



# Hotel Management System Full Board Version Guide



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# 1 How to Log In

If you are starting your system for the first time, you can log in using the default administrator account. Its password is empty (i.e., no password), as shown in Figure 1. You can simply click the **Login** button to log in to your system and gain full permissions:

| Bistone Hotel M     | 1anagement System - Full Board Ver  |
|---------------------|---|
|                     | Bistonesoft<br>Hotel Management System<br>Hore: Management System<br>Full Board Version |
| <u>U</u> ser        | Admin   |
| Password<br>The def | ault user is Admin, its password is empty   |
|                     |   |

Figure 1 Login as Admin

If you are a staff member of this hotel, you can log in using your username and password. Of course, you should ensure that you are already authorized to log in to this system. If you want to add some user accounts for your staff members, please refer to Chapter 8.



# 2 How to Set Up a Room Type

After logging into the system, the first task is to set up all the room types for your hotel. Simply follow these easy steps to set up your room types:

### Step 1) Go to the Room Types section

| Home       Reports       Administration       Languages       Help         Image: Provide the servation of the servation of the servation of the servation of the servation danagement       Image: Provide the servation of the servation of the servation of the servation danagement       Image: Provide the servation of the servation of the servation of the servation of the servation danagement       Image: Provide the servation of the servation o |   |
|--|---|
| Reservations       Room, Bed<br>Search Center<br>Reservation Management       Room<br>Search Center<br>Search Center<br>South Management       Room<br>Search Center<br>South Management       Room<br>South Management  |   |
| Room Types         Name         Code         Max Adult No.         Max Infant No.         Bed Type         Smoking Allow           Search(F5)         Search(F5)   |   |
| Boom Types         Name         Code         Max Adult No.         Max Child No.         Max Infant No.         Bed Type         Smoking Allow           Search(F5)  |   |
| Search(F5)   | d |
| <no data="" display="" to=""></no>   |   |
|  |   |
|  |   |
|  |   |
| 0 Record(s)  |   |
| Add  |   |
| Notes Laundry Items  |   |
|  | * |
|  |   |
|  |   |
|  | - |
| Edit   | _ |
| Koom Types   |   |

Go to the Room Types section, as shown in Figure 2:

Figure 2 Go to the Room Types section

### Step 2) Click the Add button

Click the Add button to open the Add Room Type dialog, as shown in Figure 3:



| A Bistone Hotel Management          | : System - Full Boar | d Version (Evaluatio   | on Version)   |                                    |   |                       |                 |
|-------------------------------------|----------------------|------------------------|---------------|------------------------------------|---|-----------------------|-----------------|
| Home Reports Admir                  | istration Langua     | iges Help              |               |                                    |   |                       |                 |
| Reservations Reservation Management | Guests Room<br>Types | Room Rooms/Be<br>Rates | eds Services  | Staff Permissions<br>Management    | Settings Change<br>Passw<br>System Settings | My Lock<br>ord System | Switch<br>User  |
| Room Types                          | Room Type Room       | Types                  |               |                                    |   |                       |                 |
| Room Types                          | Name                 | Code                   | Max Adult No. | Max Child No.                      | Max Infant No.                              | Bed Type              | Smoking Allowed |
| Search(F5)                          |                      | 7                      |               | <no data="" display="" to=""></no> |   |                       |                 |
|                                     | 0 Record(s)          |                        |               |                                    |   |                       |                 |
|                                     | <u>A</u> dd          | <u>E</u> dit           | Delete        |                                    |   |                       |                 |
|                                     | Notes Laundry It     | ems                    | (             | *                                  | )   |                       |                 |
|                                     |                      |                        |               |                                    |   |                       | •               |
| Room Types                          | Edit                 |                        |               |                                    |   |                       |                 |
|                                     |                      |                        |               |                                    |   |                       | .:              |

Figure 3 Click the Add button

## Step 3) Enter All Fields

You can fill in all the fields in the Add Room Type dialog, as shown in Figure 4: Add RoomType

| Max <u>A</u> dult No.  | 1 |   | <u>B</u> ed Type |     |
|------------------------|---|---|------------------|-----|
| Max C <u>h</u> ild No. | 0 |   | Smoking Allowed  | Yes |
| Max <u>I</u> nfant No. | 0 | • |                  |     |

Figure 4 Enter All Fields

If there is no default bed type in your system, and you want to add bed types, click the button next to the Bed Type edit box, as shown in Figure 5:



| Name *                 | Single Room |   | Co <u>d</u> e    | SR01 |   |
|------------------------|-------------|---|------------------|------|---|
| Max <u>A</u> dult No.  | 1           |   | <u>B</u> ed Type |      | - |
| Max C <u>h</u> ild No. | 0           |   | Smoking Allowed  | Yes  | • |
| Max Infant No.         | 0           | - |                  |      |   |

Figure 5 Set up Bed Types

Click the Add button in the Bed Type dialog to add a bed type, as shown in Figure 6:

| Bed Type | -                                  | ×           |
|----------|------------------------------------|-------------|
| Bed Type |                                    |             |
| Bed Type | Code                               | Description |
|          | <no data="" display="" to=""></no> |             |
| Add      | Delete                             | Close       |

Figure 6 Click the Add Bed Type button

Next, enter all the fields in the Add Bed Type dialog, as shown in Figure 7:



| Add Bed Type   | ×                       |
|----------------|-------------------------|
| <u>N</u> ame * | Single Bed              |
| Co <u>d</u> e  | SB01                    |
| No <u>t</u> e  | Size: 39inch x 75inch 🔺 |
|                |                         |
|                |                         |
| ОК             | Cancel                  |
|                |                         |

Figure 7 Enter Bed Type Details

Then, click the OK button in the Add Bed Type dialog and the Close button in the Bed Type dialog. After that, you can select the bed type '**Single Bed**' for the room type '**Single Room**', as shown in Figure 8:

| <u>N</u> ame *         | Single Room | Co <u>d</u> e    | SR01       |          |
|------------------------|-------------|------------------|------------|----------|
| Max <u>A</u> dult No.  | 1           | <u>B</u> ed Type | Single Bed | <b>.</b> |
| Max C <u>h</u> ild No. | 0           | Smoking Allowed  | Yes        | •        |
| Max <u>I</u> nfant No. | 0           |                  |            |          |

Figure 8 Select a Bed Type

### Step 4) Click the OK button

Click the OK button in the Add Room Type dialog, as shown in Figure 9:

| <u>N</u> ame *         | Single Room |   | Co <u>d</u> e    | SR01       |   |  |
|------------------------|-------------|---|------------------|------------|---|--|
| Max <u>A</u> dult No.  | 1           |   | <u>B</u> ed Type | Single Bed | • |  |
| Max C <u>h</u> ild No. | 0           |   | Smoking Allowed  | Yes        | • |  |
| Max <u>I</u> nfant No. | 0           | * |                  |            |   |  |

Figure 9 Click the OK button in the Add RoomType Dialog

Then, You will see the following dialog. You can click its OK button to set up the RACK rate for your room type:





Figure 10 Set Up the RACK Rate Now

When you click the OK button on the RACK rate confirmation dialog, you will see the following dialog:

| <u>B</u> egin Date | 8/8/201        | 4                | -                  | End Date          | 8/8/201        | 5                 | • |
|--------------------|----------------|------------------|--------------------|-------------------|----------------|-------------------|---|
| <u>S</u> unday     | <u>M</u> onday | T <u>u</u> esday | W <u>e</u> dnesday | T <u>h</u> ursday | <u>F</u> riday | S <u>a</u> turday |   |
|                    |                |                  |                    |                   |                |                   |   |
|                    | 1 guest        |                  |                    |                   | Addition       | ial               |   |
| 1st Nig            | ght            | Extension        |                    | 1st Nigl          | nt             | Extension         |   |
|                    |                |                  |                    |                   |                |                   |   |
|                    | Child          |                  |                    |                   | Infant         | :                 |   |
| 1st Nig            | pht            | Extension        |                    | 1st Nigl          | nt             | Extension         |   |
|                    |                | _                |                    |                   |                |                   |   |

Figure 11 the Edit Rate Plan Dialog

You can enter the Rack rate for your room type, as shown in the following figure:



| Begin Date     | 8/8/20         | 14               | •                  | End Date          | 8/8/2          | 015               |
|----------------|----------------|------------------|--------------------|-------------------|----------------|-------------------|
| <u>S</u> unday | <u>M</u> onday | T <u>u</u> esday | W <u>e</u> dnesday | T <u>h</u> ursday | <u>F</u> riday | S <u>a</u> turday |
|                |                |                  |                    |                   |                |                   |
|                | 1 guest        |                  |                    |                   | <u>A</u> dditi | onal              |
| 1st Nig        | jht            | Extension        |                    | 1st Nig           | nt             | Extension         |
| \$100.00       |                | \$95.00          |                    | \$90.00           |                | \$85.00           |
|                | Chil           | d                |                    |                   | I <u>n</u> fa  | nt                |
| 1st Nig        | ht             | Extension        |                    | 1st Nigł          | nt             | Extension         |
| \$80.00        |                | \$75.00          |                    | \$60.00           |                | \$30.00           |

Figure 12 Enter the Rack Rate Value

Then, click the OK button, and wait a moment, as this action generates rate data for one year (From 2014-08-08 To 2015-08-08).

The room type '**Single Room**' has been added to the system. You can find it in the room type list, as shown in Figure 13:

| A Bistone Hotel Management          | System - Full Board  | Version (Evaluation \    | /ersion)       | And Property in     | -           | 9. m 79                  | ra e prose.                    | _                   | - 0 ×         |
|-------------------------------------|----------------------|--------------------------|----------------|---------------------|-------------|--------------------------|--------------------------------|---------------------|---------------|
| Home Reports Admini                 | istration Language   | es Help                  |                |                     |             |                          |                                |                     |               |
| Reservations Reservation Management | Guests Room<br>Types | Room Rooms/Beds<br>Rates | Services       | Staff<br>Management | Permissions | Settings<br>System Setti | Change My Loo<br>Password Syst | k Switch<br>em User |               |
| Room Types                          | Room Types           |                          |                |                     |             |                          |                                |                     |               |
| Room Types                          | Name                 | Code                     | Max Adult No.  | Max Child           | No.         | Max Infant N             | o. Bed Type                    | Sm                  | oking Allowed |
| Search(F5)                          | 1 Record(s)          | Edit                     | <u>D</u> elete | U                   | ·           |                          | single bed                     | Te                  | 2<br>         |
| Room Types                          | Notes Laundry Iten   | 15                       |                |                     |             |                          |                                |                     | ×             |
|                                     |                      |                          |                |                     |             |                          |                                |                     | .::           |

Figure 13 Room Type List

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



# 3 How to Set Up a Room Rate

If you have already set the Rack Rate while configuring the Room Type and do not require additional pricing options, you can skip this chapter and refer directly to Chapter 4.

If you have not set the Rack Rate, or if you wish to set more varied pricing for your room types to meet different needs or channels, please follow these simple steps:

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

| ☆ Bistone Hotel Management System - Full Board Version (Evaluation Version) |                      |                                  |                    |                                    |   |                            |          |  |
|---|----------------------|----------------------------------|--------------------|------------------------------------|---|----------------------------|----------|--|
| Home Reports Admin  | istration Languag    | es Help                          |                    |                                    |   |                            |          |  |
| Reservations Reservation Management   | Guests Room<br>Types | Room<br>Rates<br>otel kanagement | Services S<br>Mana | taff permissions                   | Settings Change My<br>Password<br>System Settings | Lock Switch<br>System User | h        |  |
| Room Rates  | Rate Plan            | Room Rates (Ctrl+4               | )                  |                                    |   |                            |          |  |
| 💠 🗚 🗛 🗛 🗛   | Sunday               | Monday                           | Tuesday            | Wednesday                          | Thursday  | Friday                     | Saturday |  |
| Single Room   |                      |                                  |                    | <no data="" display="" to=""></no> |   |                            |          |  |
| Room Rates  | Update Rate          |                                  |                    |                                    |   |                            |          |  |
|   |                      |                                  |                    |                                    |   |                            | .::      |  |

Go to the Room Rates section, as shown in Figure 14:

Figure 14 the Room Rates section

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

Right-Click the room type '**Single Room**', then select **Add Room Rate Description**, as shown in Figure 15:



| A Bistone Hotel Management          | : System - Full Board Version (Evaluation Version)  |
|-------------------------------------|---|
| Home Reports Admir                  | nistration Languages Help   |
| Reservations Reservation Management | Image: Section of the section of t |
| Room Rates                          | Rate Plan   |
| 💠 Add Room Rate 🥖 📟                 | Sunday Monday Tuesday Wednesday Thursday Friday Saturday  |
|                                     | dit Room Rate Description<br>elete Room Rate Description  |
| Room Rates                          | Spane rate  |
|                                     |   |

Figure 15 Select Add Room Rate Description

### Step 3) Enter All Fields

Fill in all the fields in the Add Room Rate dialog, as shown in Figure 16:



Figure 16 Enter All Fields

### Step 4) Select a room rate

Click the OK button in the Add Room Rate dialog, then select the room rate '**BAR Rate**', as shown in Figure 17:



| 🏠 Bistone Hotel Management               | System - Full Board  | Version (Evaluation               | Version)    |                  |   |                                |                |
|--|----------------------|-----------------------------------|-------------|------------------|---|--------------------------------|----------------|
| Home Reports Admin                       | istration Languag    | ges Help                          |             |                  |   |                                |                |
| Reservations Reservation Management      | Guests Room<br>Types | Room<br>Rates<br>Hotel Management | Services Ma | Staff Permission | ns Settings Char<br>Pase<br>System Settings | inge My Lock S<br>sword System | Switch<br>User |
| Room Rates                               | Rate Plan            |                                   |             |                  |   |                                |                |
| 💠 <u>A</u> dd Room Rate 🥖 😑              | Sunday               | Monday                            | Tuesday     | Wednesday        | Thursday                                    | Friday                         | Saturday 🖌     |
| ■ m Single Room<br>Rack Rate<br>BAR Rate |                      |                                   |             |                  |   | 08/08/2014                     | 09/08/2014     |
|  | 10/08/2014           | 11/08/2014                        | 12/08/2014  | 13/08/2014       | 14/08/2014                                  | 15/08/2014                     | 16/08/2014     |
|  | 17/08/2014           | 18/08/2014                        | 19/08/2014  | 20/08/2014       | 21/08/2014                                  | 22/08/2014                     | 23/08/2014     |
|  | 24/08/2014           | 25/08/2014                        | 26/08/2014  | 27/08/2014       | 28/08/2014                                  | 29/08/2014                     | 30/08/2014     |
| Room Rates                               | Update Rate          |                                   |             |                  |   |                                |                |
|  |                      |                                   |             |                  |   |                                |                |

Figure 17 Select a Room Rate

# Step 5) Click the Update Rate Button

| 🛧 Bistone Hotel Management System - Full Board Version (Evaluation Version) |                      |                                   |                |                  |   |                                 |               |   |  |
|---|----------------------|-----------------------------------|----------------|------------------|---|---------------------------------|---------------|---|--|
| Home Reports Admini   | istration Languag    | jes Help                          |                |                  |   |                                 |               |   |  |
| Reservations Reservation Management   | Guests Room<br>Types | Room<br>Rates<br>Rotel Management | s Services Mar | Staff Permission | ns Settings Chan<br>Pass<br>System Settings | ige My Lock S<br>sword System t | witch<br>Jser |   |  |
| Room Rates  | Rate Plan            |                                   |                |                  |   |                                 |               |   |  |
| 💠 👍 Add Room Rate 🥖 🚥   | Sunday               | Monday                            | Tuesday        | Wednesday        | Thursday                                    | Friday                          | Saturday      | ^ |  |
| fingle Room     Rack Rate     BAR Rate                                      |                      |                                   |                |                  |   | 08/08/2014                      | 09/08/2014    |   |  |
|   | 10/08/2014           | 11/08/2014                        | 12/08/2014     | 13/08/2014       | 14/08/2014                                  | 15/08/2014                      | 16/08/2014    |   |  |
|   | 17/08/2014           | 18/08/2014                        | 19/08/2014     | 20/08/2014       | 21/08/2014                                  | 22/08/2014                      | 23/08/2014    |   |  |
|   | 24/08/2014           | 25/08/2014                        | 26/08/2014     | 27/08/2014       | 28/08/2014                                  | 29/08/2014                      | 30/08/2014    | Ŧ |  |
| Room Rates  | Update Rate          |                                   |                |                  |   |                                 |               |   |  |
|   |                      |                                   |                |                  |   |                                 |               |   |  |

Click the Update Rate button in the Rate Plan panel, as shown in Figure 18:

Figure 18 Click the Update Rate Button

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# Step 6) Enter All Fields

| <u>B</u> egin Date  | 8/8/2          | 014              | -                  | End Date          | 8/8/2          | 015               |
|---------------------|----------------|------------------|--------------------|-------------------|----------------|-------------------|
| <u>S</u> unday      | <u>M</u> onday | T <u>u</u> esday | W <u>e</u> dnesday | T <u>h</u> ursday | <u>F</u> riday | S <u>a</u> turday |
|                     |                |                  |                    |                   |                |                   |
|                     | 1 guest        | •                |                    |                   | <u>A</u> ddit  | ional             |
| 1st Night Extension |                |                  | 1st Nig            | nt                | Extension      |                   |
| \$95.00             |                | \$90.00          |                    | \$85.00 \$80.00   |                |                   |
|                     | Ch             | ild              |                    |                   | I <u>n</u> fa  | int               |
| 1st N               | ight           | Extension        |                    | 1st Nigł          | nt             | Extension         |
| \$75.00             |                | \$70.00          |                    | \$60.00           |                | 30                |
|                     |                |                  | K C                | Cancel            |                |                   |

Fill in all the fields in the Edit Rate Plan dialog, as shown in Figure 19:

Figure 19 Enter All Fields

The rate for the first night for 1 adult guest is \$95, and the rate for each extension night is \$90, for each additional adult, the rate for the first night is \$85, and the rate for each extension night is \$80, similarly, set the first and extension night rates for each child and infant for every **Sunday**, **Monday**, **Tuesday**, **Wednesday**, **Thursday**, **Friday** and **Saturday** from the **Begin Date** to the **End Date**.

Of course, you can also set the room rate for each weekend to be \$119 and \$110. Please set it as shown in Figure 20:



X Edit Rate Plan Begin Date -End Date 8/8/2014 8/8/2015 • Wednesday Thursday Sunday Monday Tuesday Friday Saturday Additional 1 guest + 1st Night Extension 1st Night Extension \$119.00 \$110.00 \$105.00 \$100.00 Child Infant 1st Night Extension 1st Night Extension \$95.00 \$90.00 \$40.00 \$80.00 OK Cancel

Figure 20 the Room Rate for Each Weekend

As you can see, all the rates for this BAR rate are displayed in the Rate Plan panel, as shown in Figure 21:

| ☆ Bistone Hotel Management System - Full Board Version (Evaluation Version) |   |   |   |   |   |   |   |  |  |
|---|---|---|---|---|---|---|---|--|--|
| Home Reports Admir  | nistration Languag  | jes Help  |   |   |   |   |   |  |  |
| Reservations Room/Bed<br>Search Center                                      | Guests Room<br>Types  | Room<br>Rates   | ls Services Mar   | Staff Permission<br>agement                                     | ns Settings Char<br>Pass  | ige My Lock S<br>sword System I                                 | witch<br>Jser   |  |  |
| Room Pates  | Rate Plan   | ioter Hanagement  |   |   | System Settings   |   |   |  |  |
| Add Room Rate 🥢 💻   | Sunday  | Monday  | Tuesday   | Wednesday   | Thursday  | Friday  | Saturday 🔺  |  |  |
| Et m Single Room  |   |   |   |   |   | 08/08/2014  | 09/08/2014  |  |  |
| Rack Rate   |   |   |   |   |   | 1G: \$95.00;<br>\$90.00<br>\$85.00; \$80.00<br>\$75.00; \$70.00 | 1G: \$119.00;<br>\$110.00<br>\$105.00; \$100.00<br>\$95.00; \$90.00 |  |  |
|   | 10/08/2014  | 11/08/2014  | 12/08/2014  | 13/08/2014  | 14/08/2014  | 15/08/2014  | 16/08/2014  |  |  |
|   | 1G: \$119.00;<br>\$110.00<br>\$105.00; \$100.00<br>\$95.00; \$90.00 | 1G: \$95.00;<br>\$90.00<br>\$85.00; \$80.00<br>\$75.00; \$70.00 | 1G: \$119.00;<br>\$110.00<br>\$105.00; \$100.00<br>\$95.00; \$90.00 |  |  |
|   | 17/08/2014  | 18/08/2014  | 19/08/2014  | 20/08/2014  | 21/08/2014  | 22/08/2014  | 23/08/2014  |  |  |
|   | 1G: \$119.00;<br>\$110.00<br>\$105.00; \$100.00<br>\$95.00; \$90.00 | 1G: \$95.00;<br>\$90.00<br>\$85.00; \$80.00<br>\$75.00; \$70.00 | 1G: \$119.00;<br>\$110.00<br>\$105.00; \$100.00<br>\$95.00; \$90.00 |  |  |
|   | 24/08/2014  | 25/08/2014  | 26/08/2014  | 27/08/2014  | 28/08/2014  | 29/08/2014  | 30/08/2014  |  |  |
|   | 1G: \$119.00;<br>\$110.00<br>\$105.00; \$100.00<br>\$95.00; \$00.00 | 1G: \$95.00;<br>\$90.00<br>\$85.00; \$80.00<br>\$75.00; \$70.00 | 1G: \$119.00;<br>\$110.00<br>\$105.00; \$100.00<br>\$95.00; \$00.00 |  |  |
| Room Rates  | Update Rate   |   |   |   |   |   |   |  |  |
|   |   |   |   |   |   |   | .:  |  |  |

Figure 21 All the Rates in the Rate Plan Panel



### 4 How to Manage All Rooms/Beds in Your Hotel

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

# Step 1) Go to the Rooms/Beds section

| ☆ Bistone Hotel Management System - Full Board Version (Evaluation Version) |   |                         |  |   |                                 |                 |  |  |  |
|---|---|-------------------------|--|---|---------------------------------|-----------------|--|--|--|
| Home Reports Admir  | nistration Languages                        | Help                    |  |   |                                 |                 |  |  |  |
| Reservations Room/Bed<br>Search Center<br>Reservation Management            | Guests Room Room<br>Types Rates<br>Hotel Ma | Rooms/Beds<br>Inagement | Staff Permissi<br>Management   | ons Settings Change<br>Passw<br>System Settings | e My Lock Switch<br>System User |                 |  |  |  |
| Rooms/Beds  | Rooms/Beds                                  | Rooms/Beds (Ctrl+5)     |  |   |                                 |                 |  |  |  |
| Room/Bed  | Name Code                                   | Room No. Room           | Type Max Adult No.   | Max Child No. Max Ir                            | nfant No. Bed Type              | Smoking Allowed |  |  |  |
| Search(F5)  | 0 Record(s)                                 |                         | <no data="" displa<="" th="" to=""><th>γ&gt;</th><th></th><th></th></no> | γ>  |                                 |                 |  |  |  |
|   | <u>A</u> dd                                 | lit <u>D</u> elete      |  |   |                                 |                 |  |  |  |
|   | Notes Laundry Items                         | (                       | ¥  | )   |                                 |                 |  |  |  |
|   |   |                         |  |   |                                 | A<br>V          |  |  |  |
| Rooms/Beds  | Edit  |                         |  |   |                                 |                 |  |  |  |
|   |   |                         |  |   |                                 | .::             |  |  |  |

Go to the Rooms/Beds section, as shown in Figure 22:

Figure 22 Go To the Rooms/Beds Section

### Step 2) Click the Add button

Click the Add button in the Room/Bed panel, as shown in Figure 23:



| A Bistone Hotel Management          | nt System - Full Board Version (Evaluation Version)  | x         |  |  |  |  |  |  |  |
|-------------------------------------|--|-----------|--|--|--|--|--|--|--|
| Home Reports Admir                  | inistration Languages Help   |           |  |  |  |  |  |  |  |
| Reservations Reservation Management | r<br>Guests Room Room<br>Types Rate<br>Hotel Management<br>Hotel Management<br>Koms/Beds Services<br>Services<br>Koms/Beds Services<br>Koms/Beds S |           |  |  |  |  |  |  |  |
| Rooms/Beds                          | Rooms/Beds   |           |  |  |  |  |  |  |  |
| Room/Bed                            | Name Code Room No. Room Type Max Adult No. Max Child No. Max Infant No. Bed Type Smoking   | ) Allowed |  |  |  |  |  |  |  |
| Search(F5)                          | <no data="" display="" to=""> 0 Record(s)</no>   |           |  |  |  |  |  |  |  |
|                                     | Add Delete   |           |  |  |  |  |  |  |  |
|                                     | Notes Laundry Items  |           |  |  |  |  |  |  |  |
|                                     |  | *         |  |  |  |  |  |  |  |
|                                     |  | +         |  |  |  |  |  |  |  |
| Rooms/Beds                          | Edit   |           |  |  |  |  |  |  |  |

Figure 23 Click the Add Button in the Boom/Bed Panel

## Step 3) Enter All Fields

Fill in all the required fields in the Add Room dialog, as figure 24 shows:

| <u>N</u> ame * | 1001 |   | Co <u>d</u> e      | R1001       |   |
|----------------|------|---|--------------------|-------------|---|
| Room No.       | 1001 |   | Room <u>Type</u> * | Single Room | • |
| Max Adult No.  | 1    |   | Bed Type           | Single Bed  | • |
| Max Child No.  | 0    | * | Smoking Allowed    | Yes         | - |
| Max Infant No. | 0    | * |                    |             |   |

Figure 24 Enter All Fields in the Add Room Dialog

If you want to manage a specific bed in a 6-bed room, you can enter it as shown in Figure 25:



| Name *           | 1002-1 | Co <u>d</u> e       | 10021            |
|------------------|--------|---------------------|------------------|
| <u>R</u> oom No. | 1002   | Room <u>T</u> ype * | Bed Of 6Bed Room |
| Max Adult No.    | 1      | Bed Type            |                  |
| Max Child No.    | 0      | Smoking Allowed     | No               |
| Max Infant No.   | 0      |                     |                  |

Figure 25 Enter All Fields for a Bed

Now, you can see all the rooms/beds in your hotel in the Room/Bed panel, as shown in Figure 26:

| ☆ Bistone Hotel Management System - Full Board Version (Evaluation Version) |   |               |  |            |              |                        |                               |                                     |                         |                 |
|---|---|---------------|--|------------|--------------|------------------------|-------------------------------|-------------------------------------|-------------------------|-----------------|
| Home Re   | ports Admir                             | istration Li  | anguages He                            | lp         |              |                        |                               |                                     |                         |                 |
| Reservations<br>Reservation   | Room/Bed<br>Search Center<br>Management | Guests F<br>T | Room Room<br>ypes Rates<br>Hotel Manag | Rooms/Beds | Services Mar | Staff Permi<br>agement | ssions Settings<br>System Set | Change My L<br>Password Sy<br>tings | ock Switch<br>stem User |                 |
| Rooms/Bed   | s                                       | Rooms/Beds    |  |            |              |                        |                               |                                     |                         |                 |
| Room/Rod  |   | Name          | Code                                   | Room No.   | Room Type    | Max Adult No           | . Max Child No.               | Max Infant No.                      | Bed Type                | Smoking Allowed |
| <u>R</u> oom/bed  |   | 1001          | R1001                                  | 1001       | Single Room  | 1                      | 0                             | 0                                   | Single Bed              | Yes             |
|   | Search(F5)                              | 1002-1        | 10021                                  | 1002       | Bed Of 6Bed  | Rot 1                  | 0                             | 0                                   |                         | No              |
|   |   | 1002-2        | 10022                                  | 1002       | Bed Of 6Bed  | Ro( 1                  | 0                             | 0                                   |                         | No              |
|   |   | 1002-3        | 10023                                  | 1002       | Bed Of 6Bed  | Rot 1                  | 0                             | 0                                   |                         | No              |
|   |   | 1002-4        | 10024                                  | 1002       | Bed Of 6Bed  | Ro( 1                  | 0                             | 0                                   |                         | No              |
|   |   | 1002-5        | 10025                                  | 1002       | Bed Of 6Bed  | Rot 1                  | 0                             | 0                                   |                         | No              |
|   |   | 1002-6        | 10026                                  | 1002       | Bed Of 6Bed  | Rot 1                  |                               | 0                                   |                         | No              |
|   |   | 7 Record(s)   |  |            |              |                        | N7-                           |                                     |                         |                 |
|   |   |               |  |            |              |                        |                               |                                     |                         |                 |
|   |   | <u>A</u> dd   |  |            | elete        |                        |                               |                                     |                         |                 |
|   |   |               |  |            | (            | ¥                      |                               |                                     |                         |                 |
|   |   | Notes Laun    | dry Items                              |            |              |                        |                               |                                     |                         |                 |
|   |   |               |  |            |              |                        |                               |                                     |                         | <u>^</u>        |
|   |   |               |  |            |              |                        |                               |                                     |                         |                 |
|   |   |               |  |            |              |                        |                               |                                     |                         |                 |
|   |   |               |  |            |              |                        |                               |                                     |                         |                 |
|   |   |               |  |            |              |                        |                               |                                     |                         |                 |
|   |   |               |  |            |              |                        |                               |                                     |                         | -               |
|   |   | C alte        | _                                      |            |              |                        |                               |                                     |                         |                 |
| Rooms/Bee   | ds                                      | Edit          |  |            |              |                        |                               |                                     |                         |                 |
|   |   |               |  |            |              |                        |                               |                                     |                         |                 |
|   |   |               |  |            |              |                        |                               |                                     |                         |                 |

Figure 26 the Room/Bed Panel

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



### 5 How to Manage Your Guests

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

### Step 1) Go to the Guests Section



Go to the Guests section, as shown in Figure 27:

Figure 27 Go To the Guests Section

### Step 2) Click the Add Button

Click the Add button in the Guests panel, as shown in Figure 28:



| A Bistone Hotel Mana                             | agement                       | System - Ful | II Board Versior                      | n (Evaluation V | ersion)        |   |               |            |                             |                |                | - • • ×    |
|--|-------------------------------|--------------|---------------------------------------|-----------------|----------------|---|---------------|------------|-----------------------------|----------------|----------------|------------|
| Home Reports                                     | Admin                         | istration    | Languages                             | Help            |                |   |               |            |                             |                |                |            |
| Reservations Roo<br>Search<br>Reservation Manage | om/Bed<br>th Center<br>jement | Guests       | Room Room<br>Types Rates<br>Hotel Mar | Rooms/Beds      | Services       | Staff<br>Management   | Permissions S | Settings ( | Change My<br>Password<br>gs | Lock<br>System | Switch<br>User |            |
| Guests   |                               | Guests       |                                       |                 |                |   |               |            |                             |                |                |            |
| Name   |                               | Name         | Gender                                | Code            | Email          | Dear  | Phor          | ne1        | Phone2                      | Ident          | ifier          | Guest Type |
| Email  |                               |              |                                       |                 |                |   |               |            |                             |                |                |            |
| Phone  |                               |              |                                       |                 |                | <no dat<="" th=""><th>a to display&gt;</th><th></th><th></th><th></th><th></th><th></th></no> | a to display> |            |                             |                |                |            |
| Searc  | ch(F5)                        |              |                                       |                 |                |   |               |            |                             |                |                |            |
|  |                               |              |                                       |                 |                |   |               |            |                             |                |                |            |
|  |                               | 0 Record(s)  |                                       |                 |                |   |               |            |                             |                |                |            |
|  |                               | <u>A</u> dd  |                                       | <u>i</u> dit    | <u>D</u> elete |   |               |            |                             |                |                |            |
|  |                               | Notes        | -0                                    |                 |                |   | *             | )          |                             |                |                |            |
|  |                               |              |                                       |                 |                |   |               |            |                             |                |                | *          |
|  |                               |              |                                       |                 |                |   |               |            |                             |                |                |            |
|  |                               |              |                                       |                 |                |   |               |            |                             |                |                |            |
|  |                               |              |                                       |                 |                |   |               |            |                             |                |                | -          |
| Guests   |                               | Edit         |                                       |                 |                |   |               |            |                             |                |                |            |
|  |                               |              |                                       |                 |                |   |               |            |                             |                |                | .::        |

Figure 28 Click the Add button

# Step 3) Enter All Fields

Fill in all the required fields, as shown in Figure 29:

BISTONESOFT Hotel Management Expert

| Common Infor   | mation  |   |  |  |   |
|--|---|---|--|--|---|
| <u>N</u> ame *   | Marry Lus   |   | Member Co <u>d</u> e   | 2014001  |   |
| D <u>e</u> ar  | Marry Lus   |   | Gender   | Female   | - |
| <u>I</u> dentifier   | 42070419  |   | Guest Type   |  | • |
| Contact Inform   | nation  |   | Company Informa  | ation  |   |
| Phone <u>1</u>   | 123   |   | Company  |  |   |
| Phone2   | 456   |   | Company Notes  | -  | * |
| Email  | support@bistonesoft.com   | m |  |  |   |
| Billing Address  |   |   |  |  | * |
| binning ritidan coo  |   |   |  |  |   |
| Address  | International Building  |   | Taxation Informa   | tion   |   |
| Address<br>City  | International Building<br>EZ  |   | Taxation Informa<br>VAT No.  | tion<br>V1001  |   |
| Address<br>City<br>State   | International Building<br>EZ<br>CA  |   | Taxation Informa<br>VAT No.  | tion<br>V1001  |   |
| Address<br>City<br>State<br>Country  | International Building<br>EZ<br>CA<br>United States   |   | Taxation Informa<br>VAT No.<br>Passport<br>Passport No.  | tion<br>V1001<br>4204  |   |
| Address<br>City<br>State<br>Country<br>Post Code   | International Building<br>EZ<br>CA<br>United States<br>10010  |   | Taxation Informa<br>VAT No.<br>Passport<br>Passport No.<br>Country   | tion<br>V1001<br>4204<br>United States                             |   |
| Address<br>City<br>State<br>Country<br>Post Code<br>Credit Card  | International Building<br>EZ<br>CA<br>United States<br>10010  |   | Taxation Informa<br>VAT No.<br>Passport<br>Passport No.<br>Country<br>Expiration Date  | tion<br>V1001<br>4204<br>United States<br>8/6/2016                 |   |
| Address<br>City<br>State<br>Country<br>Post Code<br>Credit Card<br>Credit Card <u>T</u>                                    | International Building<br>EZ<br>CA<br>United States<br>10010  |   | Taxation Informa<br>VAT No.<br>Passport<br>Passport No.<br>Country<br>Expiration Date  | tion<br>V1001<br>4204<br>United States<br>8/6/2016                 |   |
| Address<br>City<br>State<br>Country<br>Post Code<br>Credit Card<br>Credit Card <u>T</u><br>Card No                         | International Building<br>EZ<br>CA<br>United States<br>100 10<br>VPE VISA<br>4300 123456789         |   | Taxation Informa<br>VAT No.<br>Passport<br>Passport No.<br>Country<br>Expiration Date<br>Car Information<br>Car                  | tion<br>V1001<br>4204<br>United States<br>8/6/2016                 |   |
| Address<br>City<br>State<br>Country<br>Post Code<br>Credit Card<br>Credit Card <u>T</u><br>Card No<br>Expire D <u>a</u> te | International Building<br>EZ<br>CA<br>United States<br>100 10<br>VISA<br>4300 123456789<br>1 	 2016 |   | Taxation Informa<br>VAT No.<br>Passport<br>Passport No.<br>Country<br>Expiration Date<br>Car Information<br>Car<br>License Plate | tion<br>V1001<br>4204<br>United States<br>8/6/2016<br>Has<br>11111 |   |

Figure 29 Enter All Fields

Then, click the OK button in the Add Guest dialog, you can now see all the guests of your hotel in the Guests panel, as shown in Figure 30:



| ☆ Bistone Hotel Managemen  | t System - Full Board | l Version (Evaluation V  | ersion)  |                        |                                   |                                |                       | - 0 X      |
|--|-----------------------|--------------------------|----------|------------------------|-----------------------------------|--------------------------------|-----------------------|------------|
| Home Reports Admin   | nistration Languag    | ges Help                 |          |                        |                                   |                                |                       |            |
| Reservations Room/Bed<br>Search Center<br>Reservation Management | Guests                | Room Rooms/Beds<br>Rates | Services | Staff Pe<br>Management | ermissions Settings<br>System Set | Change My<br>Password<br>tings | Lock Switch<br>System |            |
| Guests   | Guests                |                          |          |                        |                                   |                                |                       |            |
| Name   | Name Ger              | nder Code                | Email    | Dear                   | Phone 1                           | Phone2                         | Identifier            | Guest Type |
|  | Marry Lus Fem         | nale 2014001             | support@ | biston: Marry Lus      | 123                               | 456                            | 42070419              |            |
| E <u>m</u> ail   |                       |                          |          |                        | 13                                |                                |                       |            |
| Phone  |                       |                          |          |                        |                                   |                                |                       |            |
| Search(F5)   |                       |                          |          |                        |                                   |                                |                       |            |
|  |                       |                          |          |                        |                                   |                                |                       |            |
|  |                       |                          |          |                        |                                   |                                |                       |            |
|  | 1 Record(s)           |                          |          |                        |                                   |                                |                       |            |
|  | <u>A</u> dd▼          | Edit                     | Delete   |                        |                                   |                                |                       |            |
|  | Notes                 |                          | [        | ×                      |                                   |                                |                       |            |
|  |                       |                          |          |                        |                                   |                                |                       | *          |
|  |                       |                          |          |                        |                                   |                                |                       |            |
|  |                       |                          |          |                        |                                   |                                |                       |            |
|  |                       |                          |          |                        |                                   |                                |                       |            |
|  |                       |                          |          |                        |                                   |                                |                       | ~          |
| Curata   | Edit                  |                          |          |                        |                                   |                                |                       |            |
| GUESTS   |                       |                          |          |                        |                                   |                                |                       |            |
|  |                       |                          |          |                        |                                   |                                |                       | :          |

Figure 30 Guest List



### 6 How to Make a Reservation

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

### Step 1) Go to the Reservations section

| A Bistone Hotel Managemen              | t System - Fu | ll Board Ver                  | rsion (Evaluation Ve              | ersion)        |   |                  |                           |                       |                |                | - O <b>-</b> 2 | x  |
|--|---------------|-------------------------------|-----------------------------------|----------------|---|------------------|---------------------------|-----------------------|----------------|----------------|----------------|----|
| Home Reports Admi                      | nistration    | Languages                     | Help                              |                |   |                  |                           |                       |                |                |                |    |
| Reservations<br>Reservation Management | Guests        | Room Roo<br>Types Ra<br>Hotel | m Rooms/Beds<br>tes<br>Management | Services       | Staff<br>Managemen  | Permissions      | Settings<br>System Settir | Change My<br>Password | Lock<br>System | Switch<br>User |                |    |
| Reservations (Ctrl+1)                  | itior         | ns                            |                                   |                |   |                  |                           |                       |                |                |                |    |
| <u>3</u> ooking Time ▼ Today ▼         | Code          | Status                        | Room                              | Guest Name     | Guest Email   | Guest Phone Che  | eck In Che                | eck Out 🛛 A           | dult No.       | Child No.      | Infant No.     | Ne |
| Erom 8/8/2014<br>Io 8/8/2014<br>Guest  |               |                               |                                   |                | <no d<="" th=""><th>lata to display&gt;</th><th></th><th></th><th></th><th></th><th></th><th></th></no> | lata to display> |                           |                       |                |                |                |    |
| Room                                   | 0 Record(s)   |                               |                                   |                |   |                  |                           |                       |                |                |                |    |
| Search(F5)                             | <             |                               |                                   |                |   |                  |                           |                       |                |                |                | Þ  |
|  | Add           |                               | Edit                              | <u>D</u> elete | Print <u>I</u> nve  | pice Print       | <u>R</u> eceipt           |                       |                |                |                |    |
|  | Services F    | Payments N                    | otes                              | (              |   | v                | )                         |                       |                |                |                |    |
|  | Date          |                               | Name                              |                | Rate  |                  | Quantity                  |                       | 5              | Subtotal       |                |    |
|  |               |                               |                                   |                | <no d<="" th=""><th>ata to display&gt;</th><th></th><th></th><th></th><th></th><th></th><th></th></no>  | ata to display>  |                           |                       |                |                |                |    |
| Reservations                           |               |                               |                                   |                |   |                  |                           |                       | [              |                |                |    |
|  |               |                               |                                   |                |   |                  |                           |                       |                |                |                |    |

Go to the Reservations section, as shown in Figure 31:

Figure 31 Go to the Reservations Section

### Step 2) Click the Add Button

Click the Add button in the Reservations panel, as shown in Figure 32:



| A Bistone Hotel               | Management                              | System - Fi | ull Board \         | Version (Evaluation      | Version)       |   |                  |                           |                       |                |                |            | x  |
|-------------------------------|---|-------------|---------------------|--------------------------|----------------|---|------------------|---------------------------|-----------------------|----------------|----------------|------------|----|
| Home Repo                     | orts Admin                              | istration   | Language            | es Help                  |                |   |                  |                           |                       |                |                |            |    |
| Reservations<br>Reservation M | Room/Bed<br>Search Center<br>Janagement | Guests      | Room<br>Types<br>Ho | Room Rooms/Beds<br>Rates | Services       | Staff<br>Managemen  | Permissions      | Settings<br>System Settin | Change My<br>Password | Lock<br>System | Switch<br>User |            |    |
| Reservations                  | s                                       | Reservatio  | ons                 |                          |                |   |                  |                           |                       |                |                |            |    |
| 300king Time 👻 🚺              | oday 🔻                                  | Code        | Status              | Room                     | Guest Name     | Guest Email   | Guest Phone Ch   | eck In Che                | eck Out Ar            | dult No.       | Child No.      | Infant No. | Ne |
| Erom 8/8/.                    | /2014 <b>v</b><br>/2014 <b>v</b>        |             |                     |                          |                | <no (<="" th=""><th>data to display&gt;</th><th></th><th></th><th></th><th></th><th></th><th></th></no> | data to display> |                           |                       |                |                |            |    |
| Guest                         |   |             |                     |                          |                |   |                  |                           |                       |                |                |            |    |
| Room                          |   | 0 Record(s  |                     |                          |                |   |                  |                           |                       |                |                |            |    |
|                               | Search(F5)                              | •           |                     | m                        | ]              |   |                  |                           |                       |                |                |            | Þ  |
|                               |   | Add         | -                   | Edit                     | <u>D</u> elete | Print <u>I</u> nv   | oice Print       | <u>R</u> eceipt           |                       |                |                | ľ          | 9  |
|                               |   | Services    | Payments            | Notes                    | L              |   | •                |                           |                       |                |                |            |    |
|                               |   | Date        |                     | Name                     |                | Rate  |                  | Quantity                  |                       | S              | Subtotal       |            |    |
|                               |   |             |                     |                          |                | <no (<="" th=""><th>data to display&gt;</th><th></th><th></th><th></th><th></th><th></th><th></th></no> | data to display> |                           |                       |                |                |            |    |
| Reservation                   | s                                       |             |                     |                          |                |   |                  |                           |                       |                |                |            |    |
|                               |   |             |                     |                          |                |   |                  |                           |                       |                |                |            |    |

Figure 32 Click the Add Button

# Step 3) Click the Room Button

Click the button next to the Room Edit Box, as shown in Figure 33:



| Add Reservation     |                                    |     |                        |   |         |                   |  |              |          | X         |
|---------------------|------------------------------------|-----|------------------------|---|---------|-------------------|--|--------------|----------|-----------|
| Common Inform       | ation                              |     |                        |   |         |                   |  |              |          |           |
| Co <u>d</u> e *     | 140808001                          |     | Stat <u>u</u> s *      | New   | -       | Source            | L  |              |          | ▼         |
| Booking Time        | 8/8/2014 1:19:23 PM 🔻              |     | User                   | Admin   |         | Guara <u>n</u> te | e  |              |          | <b>•</b>  |
| -Room Informatio    | n                                  |     | -Guest Informat        | ion   |         | <br>Billing Add   | ress   |              |          |           |
| Check <u>I</u> n *  | 8/8/2014 💌                         |     | <u>G</u> uest Name     | *   |         | <br>Address       |  |              |          |           |
| Chec <u>k</u> Out * | 8/9/2014 💌                         |     | Company                |   |         | City              |  |              |          |           |
| Adult No.           | 1                                  |     | E <u>m</u> ail         |   |         | State             |  |              |          |           |
| Child No.           | 0                                  |     | <u>P</u> hone          |   |         | Country           |  |              |          | <b>•</b>  |
| Infant No.          | 0                                  |     | Special<br>Requirement |   | *       | Post Code         | e [  |              |          |           |
| Room *              |                                    | - K |                        |   | *       |                   | e  |              |          |           |
| Date                | Rate                               |     | Davins and Tarfaria    |   |         | -Service In       | d Service  |              |          |           |
|                     |                                    |     | Add Pave               | ment 🥢 📼  |         | Date              | Name   | Date -       | -<br>0tv | Subtotal  |
|                     |                                    |     | Time Pa                | av Type Total   | Details | Dute              | TAGILIC  | INDIC        | 29       | Subtottal |
|                     | <no data="" display="" to=""></no> |     |                        | <no data="" displa<="" th="" to=""><th>ay&gt;</th><th></th><th><nc< th=""><th>o data to di</th><th>isplay&gt;</th><th></th></nc<></th></no> | ay>     |                   | <nc< th=""><th>o data to di</th><th>isplay&gt;</th><th></th></nc<> | o data to di | isplay>  |           |
| Room Total          | \$0.00                             |     | Discount               | \$0.00  |         | Total             | ŝ  | \$0.00       |          |           |
| Service Total       | \$0.00                             |     | Tax                    |   | •       | <br>Paid          | \$   | 0.00         |          |           |
| Net Total           | \$0.00                             |     | Tax Total              | \$0.00  |         | Balance           | \$   | 0.00         |          |           |
|                     |                                    |     |                        |   | ancel   |                   |  |              |          |           |

Figure 33 Click the Room Button

# Step 4) Select a Room

Select a room in the 'Select a room' dialog, as shown in Figure 34:



| elect a room      |          | Same Street      |                    |            |
|-------------------|----------|------------------|--------------------|------------|
| Search            |          |                  |                    |            |
| Check <u>I</u> n  | 8/8/2014 | -                | Check O <u>u</u> t | 8/9/201    |
| <u>A</u> dult No. | 1        | •                | C <u>h</u> ild No. | 0          |
| Infant No.        | 0        | ÷                | <u>F</u> ilter     |            |
|                   |          |                  |                    |            |
| Room              | Room No. | Room Type        | Rate               | 08/08/2014 |
| 1001              | 1001     | Single Room      | Rack Rate          | \$100.00   |
| 1002-1            | 1002     | Bed Of 6Bed Roor | Rack Rate          | \$60.00    |
| 1002-2            | 1002     | Bed Of 6Bed Roor | Rack Rate          | \$60.00    |
| 1002-3            | 1002     | Bed Of 6Bed Roor | Rack Rate          | \$60.00    |
| 1002-4            | 1002     | Bed Of 6Bed Roor | Rack Rate          | \$60.00    |
| 1002-5            | 1002     | Bed Of 6Bed Roor | Rack Rate          | \$60.00    |
| 1002-6            | 1002     | Bed Of 6Bed Rooi | Rack Rate          | \$60.00    |

Figure 34 Select a Room Dialog

Then, click the OK button in the Select a room dialog. The room will be automatically filled into the reservation, as shown in Figure 35: Add Re X

| Common Inform       | ation                 |                                 |              |          |                    |                                    |          |
|---------------------|-----------------------|---------------------------------|--------------|----------|--------------------|------------------------------------|----------|
| Co <u>d</u> e *     | 140808001             | Stat <u>u</u> s *               | New          | -        | Source             |                                    | -        |
| Booking Time        | 8/8/2014 1:19:23 PM 👻 | User                            | Admin        |          | Guara <u>n</u> tee |                                    | <b>•</b> |
| Room Informatio     | n                     | Guest Informatio                | on           |          | Billing Address    |                                    |          |
| Check <u>I</u> n *  | 8/8/2014 💌            | <u>G</u> uest Name <sup>a</sup> | •            |          | Address            |                                    |          |
| Chec <u>k</u> Out * | 8/9/2014 💌            | <br>Company                     |              |          | City               |                                    |          |
| Adult No.           | 1                     | E <u>m</u> ail                  |              |          | State              |                                    |          |
| Child No.           | 0                     | Phone                           |              |          | Country            |                                    | <b>•</b> |
| Infant No.          | 0                     | Special<br>Requirement          |              | *        | Post Code          |                                    |          |
| Room *              | 1001                  |                                 |              | Ŧ        | Service Inform     | ation                              |          |
| Date                | Rate                  | -Payment Inform                 | ation        |          | Add Se             | rvice 🥢 📟                          |          |
| 8/8/2014            | \$100.00              | 🕂 Add Payn                      | nent 🥖 📟     |          | Date Na            | me Rate Oty                        | Subtotal |
|                     |                       | Time Pa                         | y Type Total | Details  |                    | <no data="" display="" to=""></no> |          |
| oom Total           | \$100.00              | Discount                        | \$0.00       |          | Total              | \$100.00                           |          |
| ervice Total        | \$0.00                | Tax                             |              | <b>-</b> | Paid               | \$0.00                             |          |
| let Total           | \$100.00              | Tax Total                       | \$0.00       |          | Balance            | \$100.00                           |          |
|                     |                       |                                 | W Caper      |          |                    |                                    |          |

Figure 35 Fill Room Details

BISTONESOFT Hotel Management Expert

## Step 5) Click the Guest Button

Click the button next to the Guest Name Edit Box, as shown in Figure 36:

| o <u>d</u> e *     | 140808001             | Stat <u>u</u> s *      | New           | -         | Source             | ▼ .   |
|--------------------|-----------------------|------------------------|---------------|-----------|--------------------|---|
| ooking Time        | 8/8/2014 1:19:23 PM 🔽 | User                   | Admin         |           | Guara <u>n</u> tee |   |
| oom Informatio     | on                    | <br>-Guest Informa     | ation         |           | Billing Addres     | 15  |
| heck <u>I</u> n *  | 8/8/2014 💌            | <u>G</u> uest Name     | 2*            | <b></b>   | Address            |   |
| hec <u>k</u> Out * | 8/9/2014 💌            | Company                |               |           | City               |   |
| dult No.           | 1                     | E <u>m</u> ail         |               |           | State              |   |
| hild No.           | 0                     | Phone                  |               |           | Country            |   |
| nfant No.          | 0                     | Special<br>Requirement |               | *         | Post Code          |   |
| toom *             | 1001                  |                        |               | +         |                    |   |
| Date               | Rate                  | -Payment Infor         | mation        |           | Add S              | ervice 🥒 📟  |
| /8/2014            | \$100.00              | Add Pay                | /ment 🥒 😑     |           | Date N             | ame Rate Oty Subtota  |
|                    |                       | Time                   | Pay Type Tota | l Details |                    | <no data="" display="" to=""></no>  |
| om Total           | \$100.00              | Discount               | \$0.00        |           | Total              | \$100.00  |
| vice Total         | \$0.00                | Tax                    |               | <b>•</b>  | Paid               | \$0.00  |
|                    |                       |                        | 10.00         |           | Delener            | The second se |

Figure 36 Click the Guest Button

### Step 6) Select a Guest

Select a guest in the Select a Guest dialog, as shown in Figure 37:



| Select a gue   | st     | -       |          | _              | ×          |
|----------------|--------|---------|----------|----------------|------------|
| Search         |        |         |          |                |            |
| <u>N</u> ame   |        |         |          |                | <u>o</u> k |
| E <u>m</u> ail |        |         |          |                | ancel      |
| <u>P</u> hone  |        |         |          | R              | eset       |
| Name           | Gender | Code    | Email    | Dear           | Phone 1    |
| Marry Lus      | Female | 2014001 | support@ | ⊉bis Marry Lus | 123        |
|                |        | l       | જે       |                |            |
| •              |        |         |          |                | Þ          |
| <u>A</u> dd    |        | dit     |          |                |            |

Figure 37 Select a Guest Dialog

And then, click the OK button in the Select a Guest dialog. The guest will be automatically filled into the reservation, as shown in Figure 38:

| -Common Inform:                          | ation                          |                              |   |   |                          |                                |       |
|--|--------------------------------|------------------------------|---|---|--------------------------|--------------------------------|-------|
| Co <u>d</u> e *                          | 140808001                      | Stat <u>u</u> s *            | New   | ] | Source                   | <b></b>                        |       |
| Booking Time                             | 8/8/2014 1:19:23 PM 🔽          | User                         | Admin                                       | ] | Guara <u>n</u> tee       | •                              |       |
| Room Informatio                          | on                             | <br>-Guest Informatio        | n   |   | Billing Address          |                                |       |
| Check <u>I</u> n *                       | 8/8/2014 💌                     | <u>G</u> uest Name *         | Marry Lus                                   |   | Address                  | International Building         |       |
| Chec <u>k</u> Out *                      | 8/9/2014 💌                     | Company                      |   |   | City                     | EZ                             |       |
| Adult No.                                | 1                              | E <u>m</u> ail               | support@bistonesoft.com                     |   | State                    | CA                             |       |
| Child No.                                | 0                              | <br>Phone                    | 123   |   | Country                  | United States                  |       |
| Infant No.                               | 0                              | Special<br>Requirement       | <b>^</b>                                    |   | Post Code                | 100 10                         |       |
| Room *                                   | 1001                           |                              |   |   |                          |                                |       |
| Date                                     | Rate                           | -Payment Informa             | ation                                       |   | Add Service              | ice 🥒 📟                        |       |
| 8/8/2014                                 | \$100.00                       | Add Paym                     | ient 🧷 📼                                    |   | Date Name                | Rate Oty Subt                  | total |
|  |                                | Time Par                     | y Type Total Details<br>No data to display> | 5 | <                        | No data to display>            |       |
|  |                                |                              |   |   |                          |                                |       |
| Room Total                               | \$100.00                       | Discount                     | \$0.00                                      |   | Total                    | \$100.00                       |       |
| Room Total<br>Service Total              | \$100.00<br>\$0.00             | Discount                     | \$0.00                                      |   | Total<br>Paid            | \$100.00<br>\$0.00             |       |
| Room Total<br>Service Total<br>Vet Total | \$100.00<br>\$0.00<br>\$100.00 | Discount<br>Tax<br>Tax Total | \$0.00<br>▼<br>\$0.00                       |   | Total<br>Paid<br>Balance | \$100.00<br>\$0.00<br>\$100.00 |       |

Figure 38 Fill in Guest Information



# Step 7) Select a Tax

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

Step 1) Click the button next to the Tax Edit Box

| Add Reservation     |                       |   |                      |                                       |     |                    |                                    | ×        |
|---------------------|-----------------------|---|----------------------|---------------------------------------|-----|--------------------|------------------------------------|----------|
| Common Informa      | ation                 |   |                      |                                       |     |                    |                                    |          |
| Co <u>d</u> e *     | 140808001             | ] | Stat <u>u</u> s *    | New                                   | -   | Source             |                                    | <b>•</b> |
| Booking Time        | 8/8/2014 1:19:23 PM 👻 | ] | User                 | Admin                                 |     | Guara <u>n</u> tee |                                    | <b>-</b> |
| -Room Informatio    | n                     |   | -Guest Informatio    | n                                     |     | Billing Address    |                                    |          |
| Check In *          | 8/8/2014 💌            | ] | <u>G</u> uest Name * | Marry Lus                             |     | Address            | International Building             | 3        |
| Chec <u>k</u> Out * | 8/9/2014 💌            | ] | Company              |                                       |     | City               | EZ                                 |          |
| Adult No.           | 1                     |   | E <u>m</u> ail       | support@bistonesoft.com               |     | State              | CA                                 |          |
| Child No.           | 0                     |   | Phone                | 123                                   |     | Country            | United States                      | <b>-</b> |
| Infant No.          | 0                     |   | Special              | · · · · · · · · · · · · · · · · · · · | -   | Post Code          | 10010                              |          |
| Room *              | 1001                  | ] | Requirement          |                                       | ·   | -Service Informa   | tion                               |          |
| Date                | Rate                  |   | -Payment Informa     | ition                                 |     | Add Ser            | vice 🥒 📟                           |          |
| 8/8/2014            | \$100.00              |   | 🕂 Add Paym           | ent 🧷 📟                               |     | Date Nam           | e Rate Otv                         | Subtotal |
|                     |                       |   | Time Pay             | v Type Total Deta                     | ils |                    | <no data="" display="" to=""></no> |          |
| Room Total          | \$100.00              |   | Discount             | \$0.00                                |     | Total              | \$100.00                           |          |
| Service Total       | \$0.00                | ] | Тах                  |                                       |     | Paid               | \$0.00                             |          |
| Net Total           | \$100.00              | ] | Tax Total            | \$0.00                                | 6   | Balance            | \$100.00                           |          |
|                     |                       |   | 0                    | K <u>C</u> ancel                      |     |                    |                                    |          |

Step 2) Click the Add button in the Tax Ratio dialog

| Tax Ratio |  |                | ×             |
|-----------|--|----------------|---------------|
| Tax Name  | Tax Ratio  | Default        |               |
|           | <no data="" disj<="" td="" to=""><td>play&gt;</td><td></td></no> | play>          |               |
|           | dit <u>D</u> elete   | Set As Default | <u>C</u> lose |



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

| Add Tax Ratio   | X           |
|-----------------|-------------|
| <u>N</u> ame *  | Default Tax |
| <u>R</u> atio * | 5.50%       |
| <u></u> K       | Cancel      |

Then, you can select a tax rate, as shown in Figure 39:

| dd Reservation      |                       |            |                    |                         |   |                    | ×                                  |
|---------------------|-----------------------|------------|--------------------|-------------------------|---|--------------------|------------------------------------|
| Common Informa      | ation                 |            |                    |                         |   |                    |                                    |
| Co <u>d</u> e *     | 140808001             | St         | at <u>u</u> s *    | New                     |   | Source             | <b>•</b>                           |
| Booking Time        | 8/8/2014 1:19:23 PM 🔽 | Us         | er                 | Admin                   |   | Guara <u>n</u> tee | <b></b>                            |
| -Room Informatio    | n                     | Gue        | est Informatio     | n                       |   | Billing Address    |                                    |
| Check <u>I</u> n *  | 8/8/2014 💌            | <u>G</u> u | iest Name *        | Marry Lus               |   | Address            | International Building             |
| Chec <u>k</u> Out * | 8/9/2014 💌            | Co         | mpany              |                         |   | City               | EZ                                 |
| Adult No.           | 1                     | Em         | ail                | support@bistonesoft.com |   | State              | CA                                 |
| Child No.           | 0                     | Ph         | one                | 123                     |   | Country            | United States 💌 🛄                  |
| Infant No.          | 0                     | Sp         | ecial<br>quirement | <b>^</b>                |   | Post Code          | 10010                              |
| Room *              | 1001                  |            | quirement          | <b>.</b>                |   | -Foruico Informal  | lion                               |
| Date                | Rate                  | Pay        | ment Informa       | ation                   |   | Add Serv           | rice 🥖 📟                           |
| 8/8/2014            | \$100.00              | - 4        | Add Paym           | ent 🥖 📟                 |   | Date Name          | e Rate Oty Subtotal                |
|                     |                       | Tir        | ne Pay             | v Type Total Details    | • | <                  | <no data="" display="" to=""></no> |
| Room Total          | \$100.00              | Disc       | punt               | \$0.00                  |   | Total              | \$105.50                           |
| Service Total       | \$0.00                | Tax        |                    | Default Tax(5.50%)      |   | Paid               | \$0.00                             |
| Net Total           | \$100.00              | Tax        | Total              | \$5.50                  |   | Balance            | \$105.50                           |
|                     |                       |            | <u>0</u>           | K <u>C</u> ancel        |   |                    |                                    |

Figure 39 Select a Tax Ratio

Then, you can click the OK button to save the reservation. You will see the reservation appear in the Reservation List, as shown in Figure 40:



| Home Reports Administration Languages Help   | ~      |
|--|--------|
|  |        |
| Reservations<br>Reservation Management Reservation Management Reservat |        |
| Reservations Reservations  |        |
| 300king Time ▼ Today ▼ Code Status Room Guest Name Guest Email Guest Phone Check In Check Out Adult No. Child No. Infant   | No. Ne |
| Erom 8/8/2014  | \$10   |
| Io 8/8/2014 <b>•</b>   |        |
| Guest  |        |
| Room   |        |
| Search(F5)   | Þ      |
| Add V Edit Delete Print Invoice Print Receipt  |        |
| Services Payments Notes  |        |
| Date Name Rate Quantity Subtotal   |        |
|  |        |
| <no data="" display="" to=""></no>   |        |
|  |        |
| Reservations   |        |
|  |        |

Figure 40 Reservation List

Finally, you can click the Edit button to modify this reservation, or click the Delete button to remove this reservation.

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

You can go to the Room/Bed Search Center section to check the occupancy status of rooms/beds in your hotel, as shown in Figure 41:



| A Bistone H                   | Hotel Management                                | : System - Full B | oard Version (Evalu                          | uation Version)  |                       |                      |   |                             | . O <mark>. X.</mark> |
|-------------------------------|---|-------------------|--|------------------|-----------------------|----------------------|---|-----------------------------|-----------------------|
| Home                          | Reports Admir                                   | istration Lar     | nguages Help                                 |                  |                       |                      |   |                             |                       |
| Reservation<br>Reservation    | ns Room/Bed<br>Search Center<br>tion Management | Guests Ra<br>Ty   | oom Room Room<br>pes Rates<br>Hotel Manageme | ns/Beds Services | Staff F<br>Management | Permissions System S | s Change My<br>Password S<br>ettings                                      | Lock Switch<br>ystem User   |                       |
| Room Se                       | arch Center                                     | Data              |  |                  |                       |                      |   |                             |                       |
| <u>P</u> eriod                | This week 💌                                     | Room/Bed          | 8/4/2014<br>Mon                              | 8/5/2014<br>Tue  | 8/6/2014<br>Wed       | 8/7/2014<br>Thu      | 8/8/2014<br>Fri   | 8/9/2014<br>Sat             | 8/10/2 ^<br>Sur       |
| Erom<br>To                    | 8/4/2014 <b>•</b><br>8/10/2014 <b>•</b>         | 1001              |  |                  |                       |                      | Reservation No.: 1<br>Reservation Status<br>Guest Name: Marry<br>Check In | 40808001<br>:: New<br>/ Lus |                       |
| <u>G</u> uest<br><u>R</u> oom |   | 1002-1            |  |                  |                       |                      | Check Out Date: 00  | 3/09/2014                   |                       |
|                               | Search(F5)                                      | 1002-2            |  |                  |                       |                      |   |                             | Ξ                     |
|                               |   | 1002-3            |  |                  |                       |                      |   |                             |                       |
|                               |   | 1002-4            |  |                  |                       |                      |   |                             |                       |
|                               |   | 1002-5            |  |                  |                       |                      |   |                             |                       |
|                               |   | 1002-6            |  |                  |                       |                      |   |                             | -                     |
| Room S                        | iearch Center                                   | •                 |  |                  | III                   |                      |   |                             | •                     |
|                               |   |                   |  |                  |                       |                      |   |                             |                       |

Figure 41 Room/Bed Search Center



# 7 How to Sell Your Services

If your hotel offers services such as swimming pools, restaurants and so on, you can add these services to the system and then sell them.

In fact, you can also add some physical items that you want to sell to the system, such as bottled water, beer, etc.

Please follow these simple steps to sell your services:

# Step 1) Go to the Services Section

| A Bistone Hotel Management                                       | t System - Full Board Version (Evaluat                     | tion Version)                     |                             |                                   |                |
|--|--|-----------------------------------|-----------------------------|-----------------------------------|----------------|
| Home Reports Admir   | nistration Languages Help                                  |                                   |                             |                                   |                |
| Reservations Room/Bed<br>Search Center<br>Reservation Management | Guests Room Room Rooms/<br>Types Rates<br>Hotel Management | Beds Services Staff<br>Management | Permissions System Settings | Change My Lock<br>Password System | Switch<br>User |
| Services   | Services   | Services (Ctrl+6)                 |                             |                                   |                |
| Services   | Service Name   | Code                              | Туре                        | Rate                              |                |
| Search(FS)   | 0 Record(s)  | <№ dat.                           | a to display>               |                                   |                |
|  | <u>A</u> dd <u>E</u> dit                                   | Delete                            |                             |                                   |                |
|  | Notes  | (                                 | ×)                          |                                   |                |
|  |  |                                   |                             |                                   | A<br>          |
| Services   | Edit   |                                   |                             |                                   |                |
|  |  |                                   |                             |                                   |                |

Go to the Services section, as shown in Figure 42:

Figure 42 Go To the Services Section

### Step 2) Click the Add Button

Click the Add button in the Services panel, as shown in Figure 43:



| ☆ Bistone Hotel Management          | t System - Full Board Version        | (Evaluation Version) |  |   |                |
|-------------------------------------|--------------------------------------|----------------------|--|---|----------------|
| Home Reports Admir                  | nistration Languages H               | lelp                 |  |   |                |
| Reservations Reservation Management | Guests Room Room<br>Types Rotel Mana | Rooms/Beds Services  | Staff Permissions Settings<br>Management System Se | Change My Lock<br>Password System<br>ttings | Switch<br>User |
| Services                            | Services                             |                      |  |   |                |
| Services                            | Service Name                         | Code                 | Туре   | Rate  |                |
| Search(F5)                          | 0 Record(s)                          |                      | <no data="" display="" to=""></no>                 |   |                |
|                                     |                                      |                      | *  | 5   |                |
|                                     | Notes                                |                      |  |   |                |
|                                     |                                      |                      |  |   | Ţ              |
| Services                            | Edit                                 |                      |  |   |                |
|                                     |                                      |                      |  |   |                |

Figure 43 Click the Add Button

### Step 3) Enter All Fields

Fill in all the fields in the Add Service dialog, as shown in Figure 44:



Figure 44 Enter All Fields

Then, click the OK button in the Add Service dialog. The service called '**Swimming**' has been added to the system, as shown in Figure 45:



| A Bistone Hotel Management          | t System - Full Board Versior          | (Evaluation Version) |                     |   |                |
|-------------------------------------|--|----------------------|---------------------|---|----------------|
| Home Reports Admir                  | nistration Languages I                 | Help                 |                     |   |                |
| Reservations Reservation Management | Guests Room<br>Types Room<br>Hotel Mar | Rooms/Beds Services  | Staff<br>Management | Settings Change My Lock<br>Password System<br>system Settings | Switch<br>User |
| Services                            | Services                               |                      |                     |   |                |
| Services                            | Service Name                           | Code                 | Туре                | Rate  |                |
|                                     | Swimming                               | F001                 |                     | \$10.00   |                |
|                                     | 1 Record(s)<br>Add Edi                 | <u>D</u> elete       | ~                   |   |                |
|                                     |  |                      |                     |   | *              |
| Services                            | Edit                                   |                      |                     |   |                |
|                                     |  |                      |                     |   |                |

Figure 45 Service List

# Step 4) Go to the Reservations Section

| A Bistone Hotel Managemen  | t System - Full Board | Version (Evaluation V    | ersion)        |   |                          |                                |                        |                |           |
|--|-----------------------|--------------------------|----------------|---|--------------------------|--------------------------------|------------------------|----------------|-----------|
| Home Reports Admin   | nistration Languag    | es Help                  |                |   |                          |                                |                        |                |           |
| Reservations Room/Bed<br>Search Center<br>Reservation Management | Guests Room<br>Types  | Room Rooms/Beds<br>Rates | Services       | Staff<br>Management   | Permissions System       | ngs Change Passwor<br>Settings | My Lock S<br>rd System | Switch<br>User |           |
| Reservations   | Reservations          |                          |                |   |                          |                                |                        |                |           |
| <u>3</u> ooking Time ▼ Today ▼                                   | Code Status           | Room                     | Guest Name     | Guest Email G   | Guest Phone Check In     | Check Out                      | Adult No. Ch           | ild No. Infar  | nt No. Ne |
| Erom 8/8/2014  | 140808001 New         | 1001                     | Marry Lus      | support@bis 1   | 23 0/0/2014              | 0/9/2014                       | 1 0                    | U              | \$10      |
| To 8/8/2014  |                       |                          |                |   |                          |                                |                        |                |           |
| Guest  |                       |                          |                |   |                          |                                |                        |                |           |
|  |                       |                          |                |   |                          |                                |                        |                |           |
|  | 1 Record(s)           |                          |                |   |                          |                                |                        |                |           |
| Search(F5)   | •                     | III                      |                |   |                          |                                |                        |                | ۴.        |
|  | Add 🔻                 | Edit                     | <u>D</u> elete | Print <u>I</u> nvoid  | ce Print <u>R</u> eceipt |                                |                        |                |           |
|  | Services Payments     | Notes                    | (              |   | ×                        |                                |                        |                |           |
|  | Date                  | Name                     |                | Rate  | Qua                      | antity                         | Sub                    | total          |           |
|  |                       |                          |                |   |                          |                                |                        |                |           |
|  |                       |                          |                | <no da<="" th=""><th>ta to displays</th><th></th><th></th><th></th><th></th></no>     | ta to displays           |                                |                        |                |           |
|  |                       |                          |                | <no da<="" td=""><td>ta to display &gt;</td><td></td><td></td><td></td><td></td></no> | ta to display >          |                                |                        |                |           |
|  |                       |                          |                |   |                          |                                |                        |                |           |
| Reservations   |                       |                          |                |   |                          |                                |                        |                |           |
|  |                       |                          |                |   |                          |                                |                        |                |           |

Go to the Reservations section and select a reservation, as shown in Figure 46:

Figure 46 Reservation List



# Step 5) Click the Edit Button

Click the Edit button in the Reservations panel, as shown in Figure 47:

| A Bistone Hotel Management                                       | t System - Full Board | Version (Evaluation V    | ersion)        |  |                              |                                  |                      |                |            | x    |
|--|-----------------------|--------------------------|----------------|--|------------------------------|----------------------------------|----------------------|----------------|------------|------|
| Home Reports Admir   | nistration Languag    | jes Help                 |                |  |                              |                                  |                      |                |            |      |
| Reservations Room/Bed<br>Search Center<br>Reservation Management | Guests Room<br>Types  | Room Rooms/Beds<br>Rates | Services       | Staff<br>Management  | Permissions Settin<br>System | ngs Change<br>Passwo<br>Settings | My Lock<br>rd System | Switch<br>User |            |      |
| Reservations   | Reservations          |                          |                |  |                              |                                  |                      |                |            |      |
| Booking Time 👻 Today 🔍   | Code Status           | Room                     | Guest Name     | Guest Email 0  | Guest Phone Check In         | Check Out                        | Adult No.            | Child No.      | Infant No. | Ne   |
| From 8/8/2014  | 140808001 New         | 1001                     | Marry Lus      | support@bis 1  | 123 8/8/2014                 | 8/9/2014                         | 1                    | 0              | 0          | \$10 |
|  |                       |                          |                |  |                              |                                  |                      |                |            |      |
| 10 8/8/2014 -  |                       |                          |                |  |                              |                                  |                      |                |            |      |
| Guest  |                       |                          |                |  |                              |                                  |                      |                |            |      |
| Room   | 1 Record(s)           |                          |                |  |                              |                                  |                      |                |            |      |
| Search(F5)   | •                     | III                      |                |  |                              |                                  |                      |                |            | Þ    |
|  | Add 🔻                 | Edit                     | <u>D</u> elete | Print <u>I</u> nvoi  | ice Print <u>R</u> eceipt    |                                  |                      |                |            |      |
|  |                       | 1                        | (              |  | *                            |                                  |                      |                |            | _    |
|  | Services Payment      | s Notes                  |                | Data   |                              |                                  |                      | -              |            |      |
|  | Date                  | Name                     |                | Kale   | Qua                          | anuty                            | 12                   | ubtotal        |            |      |
|  |                       |                          |                |  |                              |                                  |                      |                |            |      |
|  |                       |                          |                | <no da<="" td=""><td>ata to display&gt;</td><td></td><td></td><td></td><td></td><td></td></no> | ata to display>              |                                  |                      |                |            |      |
|  |                       |                          |                |  |                              |                                  |                      |                |            |      |
|  |                       |                          |                |  |                              |                                  |                      |                |            |      |
| Reservations   |                       |                          |                |  |                              |                                  |                      |                |            |      |
|  |                       |                          |                |  |                              |                                  |                      |                |            |      |

Figure 47 Click the Edit Button

# Step 6) Click the Add Button

Click the Add button in the Service Information panel, as shown in Figure 48:



|                     |                     |                        |                         |   |                     | Y                                  |
|---------------------|---------------------|------------------------|-------------------------|---|---------------------|------------------------------------|
| Edit Reservation    |                     |                        |                         |   |                     | ~                                  |
| Common Inform       | ation               | <br>                   |                         |   |                     |                                    |
| Co <u>d</u> e *     | 140808001           | Stat <u>u</u> s *      | Confirmed 🔹             |   | Source              |                                    |
| Booking Time        | 8/8/2014 1:19:23 PM | User                   | Admin                   |   | Guara <u>n</u> tee  |                                    |
| Room Informatio     | n                   | <br>-Guest Informatio  | n                       |   | Billing Address     |                                    |
| Check <u>I</u> n *  | 8/8/2014 💌          | <u>G</u> uest Name *   | Marry Lus               |   | Address             | International Building             |
| Chec <u>k</u> Out * | 8/9/2014 💌          | Company                |                         | ] | City                | EZ                                 |
| Adult No.           | 1                   | E <u>m</u> ail         | support@bistonesoft.com | ] | State               | CA                                 |
| Child No.           | 0                   | <u>P</u> hone          | 123                     | ] | Country             | United States 💌 📖                  |
| Infant No.          | 0                   | Special<br>Requirement |                         | ] | Post Code           | 10010                              |
| Room *              | 1001                | <br>                   | -                       |   |                     |                                    |
| Date                | Rate                | -Daymont Informa       | tion                    |   | Service Information | tion                               |
| 8/8/2014            | \$100.00            | Add Paym               | ient 🥢 📼                |   | Date Nam            | Bate Oty Subtotal                  |
|                     |                     | Time Par               | v Type Total Detai      | s |                     | Add service                        |
|                     |                     | <                      | No data to display>     |   |                     | <no data="" display="" to=""></no> |
| Room Total          | \$100.00            | Discount               | \$0.00                  |   | Total               | \$105.50                           |
| Service Total       | \$0.00              | Tax                    | Default Tax(5.50%)      |   | Paid                | \$0.00                             |
| Net Total           | \$100.00            | Tax Total              | \$5.50                  |   | Balance             | \$105.50                           |
|                     |                     | <u>_</u>               | K <u>C</u> ancel        |   |                     |                                    |

Figure 48 Click the Add Service Button

# Step 7) Click the Service Button

Click the button next to the Name Edit Box in the Add Service dialog, as shown in Figure 49:

| <u>N</u> ame *   |        |    |
|------------------|--------|----|
| Code             |        | hà |
| <u>T</u> ype     |        |    |
| <u>R</u> ate     |        |    |
| <u>Q</u> uantity | 1      | ×  |
| Subtotal         | \$0.00 |    |

Figure 49 Click the Service Button



# Step 8) Select a Service



Select a service in the Select a Service dialog, as shown in Figure 50:

Figure 50 Select a Service

OK, the service information has been automatically filled into the Add Service dialog, as shown in Figure 51:

| <u>N</u> ame *   | Swimming |   |
|------------------|----------|---|
| Code             | F001     |   |
| <u>T</u> ype     |          |   |
| <u>R</u> ate     | \$10.00  |   |
| <u>Q</u> uantity | 1        | • |
| Subtotal         | \$10.00  |   |

Figure 51 Automatically Filled

You can modify its rate or quantity. After that, please click the OK button. You will then see that the rate of this service has been added into the service total and the total amount, as shown in Figure 52:



| Common Inform       | ation                 |  |                        |                                    |         |                    |                        |          |
|---------------------|-----------------------|--|------------------------|------------------------------------|---------|--------------------|------------------------|----------|
| Co <u>d</u> e *     | 140808001             |  | Stat <u>u</u> s *      | Confirmed                          | -       | Source             |                        | <b>-</b> |
| Booking Time        | 8/8/2014 1:19:23 PM 👻 |  | User                   | Admin                              |         | Guara <u>n</u> tee |                        | <b>•</b> |
| loom Informatio     | on                    |  | -Guest Informa         | tion                               |         | Billing Address    |                        |          |
| Check <u>I</u> n *  | 8/8/2014 💌            |  | <u>G</u> uest Name     | * Marry Lus                        |         | Address            | International Building |          |
| Chec <u>k</u> Out * | 8/9/2014 💌            |  | Company                |                                    |         | City               | EZ                     |          |
| Adult No.           | 1                     |  | E <u>m</u> ail         | support@bistonesc                  | ft.com  | State              | CA                     |          |
| Child No.           | 0                     |  | Phone                  | 123                                |         | Country            | United States          | <b>•</b> |
| infant No.          | 0                     |  | Special<br>Requirement |                                    | *       | Post Code          | 10010                  |          |
| Room *              | 1001                  |  | i cequi enterre        |                                    | Ŧ       |                    |                        |          |
| Date Rate           |                       |  | Devenent Tefer         |                                    |         |                    | ation                  |          |
| 8/8/2014            | \$100.00              |  |                        | ment 🥢 📼                           |         |                    | no Bato Oty            | Cubtotal |
|                     |                       |  | Time                   | nu Turne Tatal                     | Deteile | 8/8/2014 Swi       | mminc \$10.00 1        | \$10.00  |
|                     |                       |  |                        | <no data="" display="" to=""></no> | Detand  |                    |                        |          |
| oom Total           | \$100.00              |  | Discount               | \$0.00                             |         | Total              | \$116.05               |          |
| rvice Total         | \$10.00               |  | Tax                    | Default Tax(5.50%                  | 6) 🔻    | Paid               | \$0.00                 |          |
|                     | hu a a a              |  | Tax Total              | 45 OF                              |         | Palanco            | 611C 0F                | _        |

Figure 52 Service Total

OK, you have successfully sold the service called 'Swimming'!



### 8 How to Manage Your Users and Their Permissions

There is no limit on the number of users in our system. You can add as many users as you need.

Now, please follow these simple steps to manage your users and their permissions:

# Step 1) Go to the Staff Management Section

| A Bistone Hotel Management                                       | t System - Full Board Version (Evaluation Version)   |
|--|--|
| Home Reports Admir   | nistration Languages Help  |
| Reservations Room/Bed<br>Search Center<br>Reservation Management | Image: Construction of the second |
| Staff Management   | Data Staff Management (Ctrl+7)   |
| Bistone Software<br>Ltd  | Name         Phone         Manage your staff         Allow system login           Admin         Image your staff         Image your staff         Image your staff   |
|  | 1 Record(s)  |
|  | Add Edit Delete Reset Password   |
|  | Notes  |
|  |  |
| Staff Management   | Edit   |
|  |  |

Go to the Staff Management section, as shown in Figure 53:

Figure 53 Go to the Staff Management System

#### Step 2) Click the Add Button

Click the Add button in the Staffs panel, as shown in Figure 54:



| 🟠 Bistone Hotel Management :        | System - Full Board Ver             | sion (Evaluation Version)           |                     |   |                            |
|-------------------------------------|-------------------------------------|-------------------------------------|---------------------|---|----------------------------|
| Home Reports Admini                 | stration Languages                  | Help                                |                     |   |                            |
| Reservations Reservation Management | Guests Room Ro<br>Types Ra<br>Hotel | m Rooms/Beds Services<br>Management | Staff<br>Management | Settings Change My<br>Password<br>System Settings | Lock Switch<br>System User |
| Staff Management                    | Data                                |                                     |                     |   |                            |
| Bistone Software                    | Name                                | Phone                               | Department          | Permission  | Allow system login         |
| Administrators(1)                   | 1 Record(s)                         | <u>Edit D</u> elete                 | Reset Password      |   |                            |
|                                     | Edit                                |                                     |                     |   | ~                          |
| STOT MODOGOMONT                     |                                     |                                     |                     |   |                            |

Figure 54 Click the Add Button

# Step 3) Enter All Fields

Fill in all the fields in the Add Staff dialog, as shown in Figure 55:

| <u>N</u> ame * | Bistone Support         | Cod <u>e</u>   | BS001 |   |
|----------------|-------------------------|----------------|-------|---|
| Department *   | Administrators 💌        | Occupation     |       | • |
| Phone <u>1</u> | 123                     | Phone <u>2</u> | 456   |   |
| E <u>m</u> ail | support@bistonesoft.com |                |       |   |
| <u>R</u> ole   | Administrators          |                |       |   |
| Allow this use | er to login into system |                |       |   |

Figure 55 Enter All Fields

Then, click the OK button. The user called '**Bistone Support**' has been added to the system, as shown in Figure 56:



| A Bistone Hotel Management                                       | System - Full Board Version             | (Evaluation Version) |                     |  |                    |
|--|---|----------------------|---------------------|--|--------------------|
| Home Reports Admin   | istration Languages H                   | lelp                 |                     |  |                    |
| Reservations Room/Bed<br>Search Center<br>Reservation Management | Guests Room<br>Types Rates<br>Hotel Man | Rooms/Beds Services  | Staff<br>Management | Settings Change My Lock<br>Password System<br>ystem Settings | Switch<br>User     |
| Staff Management   | Data                                    |                      |                     |  |                    |
| Bistone Software   | Name                                    | Phone                | Department          | Permission   | Allow system login |
|  | Admin                                   |                      | Administrators      | Administrators   |                    |
| Administrators(2)  | Bistone Support                         | 123                  | Administrators      | Administrators   |                    |
|  | 2 Record(s) Add Ec                      | it <u>D</u> elete    | Reset Password      | ]  |                    |
|  |   |                      |                     |  | ×                  |
| Staff Management   | Edit                                    |                      |                     |  |                    |
|  |   |                      |                     |  |                    |

Figure 56 User List

# Step 4) Go to the Permissions Section

| A Bistone Hotel Management          | : System - Full Board Version (Evaluation Version)   |
|-------------------------------------|--|
| Home Reports Admir                  | istration Languages Help   |
| Reservations Reservation Management | Image: Construction     Image: Construct |
| Permissions                         | Roles Permissions (Ctrl+8)   |
| Name                                | Name Setup your permissions  |
| Search(F5)                          |  |
|                                     |  |
|                                     |  |
|                                     |  |
|                                     |  |
|                                     |  |
|                                     |  |
|                                     |  |
|                                     |  |
|                                     | 1 Record(s)  |
| Permissions                         | Add Edit Delete  |
|                                     |  |

Go to the Permissions section, as shown in Figure 57:

Figure 57 Go To the Permissions Section



# Step 5) Click the Add Button to Create a Role

Click the Add button to create a role in the Permissions panel, as shown in Figure 58:



Figure 58 Click the Add Button

### Step 6) Enter Role Information

In the Add Role dialog, fill in the role name, such as '**User**', and select the permissions it can perform, such as **Add Reservation**, **Edit Reservation** and so on in **Reservation Management**, as shown in Figure 59:



| Add Role                    |
|-----------------------------|
| Name * User                 |
| Reservation Management      |
| Add Reservation             |
| Edit Reservation            |
| Delete Reservation          |
| Print Invoice               |
| - 🗹 Edit Reservation Notes  |
| View Room/Bed Search Center |
| View Guests                 |
| Add Cupat                   |
| Description                 |
| <b>^</b>                    |
| -                           |
| <u>Q</u> K <u>C</u> ancel   |

Figure 59 Enter Role Information

### Step 7) Assign Permissions to a User

Go to the Staff Management section, select the user named '**Bistone Support**', then click the Edit button and change its role to the corresponding role, such as '**User**', as shown in Figure 60:

| <u>N</u> ame * | Bistone Support         | Cod <u>e</u>   | BS001 |   |
|----------------|-------------------------|----------------|-------|---|
| Department *   | Administrators 💌        | Occupation     |       | • |
| Phone <u>1</u> | 123                     | Phone <u>2</u> | 456   |   |
| E <u>m</u> ail | support@bistonesoft.com |                |       |   |
| <u>R</u> ole   | User 🗸                  |                |       |   |
| Allow this use | ा to login into system  | •              |       |   |



OK, when you log in to the system as Bistone Support, you will only be able to



access the sections that the '**User**' role can access, and perform actions on the buttons that only the '**User**' role can operate, as shown in Figure 61:

| A Bistone Hotel Management | t System - Full Board V | Version (Evaluation V | ersion)    |             |           |               |           |           |               | . 0 <b>. X</b> . |
|----------------------------|-------------------------|-----------------------|------------|-------------|-----------|---------------|-----------|-----------|---------------|------------------|
|                            | i System - Fuir Board   |                       | ersiony    |             |           |               |           |           |               |                  |
| Home Languages He          | lp                      |                       |            |             |           |               |           |           |               |                  |
|                            | So min                  |                       | 2          | A?          | 88        |               |           |           |               |                  |
| Decembra Decem/Red         | Cuesta Deem             | Deemo Beemo Beda      | Comiron    | Lock 6      | Switzla   |               |           |           |               |                  |
| Search Center              | Types                   | Rates                 | Services   | System      | User      |               |           |           |               |                  |
| Reservation Management     | Hc                      | tel Management        |            | System Set  | ttings    |               |           |           |               |                  |
| Reservations               | Reservations            |                       |            |             |           |               |           |           |               |                  |
| Booking Time 💌 Today       | Code Status             | Room                  | Guest Name | Guest Email | Guest Pho | one Check In  | Check Out | Adult No. | Child No.     | Infant No. Ne    |
| gooding hine - Today       | 140808001 Confirme      | d 1001                | Marry Lus  | support@bis | 123       | 8/8/2014      | 8/9/2014  | 1         | 0             | 0 \$1            |
| Erom 8/8/2014 -            |                         |                       |            |             |           |               |           |           |               |                  |
| <u>T</u> o 8/8/2014 💌      |                         |                       |            |             |           |               |           |           |               |                  |
| Guest                      |                         |                       |            |             |           |               |           |           |               |                  |
|                            |                         |                       |            |             |           |               |           |           |               |                  |
| Room                       | 1 Record(s)             |                       |            |             |           |               |           |           |               |                  |
| Search(F5)                 | •                       | III                   |            |             |           |               |           |           |               | Þ                |
|                            | Add                     | Edit                  | Delete     | Print Inv   | oice      | Print Receipt | ן         |           |               |                  |
|                            |                         |                       |            |             | ×         |               |           |           |               |                  |
|                            | Services Payments       | Notes                 |            |             |           |               |           |           |               |                  |
|                            | Date                    | Name                  |            | Rate        |           | Qua           | ntity     |           | Subtotal      |                  |
|                            | 8/8/2014 2:15:21 PM     | Swimming              |            | \$10.00     |           | 1             |           |           | \$10.00       |                  |
|                            |                         |                       |            |             |           |               |           |           |               |                  |
|                            |                         |                       |            |             |           |               |           |           |               |                  |
|                            |                         |                       |            |             |           |               |           |           |               |                  |
|                            |                         |                       |            |             |           |               |           |           |               |                  |
| Reservations               |                         |                       |            |             |           |               |           |           | Total = \$10. | 00               |
|                            |                         |                       |            |             |           |               |           |           |               |                  |

Figure 61 User Role Operation Interface