

BamisOS Hotels ? Training Manual

BamisOS Hotels ? Training Manual? Download as PDF

BamisOS Hotels ? Training Manual

BamisOS Hotels ? User Manual

Version 1.0 | For Boutique & Resort Hotels in
Africa

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Getting Started

Create Your Hotel

? Visit <https://hotel.bamistech.com>

? Click ?Create my hotel ? free?

? Fill in:

? Hotel name (e.g., ?Webon Hotel?)

? Slug (becomes
webon.hotel.bamistech.com)

? Email & password

? Submit ? you're signed in at the Front Desk

Subscription Tiers

Tier Monthly Annual Includes Best For

LODGE \$29/mo \$290/yr (~\$24/mo) Full PMS for small hotels: reservations, front desk, housekeeping, departmental POS, room-charge settlement, inventory, audit trail, multi-currency, French/Portuguese, and PDF invoices. Lodges, guest houses and boutique hotels with 1-20 rooms.

RESORT \$79/mo \$790/yr (~\$66/mo) PMS + Booking Engine: everything in Lodge plus direct bookings, website widgets, zero commission, channel-manager workflow, multi-property dashboard, advanced reports, and API access. Growing hotels and resorts with 20-100 rooms.

EMPIRE \$199/mo \$1,990/yr (~\$166/mo) Enterprise hotel operations: everything in Resort plus dedicated account manager, SLA, white-label guest portal, custom integrations, SSO, advanced RBAC, priority support, and volume discounts. Large hotels, hotel groups and chains with 100+ rooms or 5+ properties.

Note: BamisOS Hotels is commission-free. Local currency billing can be prepared for African operators.

Sign In

? URL: <https://hotel.bamistech.com/app.html>

? Email: manager@webonhotel.com

? Password: Webon@2024!

Front Desk ? Today Board

URL: /app.html (default landing page)

What You See

Card

Meaning

Occupancy %

Rooms in-house ÷ total rooms

Arrivals today

Guests checking in today

Departures today

Guests checking out today

Housekeeping

Dirty rooms + open tasks

Actions

? Check In (blue chip) ? moves stay to

CHECKED_IN, flips room to DIRTY, offers

WhatsApp welcome

? Check Out (amber chip) ? settles balance, flips

room to DIRTY

? New booking ? opens modal, jumps to Tape Chart

Tape Chart (Room Grid)

URL: Click ?Tape Chart? in sidebar

or ?New booking? from Today

Visual Guide

Room 101 [Guest A • in] [Guest A • in] [•] [•] [Guest B] [Guest B] ...

Room 102 [•] [•] [•] [•] [•] [•] ...

Room 201 [OOO] [OOO] [OOO] [OOO] [OOO] [OOO] ...

Legend

Color

Status

Meaning

? Blue

RESERVED

Booked, not yet checked in

? Green

CHECKED_IN

Guest in house

? Gray

•

Available (click to book)

? Strikethrough
OUT_OF_ORDER
Maintenance / blocked

Creating a Booking

? Click any available cell (gray •) or
?New booking?

? Fill modal:

? Guest name, phone/WhatsApp

? Source: WALK_IN | WHATSAPP |
INSTAGRAM | PHONE | WEBSITE

? Room (dropdown with live rates)

? Check-in / Check-out dates

? Adults / Children

? Deposit amount (?)

? Submit ? booking created, reference generated

? WhatsApp confirmation offered automatically

Drag-to-Rebook (Coming Soon)

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

Rooms & Inventory

Sidebar ? Rooms

Room Types

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

Rooms

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

Status changes here instantly reflect on Tape Chart and

Housekeeping.

Guests & Profiles

Sidebar ? Guests

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

Add Guest Manually

Click ?+ Guest? ? name, phone, VIP toggle.

Housekeeping & Maintenance

Sidebar ? Housekeeping

Task Types

Type
Badge Color
Use For

CLEAN
? Green
Standard turnover

TURNDOWN
? Blue
Evening service

MAINTENANCE
? Red
Repairs, AC, plumbing

LAUNDRY
? Purple
Linen, uniforms

Workflow

OPEN ? IN_PROGRESS ? DONE

Creating a Task

? Click ?+ New task?

? Select room, task type, assignee (staff name)

? Priority: NORMAL | HIGH (red flag)

? Notes (optional)

? Submit ? appears on board

Maintenance Example

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

Night Audit

Sidebar ? Night Audit

Runs automatically at midnight. Also run manually anytime.

Metrics Shown

Metric
Source

Room revenue (?)
Sum of departed folios

ADR
 $\text{Room revenue} \div \text{rooms sold}$

Occupancy %
 $\text{Rooms in-house} \div \text{total}$

Outstanding balances
Folios with unpaid amounts

Departures processed
Check-outs completed

Dirty rooms
Housekeeping status

Outstanding Balances

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

Warehouse & Stores

Sidebar ? Warehouse

Stock Items

Each item tracks: - Name (e.g., ?Bath Towels?, ?Minibar Heineken?) -

Category (Linens, Minibar, Toiletries, Cleaning, F&B) - Unit (pcs, cartons, litres, kg) - On-hand quantity - Low-stock alert level

Actions

Button

Action

+ In

Receive stock (delivery, purchase)

? Out

Issue to housekeeping, restaurant, etc.

alert@

Change low-stock threshold

?

Delete item

Low-Stock Alerts

? Red LOW chip on item row

? Banner on Warehouse page: "3 low ? restock needed"

? Night Audit shows count

Facility Revenue

Sidebar ? Facilities

Tracks all non-room revenue in one night audit:

Facility

Examples

GYM

Day passes, PT sessions

LAUNDRY

Wash & fold, dry cleaning

RESTAURANT

Breakfast, lunch, dinner, room service

POOL_BAR

Drinks, snacks

SPA

Massages, treatments

EVENT

Conference hall, weddings

OTHER

Miscellaneous

Recording a Charge

? Click ?+ Record a charge?

? Facility, amount (?), description, payment method (CASH | TRANSFER | POS | ROOM_CHARGE)

? Guest name (optional ? links to folio if ROOM_CHARGE)

? Submit ? appears in 7-day log, added to today?s total

Dashboard

? Today total (all facilities)

? Per-facility cards (Gym, Laundry, Restaurant, Pool Bar)

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

Settings & Branding

Sidebar ? Settings

Property

? Hotel name, tagline (shown on booking page)

? Check-in / Check-out times

Banking (shown to guests on booking page & WhatsApp)

? Bank name (e.g., ?GTBank?)

? Account name

? Account number

WhatsApp

? Hotel WhatsApp number (country code, no +):

2348012345678

Your Links

Link
Format

Booking page
<https://webon.hotel.bamistech.com/book/webon>

Front desk
<https://hotel.bamistech.com/app.html>

Hotel address
webon.hotel.bamistech.com

Departmental Operations (POS, Kitchen, Bar, Staff Apps)

Sidebar ? Departments (or visit /department.html directly on mobile)

BamisOS includes a dedicated, offline-first mobile PWA for departmental staff. Each staff member signs in with their own credentials and sees only their operational screens.

Staff Roles & Permissions

Role Access Typical User

RESTAURANT Create orders, view all station queues, manage menu, settle payments Restaurant manager / supervisor

WAITER Create orders (tables/rooms), view ready notifications, mark items served Floor staff

BAR Create orders, manage Bar queue, mark drinks ready/served Bartender / Bar manager

KITCHEN View Kitchen queue, accept/preparing/ready food items Line cook / Kitchen staff

CHEF Full Kitchen queue + all-station view, manage recipes Head chef

CASHIER Settle orders (cash, transfer, POS, room charge), view all department orders Front desk / cashier

GYM Record guest entries, room-charge gym passes Gym attendant

WAREHOUSE Receive/issue stock, low-stock alerts, inventory reports Storekeeper

Order Lifecycle (Restaurant / Bar)

NEW ? ACCEPTED ? PREPARING ? READY ? SERVED

? Waiter/Restaurant/Bar creates order: selects table/room, adds items from menu (auto-routed: food ? Kitchen, drinks ? Bar), sends with one tap.

? Kitchen/Bar staff see station-specific queue. Tap Accept ? Preparing ? Ready.

? Waiter receives push/notification when items hit READY. Delivers to guest, taps Mark Served.

? Cashier settles the full order: cash, transfer, POS terminal, or Room Charge (validates checked-in guest).

? Inventory auto-depletes at SERVED (fractional recipes supported). Audit trail logs every transition with staff name.

Mixed Orders (Food + Drinks)

One guest bill. Items route to correct station automatically:

? Category Meals / Food ? Kitchen queue

? Category Drinks / Beverages ? Bar queue

Waiter sees consolidated order; Kitchen and Bar each see only their station items.

Staff Mobile PWA (Offline-First)

? Install from browser: ?Add to Home Screen? ? works like a native app

? Sign in at /department.html with hotel slug + email + password

? Role-based dashboard loads instantly (cached via Service Worker)

? Offline mode: Queue orders, mark items ready/served, record gym entries ? all sync when back online

? No bearer tokens stored locally; queues replay with current session auth

Menu Management (Managers)

In Front Desk: Sidebar ? POS ? Menu

? Set preparationStation: KITCHEN or BAR

? Set category: Food, Drinks, Meals, etc.

? Prices and recipes managed centrally ? server-authoritative totals (clients never send totals)

? Recipes support fractional quantities (e.g., 0.5 kg tomatoes per portion)

Settlement Methods

Method Use Case Validation

CASH Walk-in / cash payment None

TRANSFER Bank transfer Reference field

POS Card terminal Terminal reference

ROOM_CHARGE Charge to guest folio Requires checked-in stayId + idempotency key

Idempotency: Every order/settlement carries a clientRequestId ? safe to retry on flaky networks.

Gym Operations

? Gym staff sign in ? tap ?Record Entry?

? Enter guest name, amount, payment method

? For ROOM_CHARGE: select checked-in stay ? auto-posts to guest folio

? Appears in Facility Revenue (GYM) and Night Audit

Warehouse ? Departmental Inventory

? POS recipes define stock items + quantities per portion

? At SERVED: server decrements stock per recipe (fractional, aggregated across order)

? Low-stock alerts appear in Warehouse + Night Audit

? Receive stock in Warehouse ? immediately available for POS

Audit Trail & Compliance

? Every transition logs: actorId, actorName, actorRole, action, fromStatus ? toStatus, timestamp

? Settlement creates immutable PosSale + FacilityCharge (room charge)

? Zero deletions ? corrections via new entries with reason

Guest Communication
(WhatsApp)

Automated Messages

Trigger
Message Includes

Booking created
Reference, dates, room, total, deposit, bank details, WhatsApp
link

Check-in

Welcome, WiFi, checkout time, WhatsApp for requests

Check-out

Folio summary, thank you, review link

Payment reminder

Outstanding balance, bank details, reference

Manual WhatsApp

? Guests page: Click WhatsApp chip ? opens
wa.me/2348012345678?text=...

? Night Audit: ?Remind? button per outstanding
folio

? Tape Chart: Hover stay ? reference copied for
manual messages

Webon Hotel ?

Enterprise Demo Walkthrough

Hotel: Webon Hotel (Resort tier)

Slug: webon ?

<https://webon.hotel.bamistech.com>

Front Desk:

<https://hotel.bamistech.com/app.html>

Login: manager@webonhotel.com /

Webon@2024!

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

1. Room Types (5)

Name

Base Rate (?)

Capacity

Rooms

Presidential Suite

180,000

2

101

Deluxe King

95,000

2

102, 103, 104, 105

Executive Twin

75,000
2
201, 202, 203

Standard Queen
55,000
2
204, 205, 206, 207

Garden Bungalow
120,000
4
301, 302

Total: 12 rooms

2. Current Stays (5 Guests
In-House)

Room
Guest
Status
Check-in
Check-out
Nights
Rate (?)
Total (?)
Deposit (?)
Balance (?)
Ref

101
Alhaji Musa Bello (VIP)
CHECKED_IN
Sep 4
Sep 8
4
180,000
720,000
360,000
360,000
WBN-20240904-001

102
Ms. Chioma Okonkwo
CHECKED_IN
Sep 5
Sep 7
2
95,000
190,000
190,000

0
WBN-20240905-002

201
Mr. & Mrs. Adebayo
CHECKED_IN
Sep 3
Sep 6
3
75,000
225,000
225,000
0

WBN-20240903-003

204
Mr. Kwame Asante
CHECKED_IN
Sep 5
Sep 9
4
55,000
220,000
110,000
110,000

WBN-20240905-004

301
Dr. Fatima Yusuf (VIP)
CHECKED_IN
Sep 2
Sep 10
8
120,000
960,000
480,000
480,000

WBN-20240902-005

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

3. Warehouse Stock (15 Items)

Item
Category
Unit
On Hand
Low At
Status

Bath Towels (white)

Linens

pcs

48

12

?

Hand Towels

Linens

pcs

36

10

?

Bed Sheets (king)

Linens

sets

18

6

?

Bed Sheets (queen)

Linens

sets

22

6

?

Pillow Cases

Linens

pcs

60

15

?

Bathrobes

Linens

pcs

14

4

?

Minibar ? Heineken

Minibar

bottles

24

12

?

Minibar ? Coca Cola

Minibar

cans

30

12

?

Minibar ? Water 75cl

Minibar

bottles

40

15

?

Minibar ? Pringles

Minibar

tubes

18

6

?

Toiletries Set (shampoo, gel, lotion)

Toiletries

sets

25

10

?

Toilet Rolls

Toiletries

rolls

96

24

?

Cleaning ? Multi-surface

Cleaning

litres

8

3

?

Cleaning ? Glass

Cleaning

litres

6

2

?

Laundry Detergent

Cleaning

kg

10

3

?

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

4. Housekeeping Tasks (Today ? Sep 6)

#

Room

Task

Type

Priority

Assignee

Status

Notes

1

201

Turnover clean

CLEAN

HIGH

Blessing

OPEN

Departure today ? ready by 14:00

2

102

Mid-stay refresh

CLEAN

NORMAL

Blessing

OPEN

Guest requested extra towels

3

104

Deep clean

CLEAN

NORMAL

Esther

OPEN

Vacant ? prepare for arrival Sep 7

4

205

AC repair

MAINTENANCE

HIGH

Kunle (Eng)

IN_PROGRESS

Guest reports weak cooling

5
301
Turndown service
TURNDOWN
NORMAL
Esther
OPEN
VIP ? chocolates + water

6
101
Minibar restock
LAUNDRY
NORMAL
Blessing
OPEN
Heineken x2, Water x4

7
202
Vacant clean
CLEAN
NORMAL
Esther
DONE
Ready for sale

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

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

Metric
Value

Date
2024-09-05

Room Revenue
?1,485,000

ADR
?92,812

Occupancy
58% (7/12 rooms)

Departures Processed
3

In-House (after audit)

Dirty Rooms
3

Outstanding Balances
2 folios ? ?590,000 total

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

Action: Click ?Remind? ? WhatsApp opens with payment request

6. Facility Revenue (Today ? Sep 6)

Facility
Today (?)
7-Day Total (?)

GYM
15,000
85,000

LAUNDRY
22,500
140,000

RESTAURANT
185,000
1,240,000

POOL_BAR
45,000
310,000

SPA
0
120,000

EVENT
0
450,000

TODAY TOTAL
267,500
?

Recent Charges (Today): | Facility | Item | Guest |

Method | Amount (?) | Time | |???-|??|??-|???|????|??| | RESTAURANT |
Breakfast buffet x2 | Alhaji Musa Bello | ROOM_CHARGE | 18,000 | 08:30 |
| RESTAURANT | Lunch ? grilled fish | Ms. Chioma Okonkwo | TRANSFER |
25,000 | 13:15 | | POOL_BAR | Cocktails x8 | Dr. Fatima Yusuf |
ROOM_CHARGE | 22,000 | 16:40 | | LAUNDRY | Express wash & fold |
Mr. Kwame Asante | CASH | 12,500 | 10:00 | | GYM | Day pass | Walk-in
guest | POS | 15,000 | 07:00 | | RESTAURANT | Room service dinner |
Alhaji Musa Bello | ROOM_CHARGE | 42,000 | 20:10 | | POOL_BAR | Snacks
& beer | Mr. & Mrs. Adebayo | CASH | 23,000 | 15:30 |

7. Room Guest Chat (WhatsApp Samples)

Booking

Confirmation (Sent Sep 4 to Alhaji Musa Bello)
? Webon Hotel ? Booking Confirmed ?

Reference: WBN-20240904-001

Guest: Alhaji Musa Bello

Room: Presidential Suite (101)

Check-in: Wed 4 Sep, 2:00 PM

Check-out: Sun 8 Sep, 11:00 AM

Nights: 4 x ?180,000 = ?720,000

Deposit paid: ?360,000

Balance due: ?360,000

? Payment:

Bank: GTBank

Account: Webon Hotel Ltd

Number: 0123456789

? Questions? Reply here or call +234 801 234 5678

We look forward to hosting you!

? Webon Hotel Team

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

? Welcome to Webon Hotel, Alhaji Musa Bello!

Your Presidential Suite (Room 101) is ready.

WiFi: Webon_Guest / password: welcome2024

Checkout: Sun 8 Sep, 11:00 AM

Need anything? Just reply here ? we're on WhatsApp 24/7.

?? Restaurant: 7 AM ? 10 PM | ? Pool Bar: 10 AM ? 11 PM

? Spa: 9 AM ? 9 PM (book via this chat)

Enjoy your stay!

? Front Desk

Payment Reminder (Night

Audit ? Sep 6, 08:00)

? Payment Reminder ? Webon Hotel

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

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

Reply "PAID" once done or call +234 801 234 5678.
Thank you!
? Accounts
Maintenance Follow-up
(Room 205 ? AC Repair)
? Maintenance Update ? Room 205

Dear Mr. Kwame Asante,

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

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

? Webon Hotel Engineering
Checkout Folio (Room 201
? Adebayo, Sep 6)
? Final Folio ? Webon Hotel

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

Room: 3 × ₦75,000 = ₦225,000
Restaurant: ₦48,000
Laundry: ₦12,000
Pool Bar: ₦23,000
????????????????
Total: ₦308,000
Deposit: ₦225,000
Paid at checkout: ₦83,000 (TRANSFER)
Balance: ₦0 ?

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

Quick Reference ? Keyboard
Shortcuts

Key
Action

G then T
Go to Today

G then C
Go to Tape Chart

G then R
Go to Rooms

G then H
Go to Housekeeping

N
New booking (from Chart)

Esc
Close modal

Support

? WhatsApp: +234 802 771 1276 (Bamistech
Support)

? Email: support@bamistech.com

? Hours: Mon-Fri 9 AM-6 PM WAT, Sat 10 AM-2 PM

BamisOS Hotels ? Hotel PMS built for modern African hotels
' 2024 Bamistech Solutions Limited

Multi-language Operation

BamisOS Hotels now supports three working front-desk languages:

? English ? default operating language.

? French ? for Francophone West/Central Africa.

? Portuguese ? for Lusophone African markets.

Change Language

? Open </app.html> and sign in.

? Use the language selector in the top-right header.

? Select English, Français, or Português.

? The choice is saved in the browser and also used when exporting invoice PDFs.

Operational note: the current release translates key navigation, login, invoice, and

operating labels. Hotel-created content such as room names and guest notes remains exactly as typed by staff.

Invoice PDF Export

Invoice PDF export is available from the front desk for stay/folio records.

Download an Invoice

? Sign in to /app.html.

? Open the stay, folio, or invoice action shown in the front desk workflow.

? Click Invoice PDF.

? The system downloads a PDF with hotel name, booking reference, guest details, room, dates, total, deposit paid, balance due, and bank transfer details if configured.

Invoice Language

The invoice follows the selected interface language:

? English invoice when English is selected.

? French invoice when Français is selected.

? Portuguese invoice when Português is selected.

Invoice Payment Details

To show payment details on invoices, go to Settings and save the hotel bank name, account name, account number, and WhatsApp number. These details also support the online booking payment instructions.