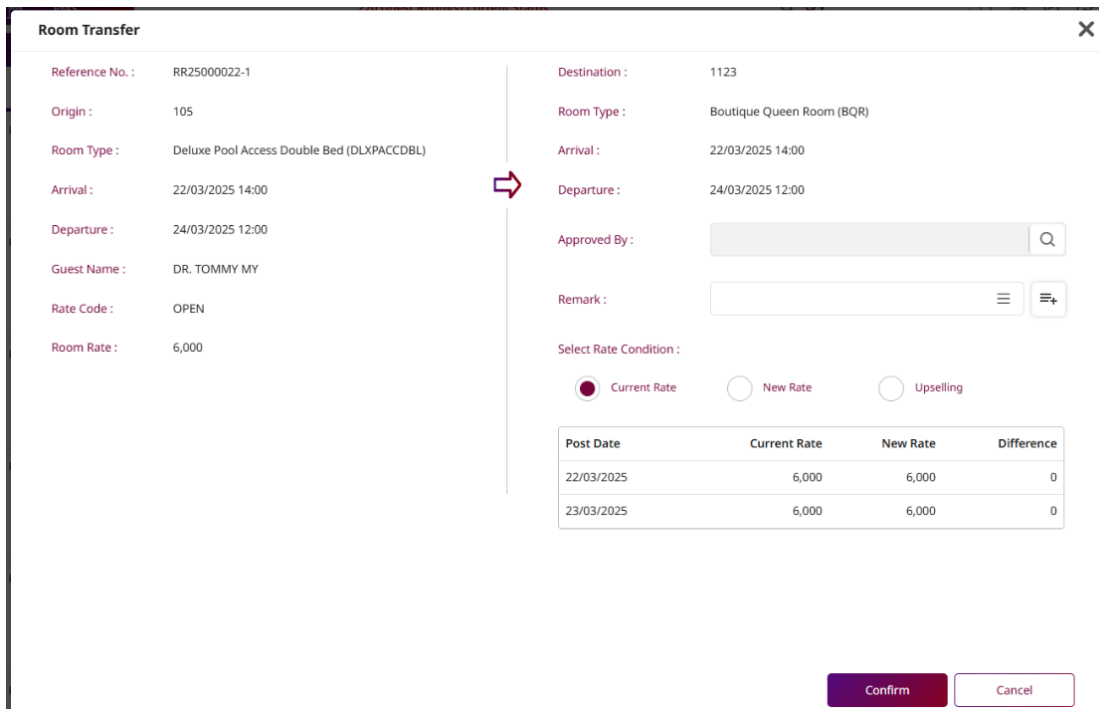
Version : 10.02
 Last Updated : 18 June 2025
 Author : QA Team



The interface shows a grid of room status cards. Each card displays the room number, name, and a 'VC' (Vacant Clean) status icon. A top navigation bar includes 'Room Status', 'Calendar Status', 'Floor Plan', and 'Room Overview'. A right-hand sidebar shows a dropdown for 'Room : 105 Deluxe Pool Access...' with 'None', 'Up', and 'Down' options.

Room : 104 Deluxe Pool Access Double Bed	Room : 107 Deluxe Pool Access Twin Bed	Room : 108 Deluxe Pool Access Twin Bed	Room : 1121 Boutique Queen Room
Room : 1122 Boutique Queen Room	Room : 1123 Boutique Queen Room	Room : 1124 Boutique Queen Room	Room : 1125 Boutique Queen Room
Room : 1126 Boutique Queen Room	Room : 1127 Boutique Queen Room	Room : 1128 Boutique Queen Room	Room : 1129 Boutique Queen Room
Room : 1130 Boutique Queen Room	Room : 117 Boutique Deluxe Suite	Room : 133 River Suite	Room : 134 River Suite
Room : 221 Deluxe King	Room : 223 Deluxe Parent-Child	Room : 224 Deluxe Parent-Child	Room : 225 Deluxe Parent-Child

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



The 'Room Transfer' modal form contains the following fields and sections:

- Reference No. :** RR2500022-1
- Origin :** 105
- Room Type :** Deluxe Pool Access Double Bed (DLXPACDBL)
- Arrival :** 22/03/2025 14:00
- Departure :** 24/03/2025 12:00
- Guest Name :** DR. TOMMY MY
- Rate Code :** OPEN
- Room Rate :** 6,000
- Destination :** 1123
- Room Type :** Boutique Queen Room (BQR)
- Arrival :** 22/03/2025 14:00
- Departure :** 24/03/2025 12:00
- Approved By :** [Searchable dropdown]
- Remark :** [Text area with icons]
- Select Rate Condition :**
 - ☒ Current Rate
 - ☐ New Rate
 - ☐ Upselling

Post Date	Current Rate	New Rate	Difference
22/03/2025	6,000	6,000	0
23/03/2025	6,000	6,000	0

Buttons: **Confirm** (purple), **Cancel** (white)

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

Room Status

Calendar Status

Floor Plan

Room Overview

Room View

Room Type View

Zone View

Room

Sat Mar 22

Sun Mar 23

Mon Mar 24

Tue Mar 25

Wed Mar 26

Thu Mar 27

Fri Mar 28

Sat Mar 29

Sun Mar 30

Mon Mar 31

Tue Apr 1

Wed Apr 2

Thu Apr 3

Fri Apr 4

Sat Apr 5

Sun Apr 6

Mon Apr 7

Tue Apr 8

Wed Apr 9

Thu Apr 10

Fri Apr 11

Sat Apr 12

Sun Apr 13

Mon Apr 14

Tue Apr 15

Wed Apr 16

Thu Apr 17

Fri Apr 18

Sat Apr 19

Sun Apr 20

104 DLXPACDBL

105 DLXPACDBL

106 DLXPACTWN

107 DLXPACTWN

108 DLXPACTWN

109 DLXPACTWN

110 DLXPACTWN

111 DLXT

112 DLXT

113 DLXT

114 DLXK

115 DLXT

116 DLXT

117 BDS

118 BDS

119 BDS

121 GFB

122 GFB

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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

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

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

Room Status

Calendar Status

Floor Plan

Room Overview

Room View

Room Type View

Zone View

Room

Sat Mar 22

Sun Mar 23

Mon Mar 24

Tue Mar 25

Wed Mar 26

Thu Mar 27

Fri Mar 28

Sat Mar 29

Sun Mar 30

Mon Mar 31

Tue Apr 1

Wed Apr 2

Thu Apr 3

Fri Apr 4

Sat Apr 5

Sun Apr 6

Mon Apr 7

Tue Apr 8

Wed Apr 9

Thu Apr 10

Fri Apr 11

Sat Apr 12

Sun Apr 13

Mon Apr 14

Tue Apr 15

Wed Apr 16

Thu Apr 17

Fri Apr 18

Sat Apr 19

Sun Apr 20

112 DLXT

113 DLXT

114 DLXK

115 DLXT

116 DLXT

117 BDS

118 BDS

119 BDS

121 GFB

122 GFB

123 GFB

124 GFB

125 GFB

126 GFS

127 GFS

128 GFS

129 GFS

130 GFS

DR, TOMMY MY

Out ...

DR, TOMMY MY

Meal

Exit

Edit Reservation

Check In

Activity Log

Print Booking

Print Register

Print Blank Register

Print Meal Coupon

Print Luggage Tag

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

Room Status

Calendar Status

Floor Plan

Room Overview

Room View

Room Type View

Zone View

Room

Sat Mar 22

Sun Mar 23

Mon Mar 24

Tue Mar 25

Wed Mar 26

Thu Mar 27

Fri Mar 28

Sat Mar 29

Sun Mar 30

Mon Mar 31

Tue Apr 1

Wed Apr 2

Thu Apr 3

Fri Apr 4

Sat Apr 5

Sun Apr 6

Mon Apr 7

Tue Apr 8

Wed Apr 9

Thu Apr 10

Fri Apr 11

Sat Apr 12

Sun Apr 13

Mon Apr 14

Tue Apr 15

Wed Apr 16

Thu Apr 17

Fri Apr 18

Sat Apr 19

Sun Apr 20

Mon Apr 21

101 DLXPACCDL

102 DLXPACCDL

103 DLXPACCDL

104 DLXPACCDL

105 DLXPACCDL

106 DLXPACTWN

107 DLXPACTWN

108 DLXPACTWN

109 DLXPACTWN

110 DLXPACTWN

111 DLXT

112 DLXT

113 DLXT

114 DLXK

115 DLXT

116 DLXT

117 BDS

118 BDS

Exit

Edit Check in

Cashier

Activity Log

Print Booking

Print Register

Print Blank Register

Print Meal Coupon

Print Luggage Tag

Item Posting

Message & Mail

DR, TOMMY MY

DR, TOMMY MY

Out o...

DR, TOMMY MY

Meet...

Out o...

22/03/2025

Filter

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

Room Status

Calendar Status

Floor Plan

Room Overview

Room View

Room Type View

Zone View

<

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22/03/2025

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Filter

Room	Sat Mar 22	Sun Mar 23	Mon Mar 24	Tue Mar 25	Wed Mar 26	Thu Mar 27	Fri Mar 28	Sat Mar 29	Sun Mar 30	Mon Mar 31	Tue Apr 1	Wed Apr 2	Thu Apr 3	Fri Apr 4	Sat Apr 5	Sun Apr 6	Mon Apr 7	Tue Apr 8	Wed Apr 9	Thu Apr 10	Fri Apr 11	Sat Apr 12	Sun Apr 13	Mon Apr 14	Tue Apr 15	Wed Apr 16	Thu Apr 17	Fri Apr 18	Sat Apr 19	Sun Apr 20	Mon Apr 21
101 DLXPACDBL	rusta...		Sarap...																												
102 DLXPACDBL	GOWL...		Sarap...																												
103 DLXPACDBL	Sarap...																														
104 DLXPACDBL																															
105 DLXPACDBL	DR TOMMY MY																														
106 DLXPACTWN																															
107 DLXPACTWN																															
108 DLXPACTWN																															
109 DLXPACTWN	Out of Service																														
110 DLXPACTWN	Mail MA																														
111 DLXT	DR TOMMY MY																														
112 DLXT																															
113 DLXT	DR TOMMY MY																														
114 DLXK		Out o...																													
115 DLXT	DR TOMMY MY																														
116 DLXT	Rinda...																														
117 BDS			Meet...																												
118 BDS		Out o...																													
119 BDS	Waris...																														
121 GFB																															
122 GFB																															
123 GFB																															

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

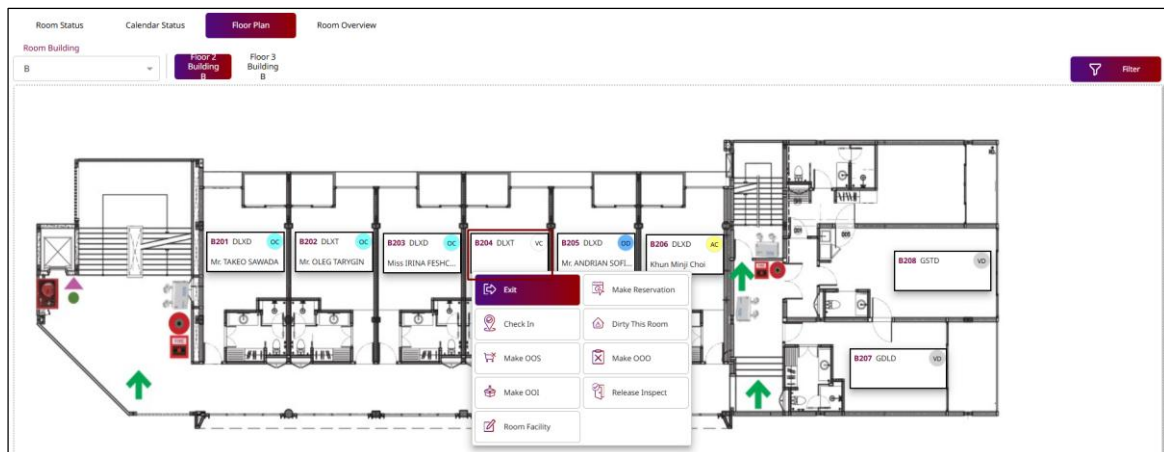
Make OOS (Out of Service) – Set the room status to “Out of Service”

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

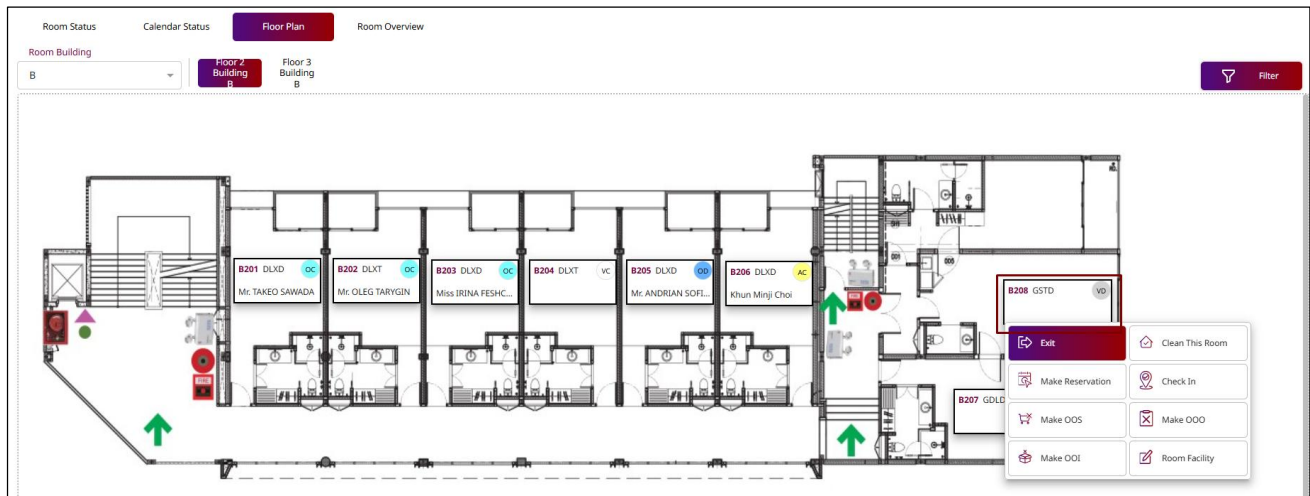
Room Facility – In-room amenities



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

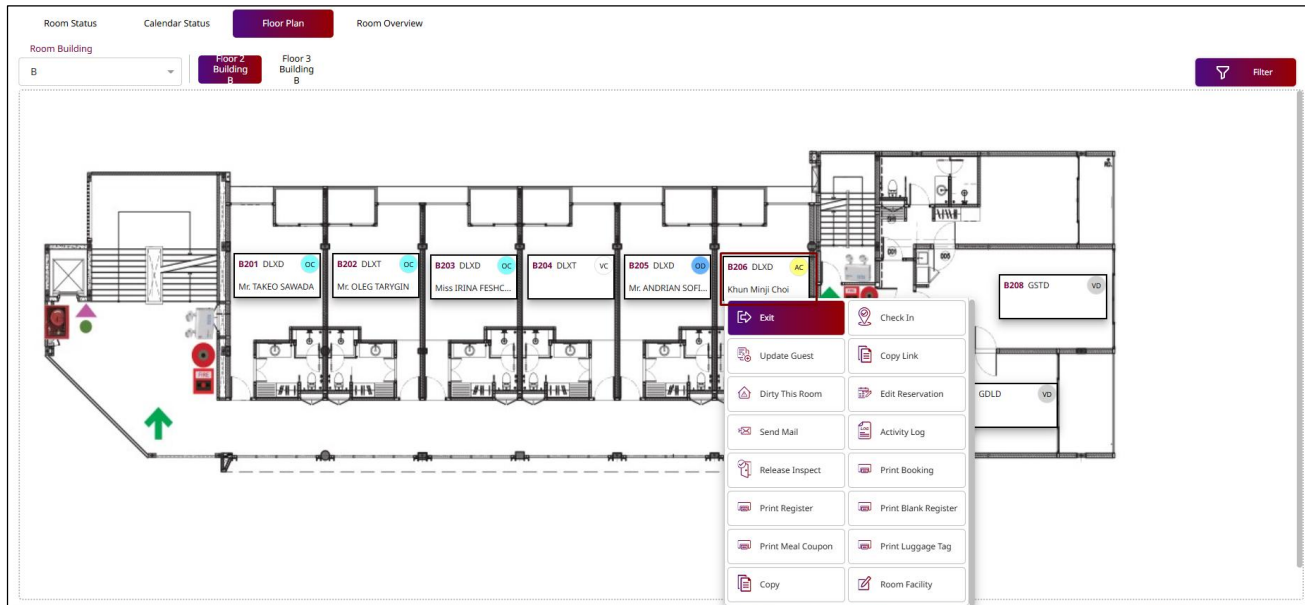
Version : 10.02
Last Updated : 18 June 2025
Author : QA Team

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

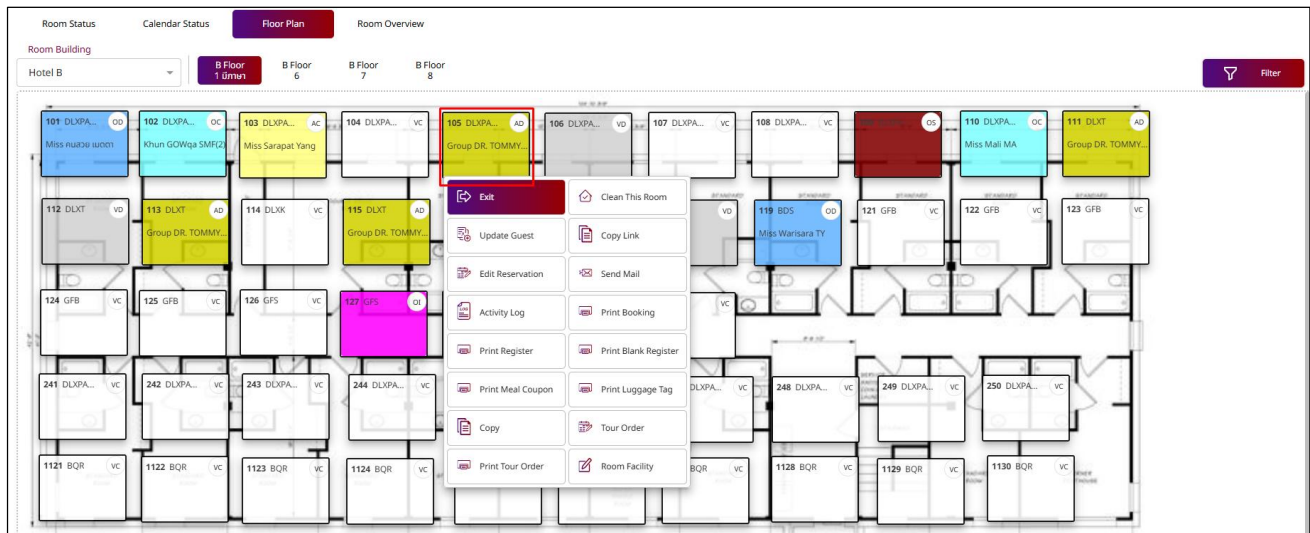
Print Blank Register – Print blank registration form

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

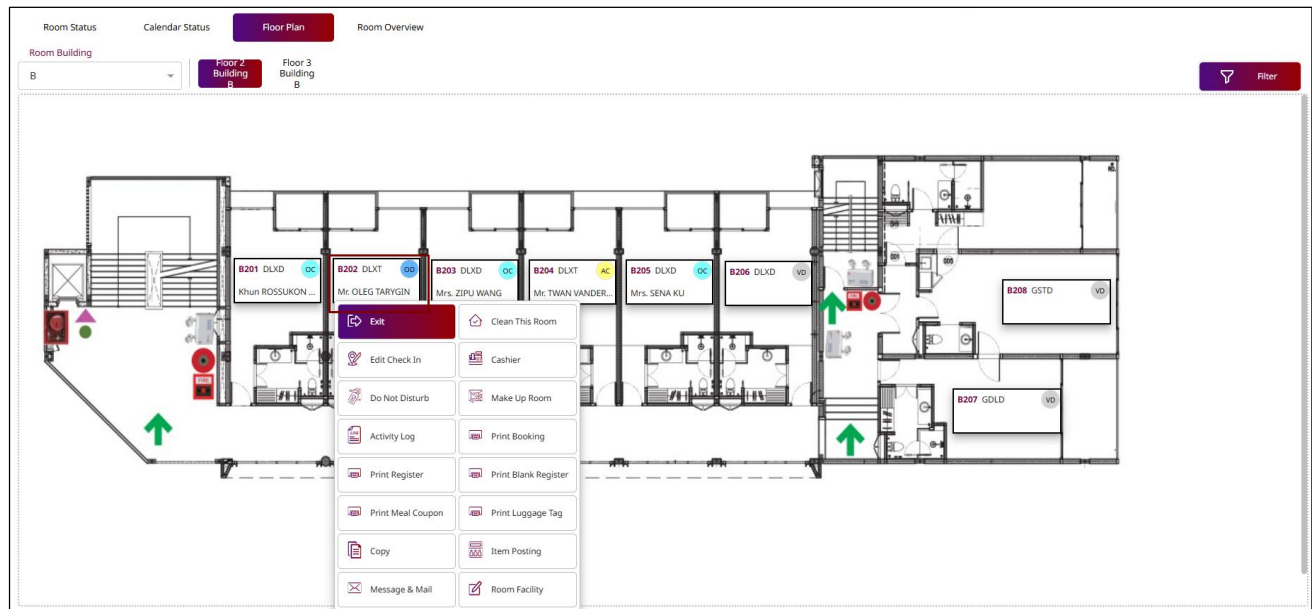
Print Luggage Tag – Print luggage tag

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:

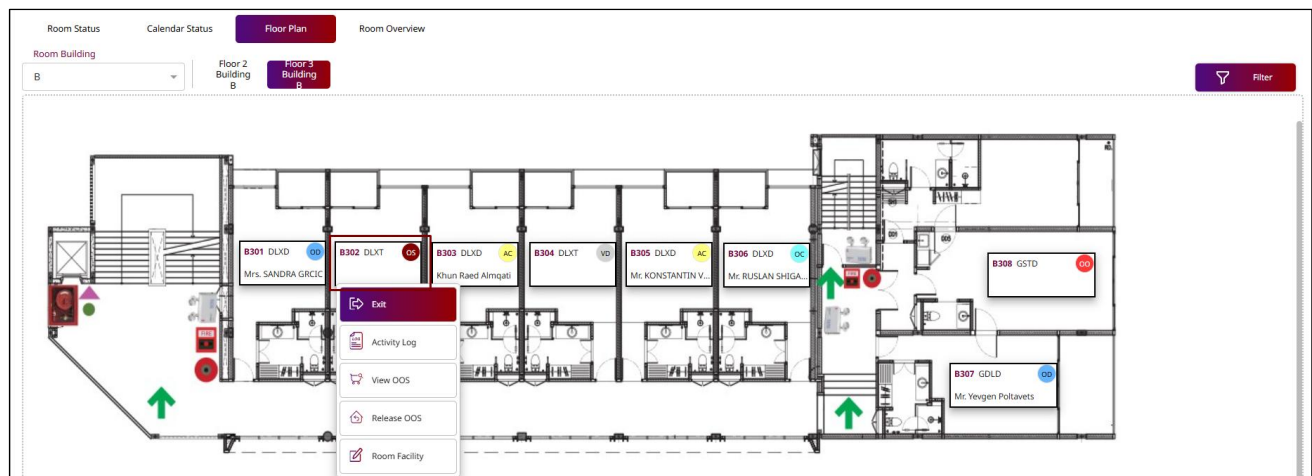
Exit – Exit this menu

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

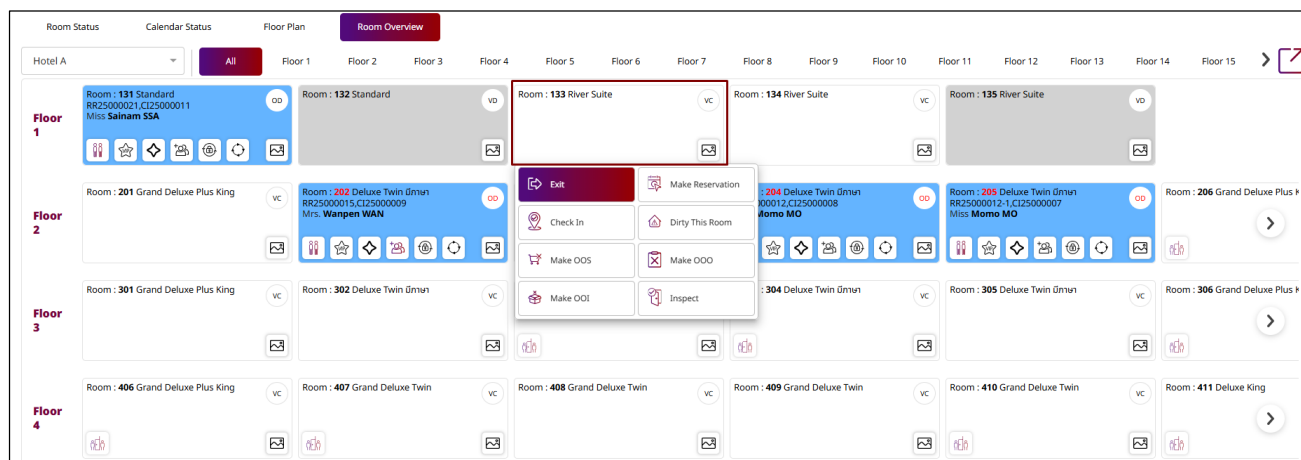
Dirty This Room – Update room status to dirty

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

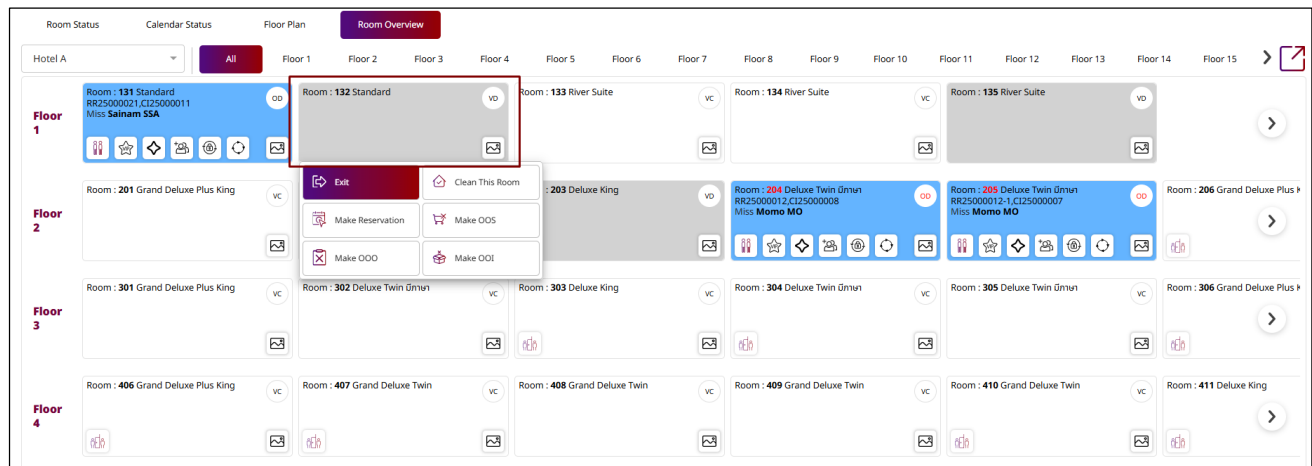
Inspect – Room inspection after cleaning



8.4 Press on Vacant Dirty Room (VD).

The system perform the following actions:

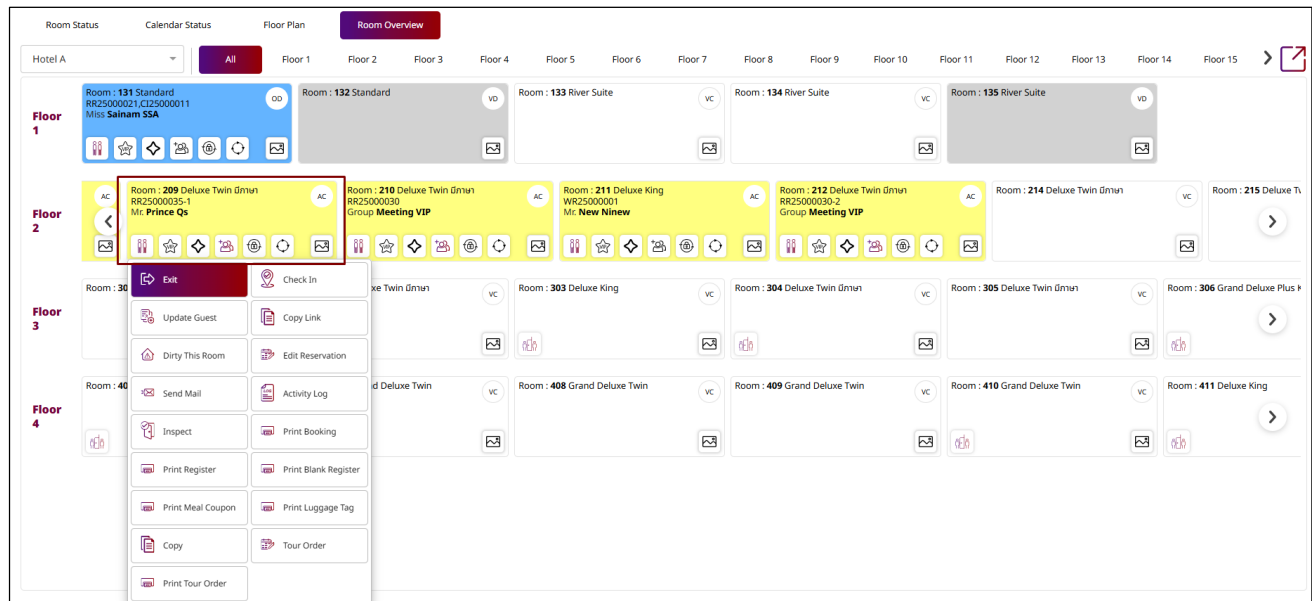
- Exit** – Exit this menu
- Clean This Room** – Update room status to clean
- Make Reservation** – Create a new reservation
- Make OOS (Out of Service)** – Set the room status to “Out of Service”
- Make OOO (Out of Order)** – Set the room status to “Out of Order”
- Make OOI (Out of Inventory)** – Remove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



8.5 Press on Assign Clean Room (AC).

The system perform the following actions:

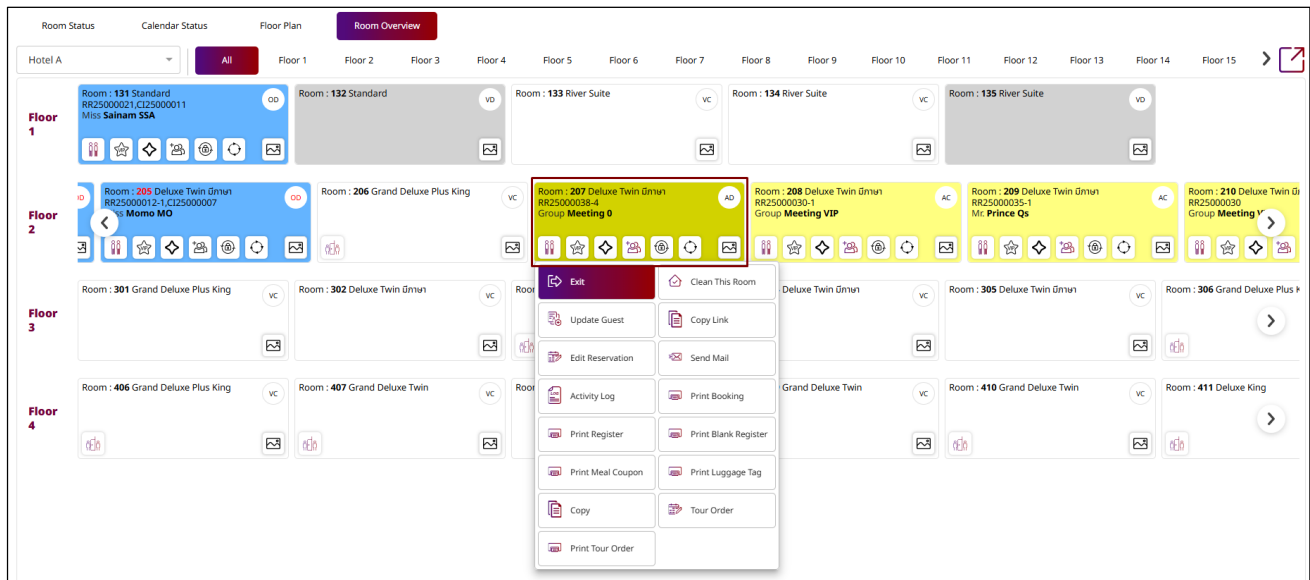
- Exit** – Exit this menu
- Check In** – Check in the guest
- Update Guest** – Update guest information
- Copy Link** – Link for check in on web check in
- Dirty This Room** – Update room status to dirty
- Edit Reservation** – Edit reservation details
- Send Mail** – Send reservation information to guest
- 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:

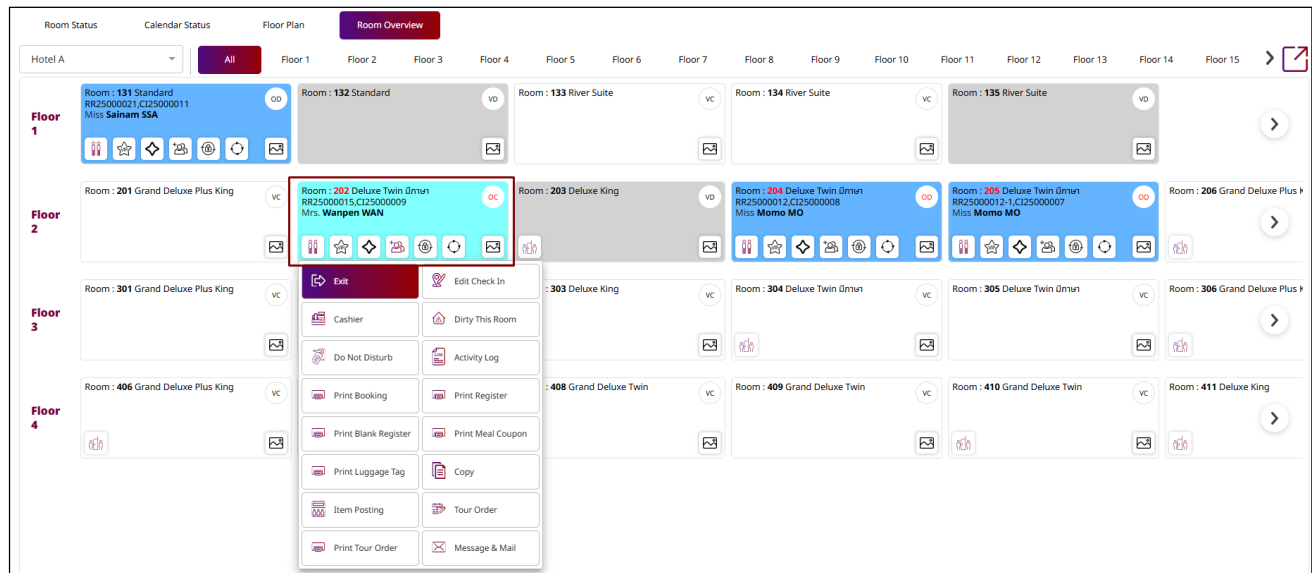
- Exit** – Exit this menu
- Clean This Room** – Update room status to clean
- Update Guest** – Update guest information
- Copy Link** – Link for check in on web check in
- Edit Reservation** – Edit reservation details
- Send Mail** – Send reservation information to guest
- Activity Log** – View activity 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:

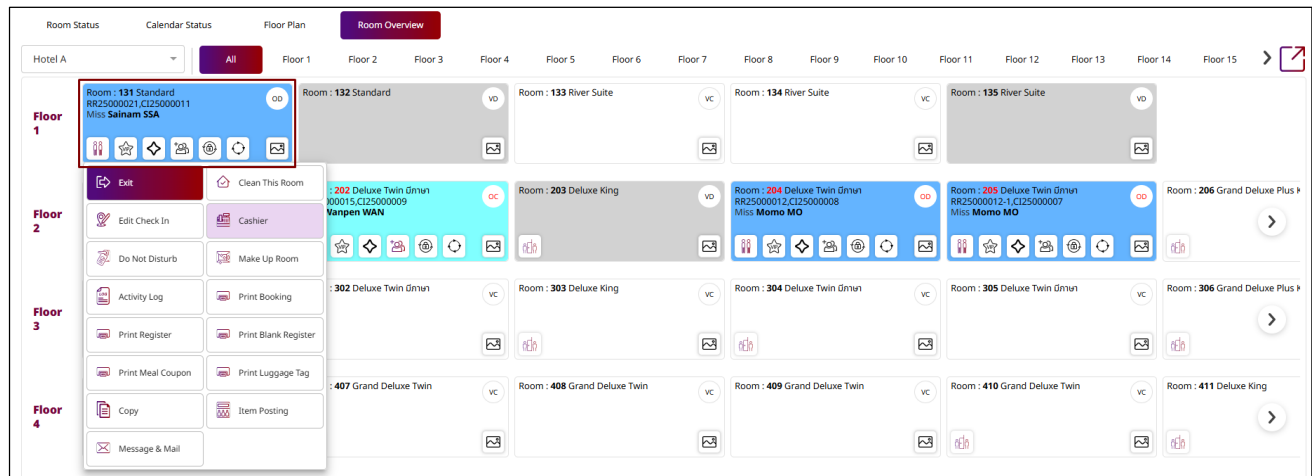
- Exit** – Exit this menu
- Edit Check In** – Edit reservation details
- Cashier** – Go to cashier functions (e.g., payments, folios)
- Dirty This Room** – Update room status to dirty
- Do Not Disturb** – Do not want staff to disturb at the moment
- Activity Log** – View activity log
- Print Booking** – 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

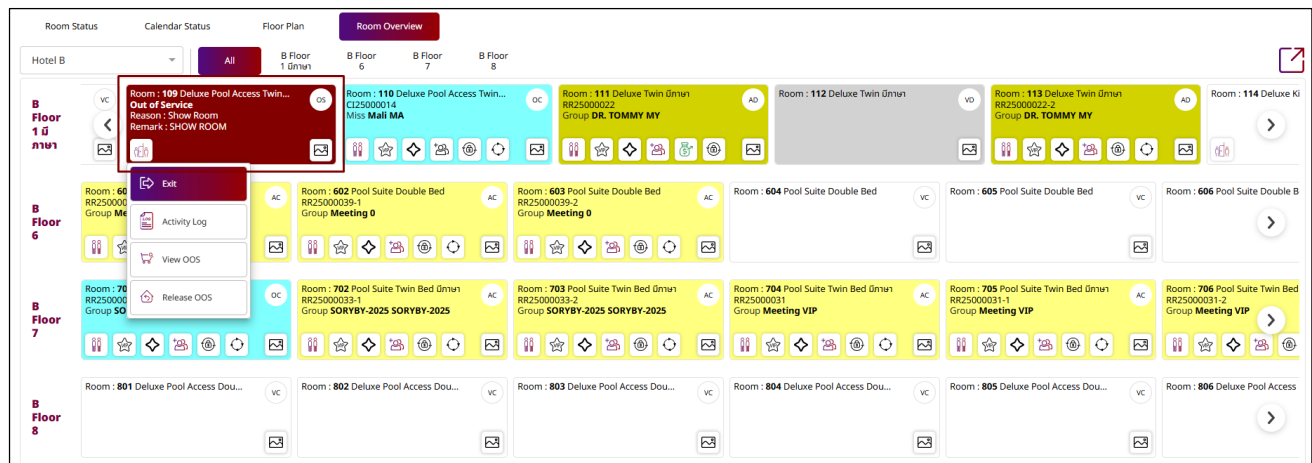
The system perform the following actions:

Exit – Exit this menu

Activity Log – View activity log

View OOS - View room status detail

Release OOS - Release the room from maintenance status



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 Author : QA Team

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.

Room / Type	Arrival Date Departure Date	Room Availability	Room(s)	Total Guest	Rate Code Avg. Rate	Breakfast	Extra Charge (Bed & Person)	Avg. Other Breakdown Add On	Total Daily Rate Total Charge	
103	DLXPACDBL	22/03/2025 23/03/2025	10	1	2	OPEN 4,600	ABF 400	0	0 0	5,000 5,000

[Booking Info](#)
[Guest Profile](#)
[Note & Attachment](#)
[Hotel Transfer](#)
[Posting Instruction](#)
[Deposit & Payment](#)
[Other](#)

Guest Profile

Guest 1 1 / 2 [Add Guest](#)

Information **Address** **Register** **Profile Note**

Title Miss **Gender** Female **First Name** Sarapat **Last Name** Yang **Date Of Birth** **ID Card / Passport**

Expiry Date 23/07/2075 **Mobile No.** **Email** oraphan.smartfinder@gmail.com **VIP Type** NON **Guest Type** Regular Guest **Nationality** Thai

Country Thailand **Social Media** Please Select **Social Media ID** **License Plate** **Membership ID**

Access ID **First Visit** ☒ Keep History

ID Card / Passport
 Type file only (.jpg), (.png)
 size must be less than 1 Mb
[Get Image](#) [Upload](#)

Guest Photo
 Type file only (.jpg), (.png)
 size must be less than 1 Mb
[Upload](#)

Other
 Type file only (.jpg), (.png)
 size must be less than 1 Mb
[Upload](#)

Other
 Type file only (.jpg), (.png)
 size must be less than 1 Mb
[Upload](#)

Created By : SAIPARN SP 23/07/2025 11:02 Last Updated By : Tam TR 28/07/2025 15:03

[Send Booking & Proforma Invoice](#)
[Confirm](#)