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Hotel Management System

Hotel ERP — a complete guide to what the system contains

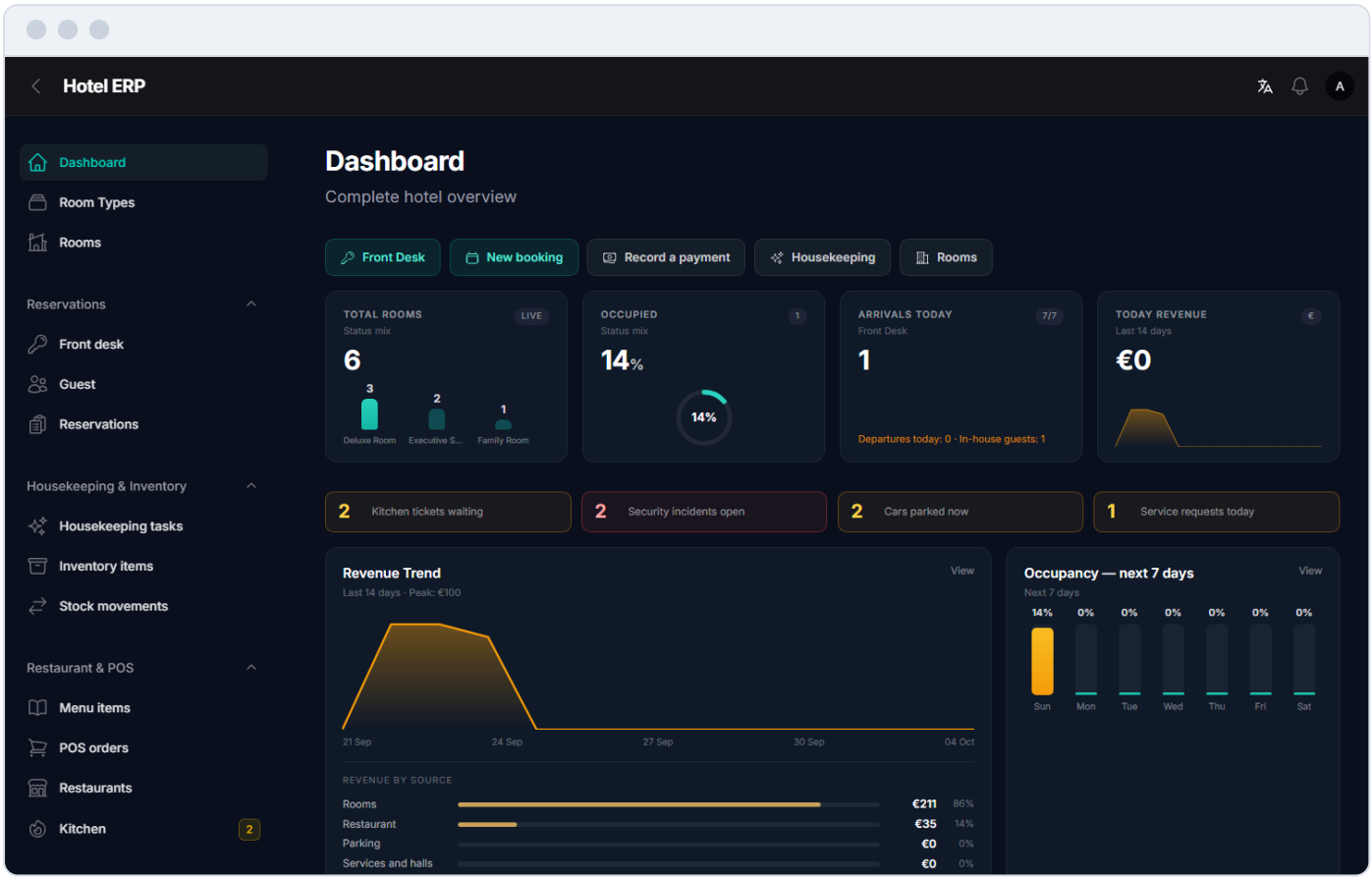
One system for reservations, front desk, rooms, rates, function halls, restaurants, kitchen, parking, security, housekeeping, accounting, reporting, the website and the guest portal — in English, Arabic and nine further languages.

21	11	837	100%
integrated modules	complete languages	automated tests	double-entry postings

Designed and developed by
GWES GROUP

01 Dashboard

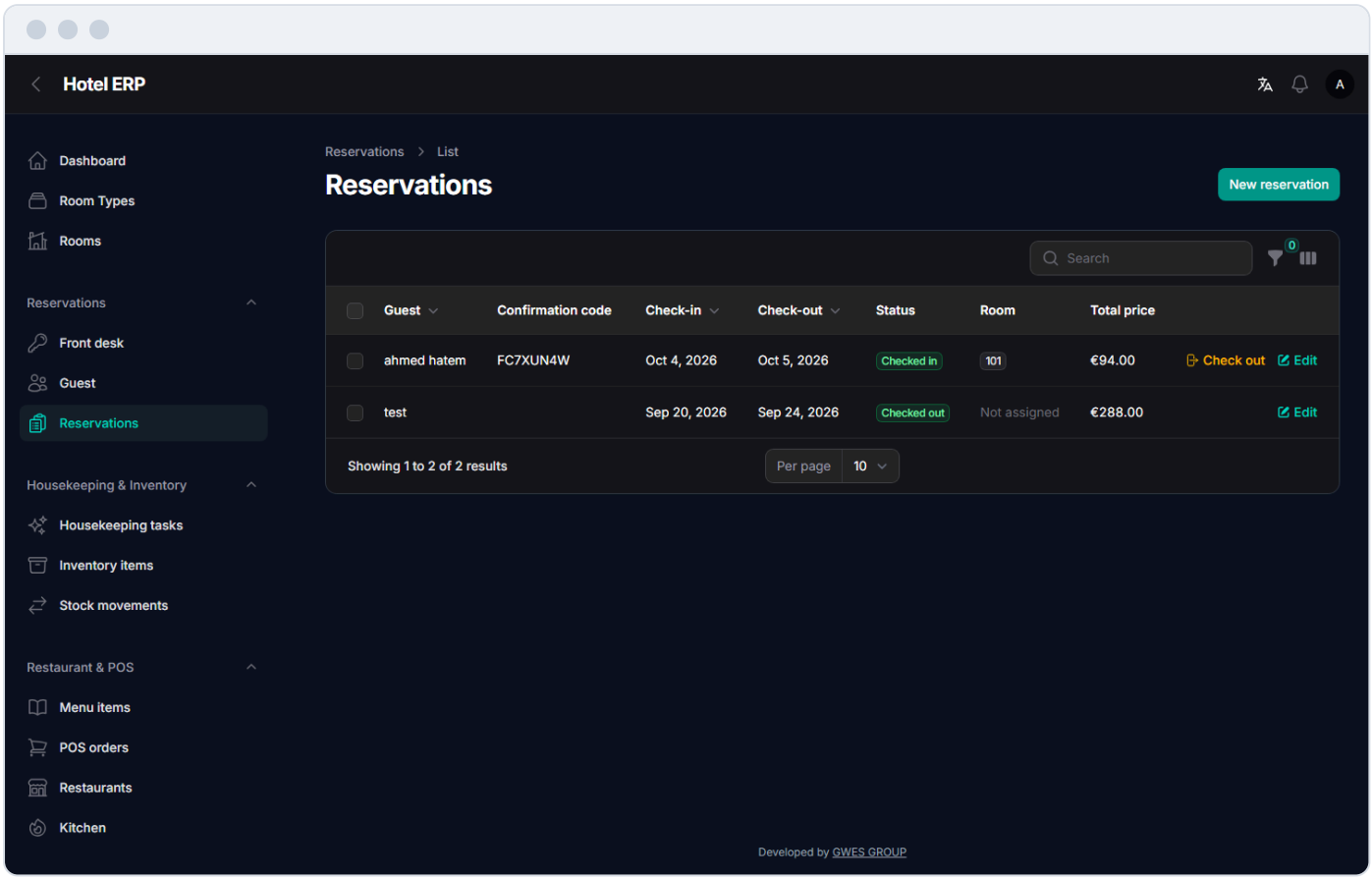
The screen a manager opens in the morning: today's figures, who arrived, who left, **and what is waiting to be done**.



- ✓ **A "needs attention" strip** — kitchen tickets · security incidents · cars parked · service requests, **each in the colour that carries the meaning**
- ✓ **Live occupancy** — a percentage and a chart, not a list to be read
- ✓ **Today's arrivals and departures**, and expected occupancy for seven days
- ✓ **Revenue split by source** — rooms · restaurant · parking · services and halls, **as bars to compare rather than figures alone**
- ✓ **Eight module panels** — front desk · housekeeping · billing · kitchen · security · parking · halls · guest services
- ✓ **Permission-aware** — money is not fetched for a role that may not see it

02 Reservations

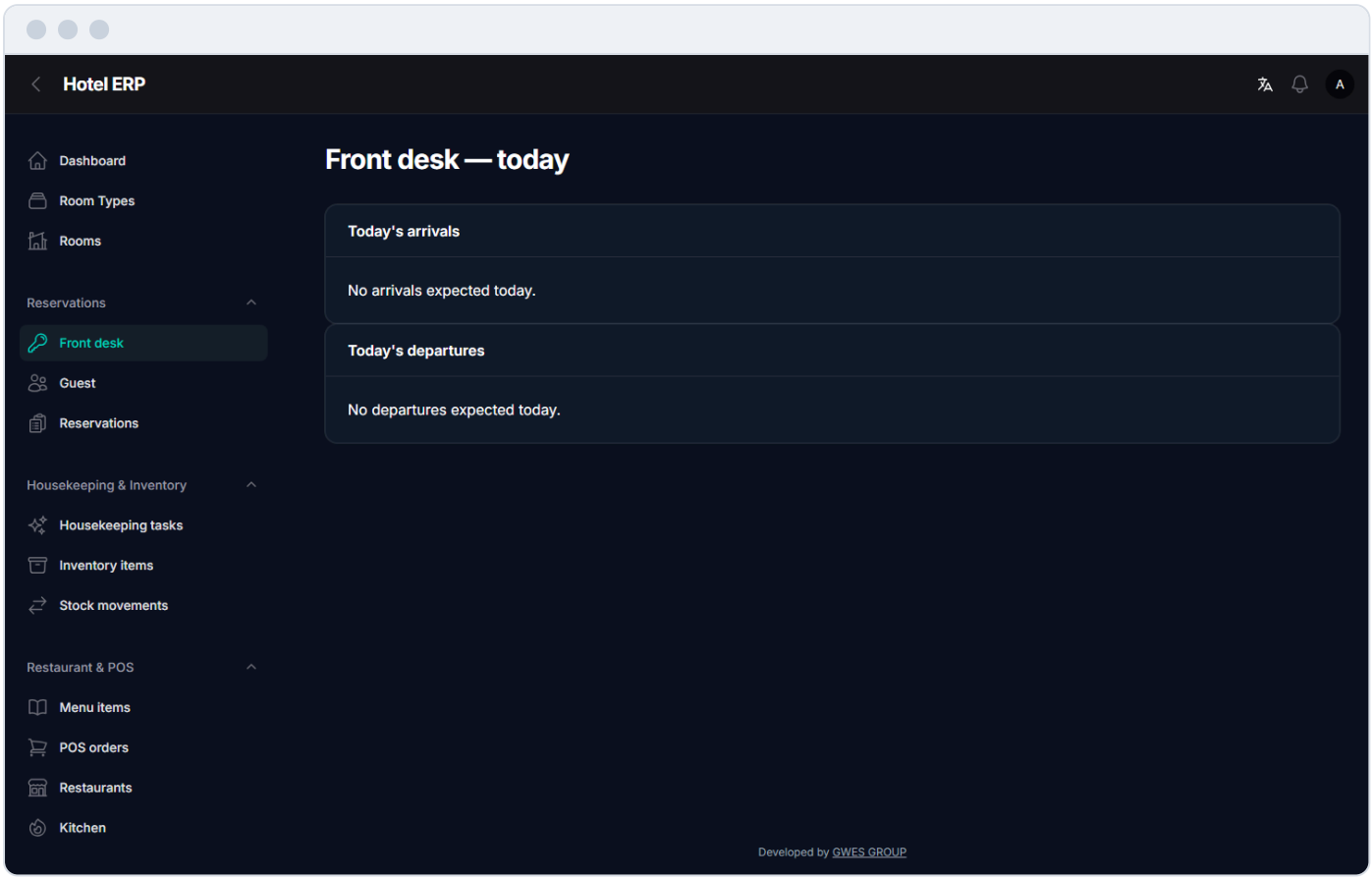
The whole booking lifecycle: from enquiry to check-out, with no paper and no side spreadsheet.



- ✓ **Instant search** by confirmation code, guest name, telephone or email
- ✓ **An automatic confirmation code**, given to the guest from the first moment
- ✓ **Clear statuses** — confirmed · checked in · checked out · cancelled · no-show
- ✓ **Linked to a rate plan**, with deposit due and its date
- ✓ **City tax** calculated and kept apart from the hotel's revenue

03 Front Desk

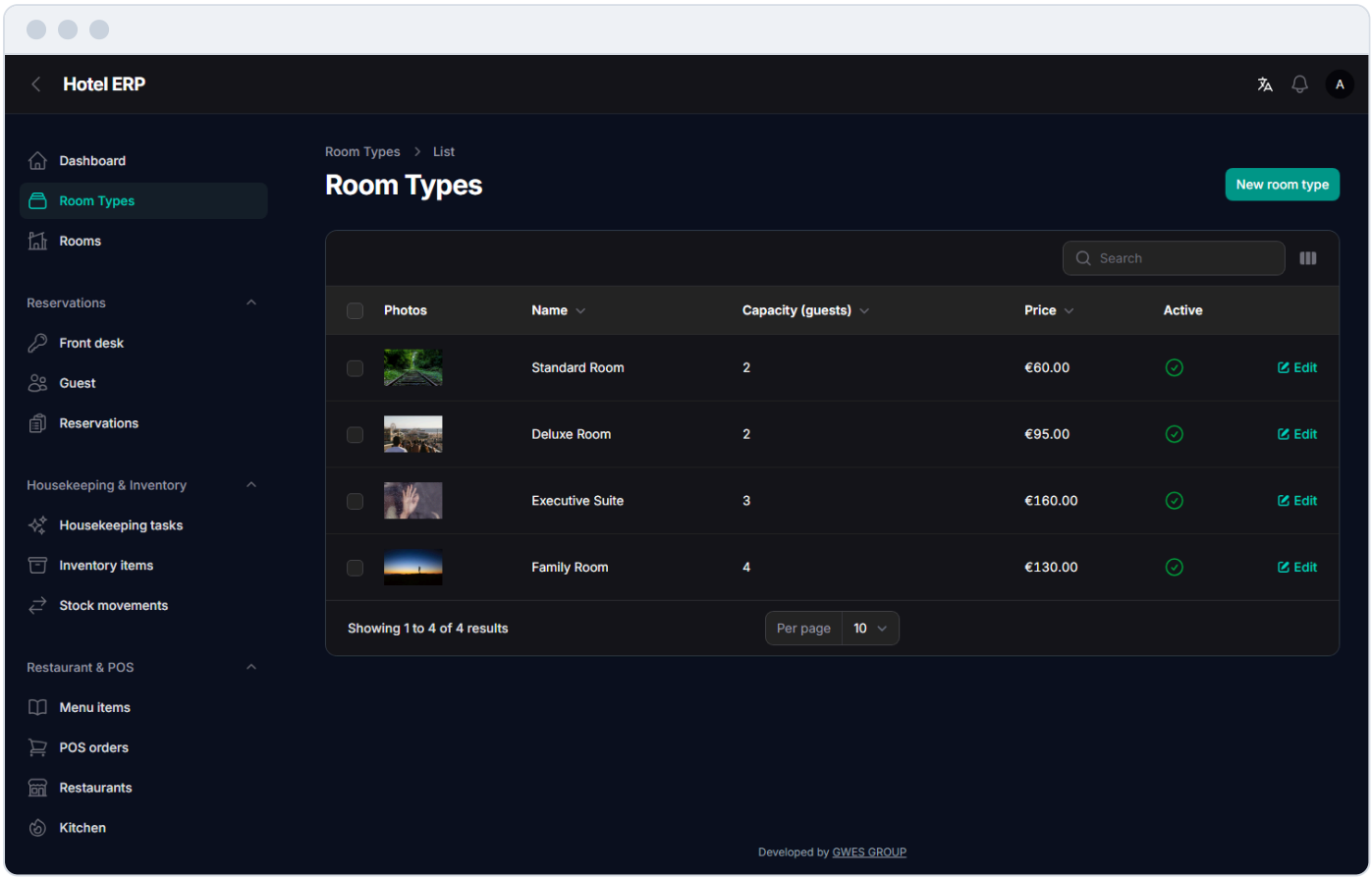
The receptionist's screen: every room and its state, with check-in and check-out one press away.



- ✓ **Room plan** — clean · occupied · out of service, one colour at a glance
- ✓ **Check in and check out** in a single press, with the state updated at once
- ✓ **Assigning the actual room** — the booking says two of a category, the screen says which two doors
- ✓ **Recording a payment** from inside the reservation, with no second screen
- ✓ **The guest's invoice** from the folio: rooms + services + restaurant + parking

04 Rooms and Room Types

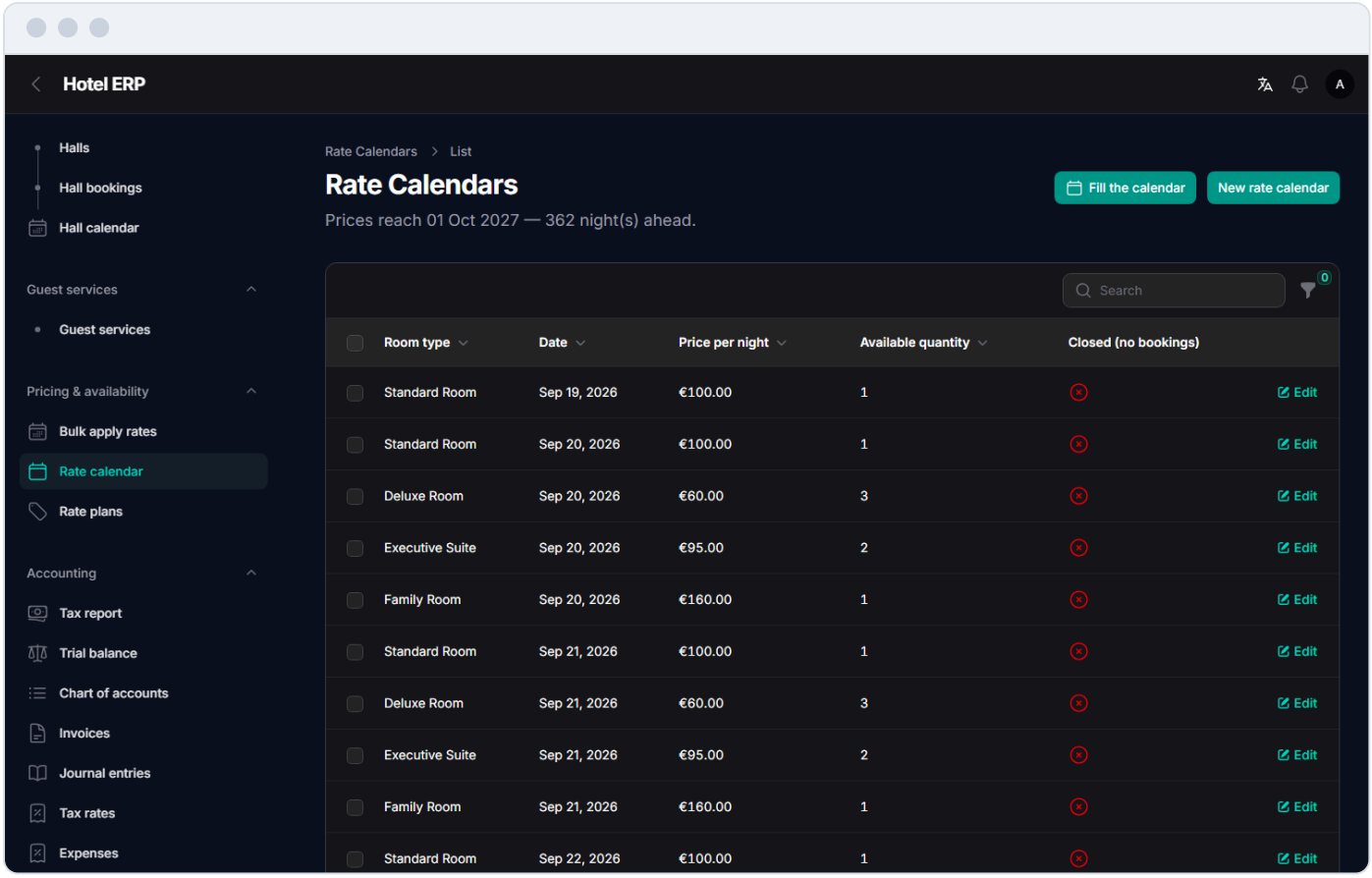
Room types with real photographs and a 360° view — the visitor sees what they are buying.



- ✓ **Multiple photographs** per type, with a cover image chosen by hand
- ✓ **360° panorama**, **3D model** and **external embed**
- ✓ **Room amenities** as an extensible, translated list
- ✓ **Capacity, bed and floor area** in full
- ✓ **Photographs and amenities behind the manager's permission**

05 Rates and Rate Plans

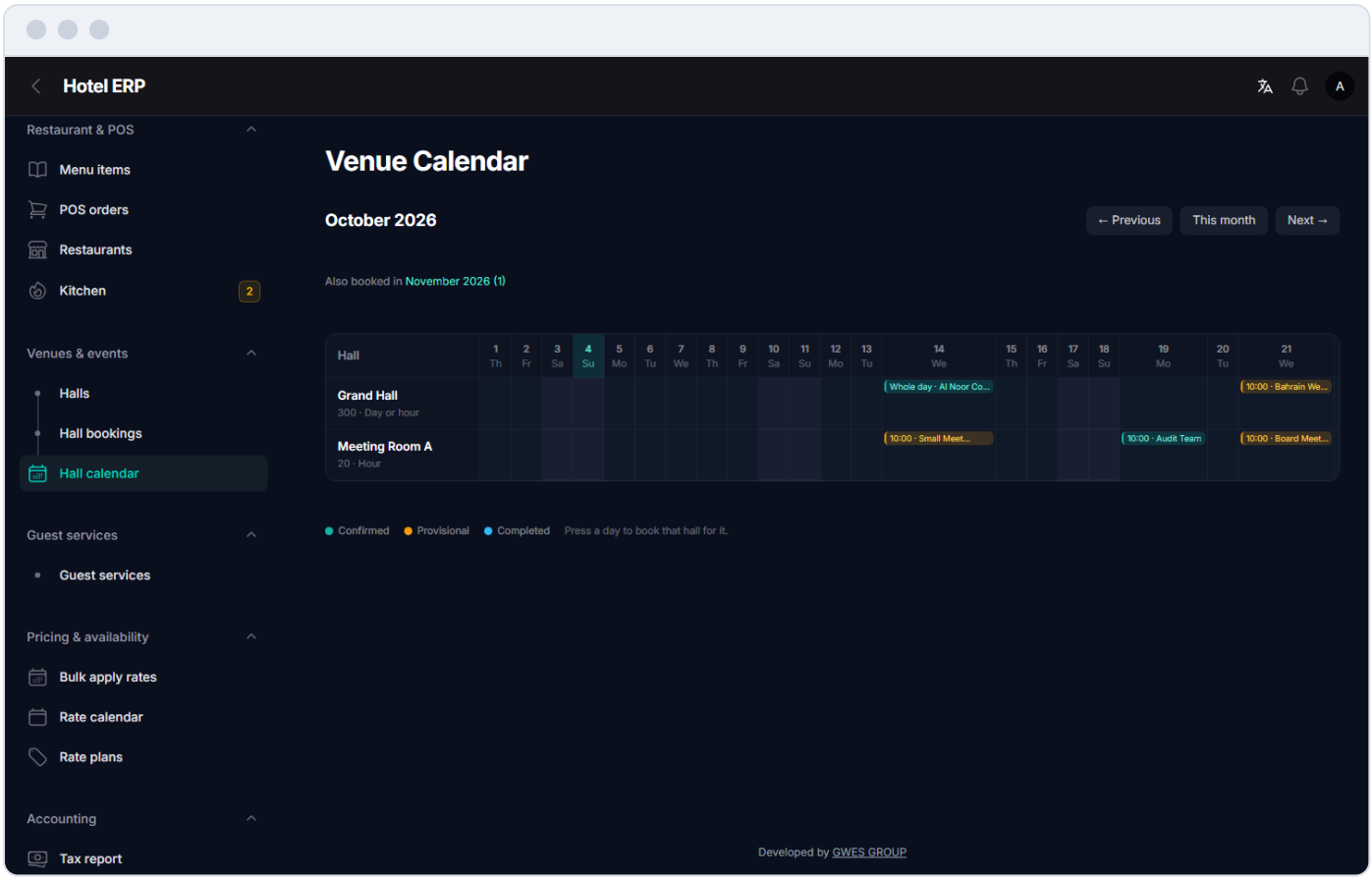
A price for every night rather than one price for the year — which is what makes revenue manageable.



- ✓ **Monthly rate calendar**, edited directly in the grid
- ✓ **Bulk apply** across a range of dates with conditions
- ✓ **Rate plans** — breakfast included · non-refundable · minimum stay
- ✓ **Booking restrictions** — minimum length of stay, and closing dates
- ✓ **Seasons and special dates** in one clear table

06 Halls and Events

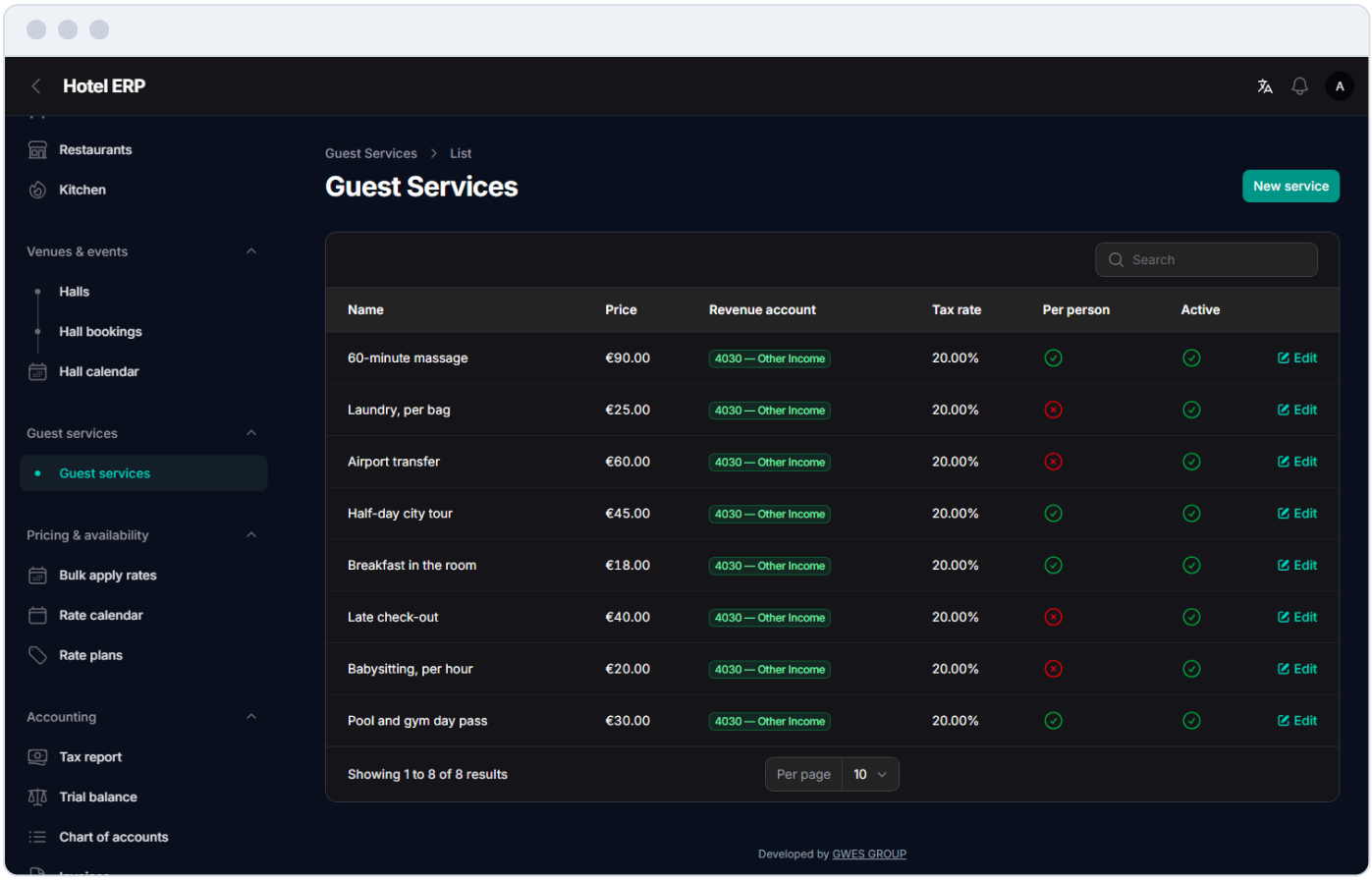
A complete hall-booking module — weddings and conferences — **by the day or by the hour, as the customer asks**.



- ✓ **Monthly calendar** — a row per hall, a column per day, each booking in its own colour
- ✓ **By the day or by the hour**, with double booking prevented automatically
- ✓ **Rate rules** — season · event type · priority when two rules match
- ✓ **A separate invoice** for the hall, with no room booking — for customers who are not staying
- ✓ **Full specifications** — floor area, height and capacity in four layouts
- ✓ **Hall equipment** — stage · dance floor · catering · bridal suite… an extensible list
- ✓ **Photographs and a 360° view**, and **a "halls manager" role** with its own permissions

07 Guest Services

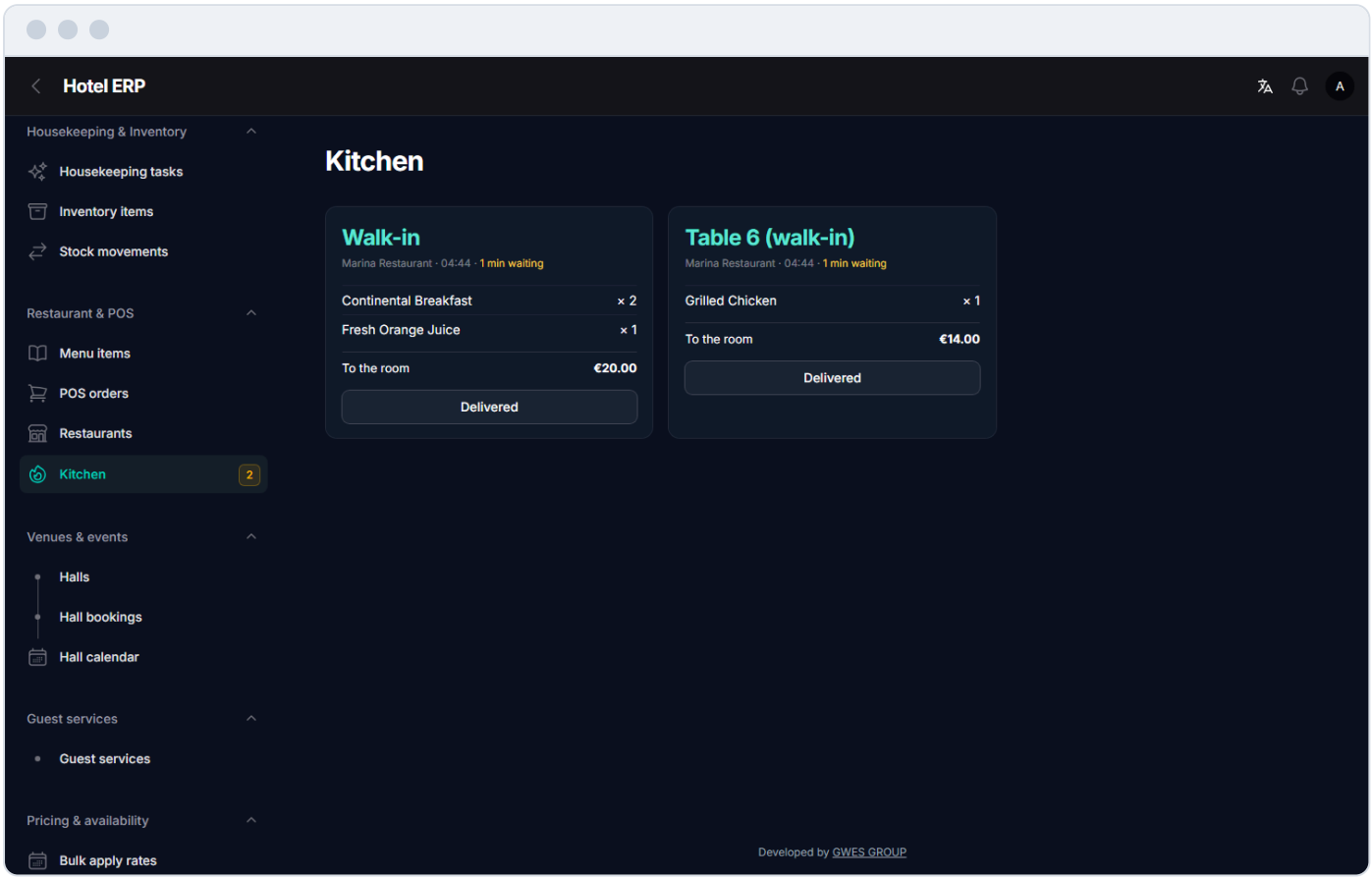
Spa · laundry · airport transfer · tours — a catalogue with a price, an account and a tax rate for each.



- ✓ **Picture, name and price** for every service, presented as cards
- ✓ **Its own revenue account and tax rate** — so a charge never lands in the wrong account
- ✓ **Priced per person or per booking**, whichever the service is
- ✓ **Duration** and how many providers are available in a slot
- ✓ **A guest request** becomes a folio charge ⇒ it reaches the invoice and the total at once
- ✓ **Reception is notified** to agree the time with the department concerned

08 Kitchen

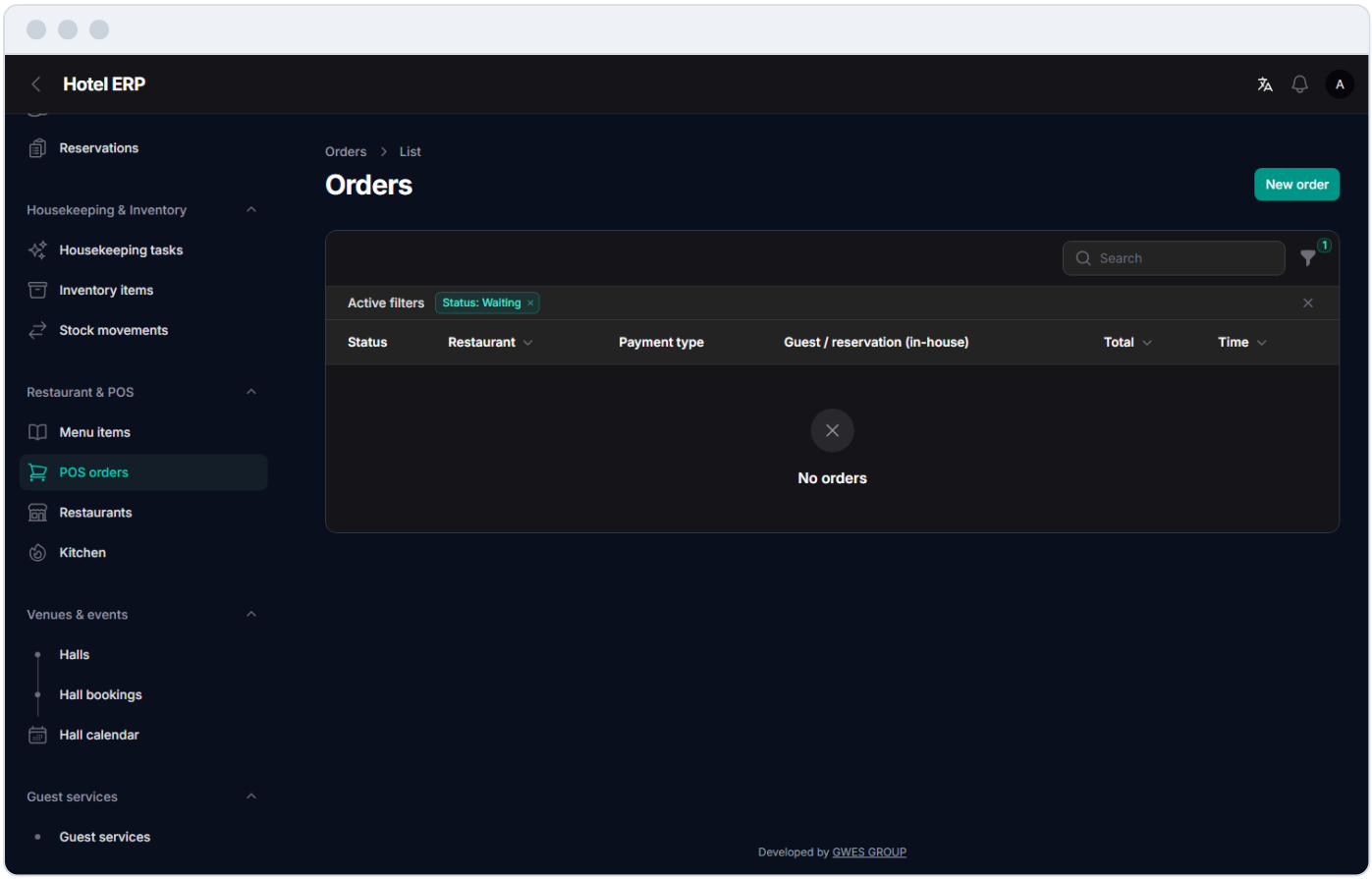
The pass: what has not gone out yet, the room number on every ticket, and **nothing that disappears by itself**.



- ✓ **Oldest first** — the ticket that has waited longest is the one that matters
- ✓ **A count on the navigation item** — the kitchen knows there is work without opening the screen
- ✓ **The room number in the largest type on the card** — or the customer's name for a walk-in
- ✓ **Items, total and minutes waiting**
- ✓ **One button: delivered** — it closes the ticket and tells the desk
- ✓ **Nothing expires on a timer** — a ticket stays until a person says it has gone out

09 Restaurant and POS

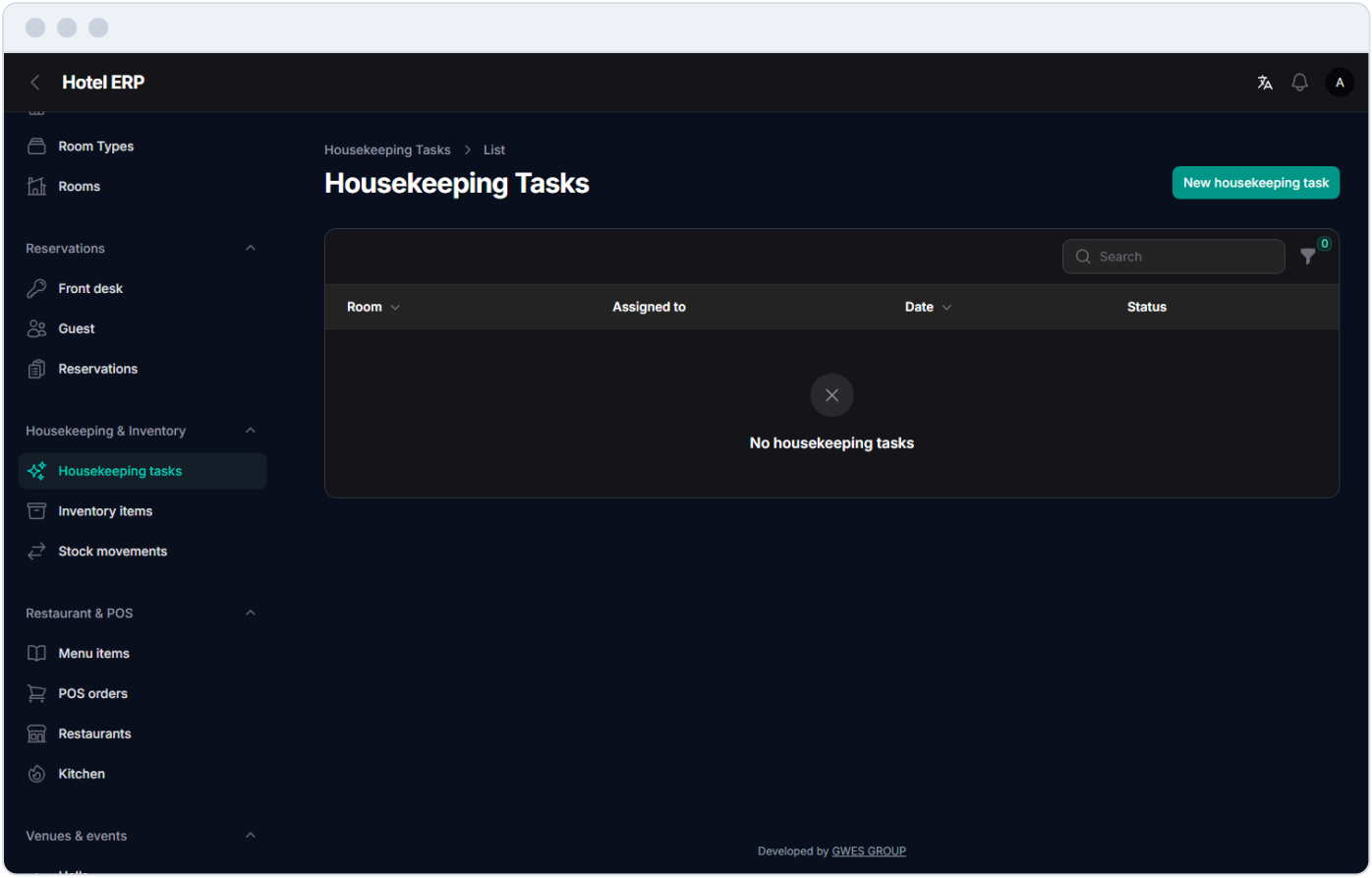
Restaurant orders from a guest or from a walk-in, priced, taxed and charged to a room.



- ✓ **Multiple menus** per restaurant, with prices and photographs
- ✓ **Order from the panel** or **from the guest portal** — both reach the kitchen
- ✓ **Charge to the room** or **take cash** — chosen per order
- ✓ **The charge posts to the ledger** automatically, to the right revenue account
- ✓ **Multiple restaurants** — each with its own orders and its own people

10 Housekeeping

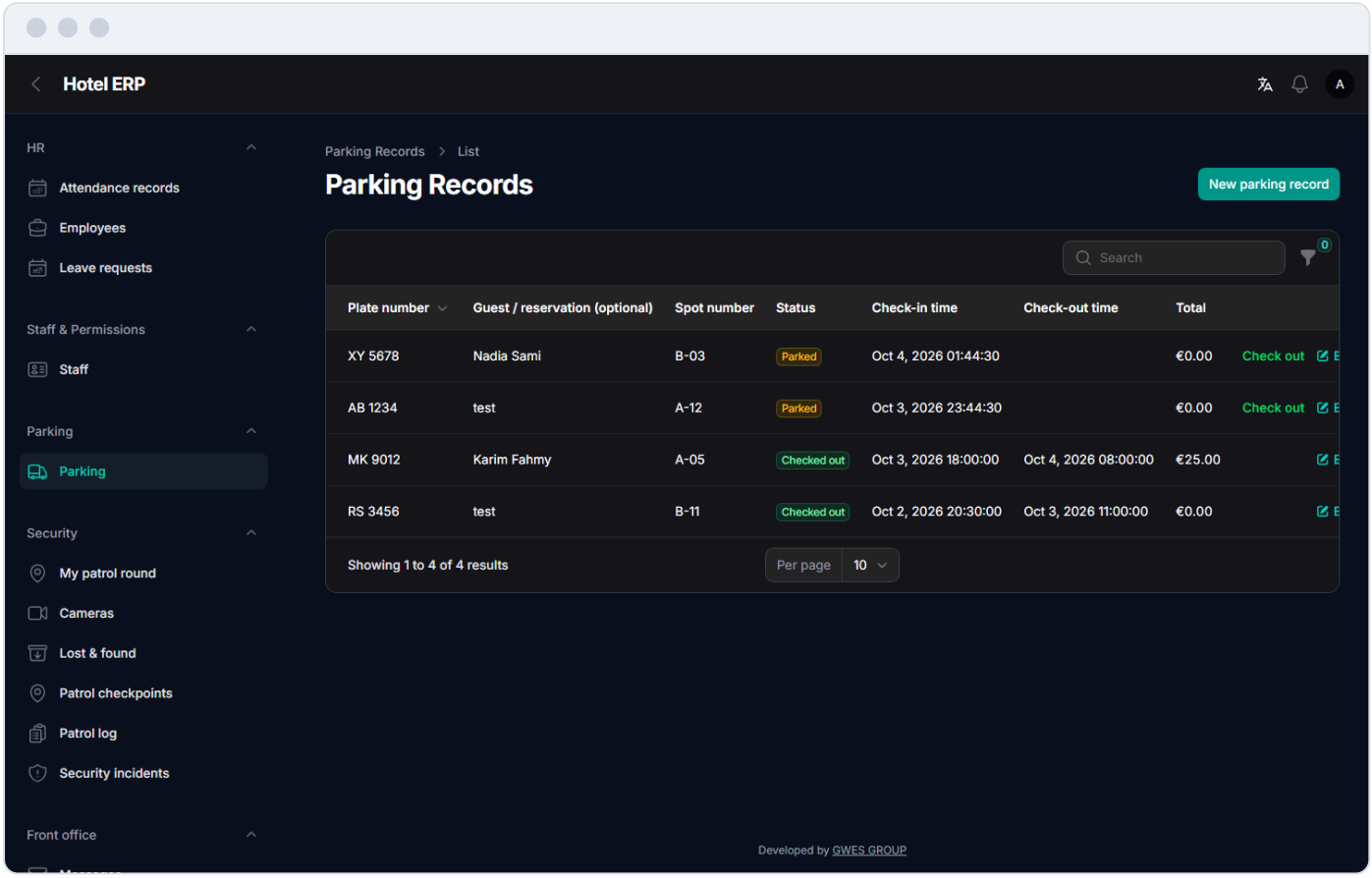
Cleaning tasks are raised automatically at check-out, and cannot be closed without being done.



- ✓ **An automatic task** for every room when a guest checks out
- ✓ **Verified by photograph** — the attendant photographs the room on completion
- ✓ **Priority** — routine cleaning against a reported fault
- ✓ **"Report a fault"** from inside the task
- ✓ **A housekeeping attendant's own board**, showing only their tasks

11 Parking

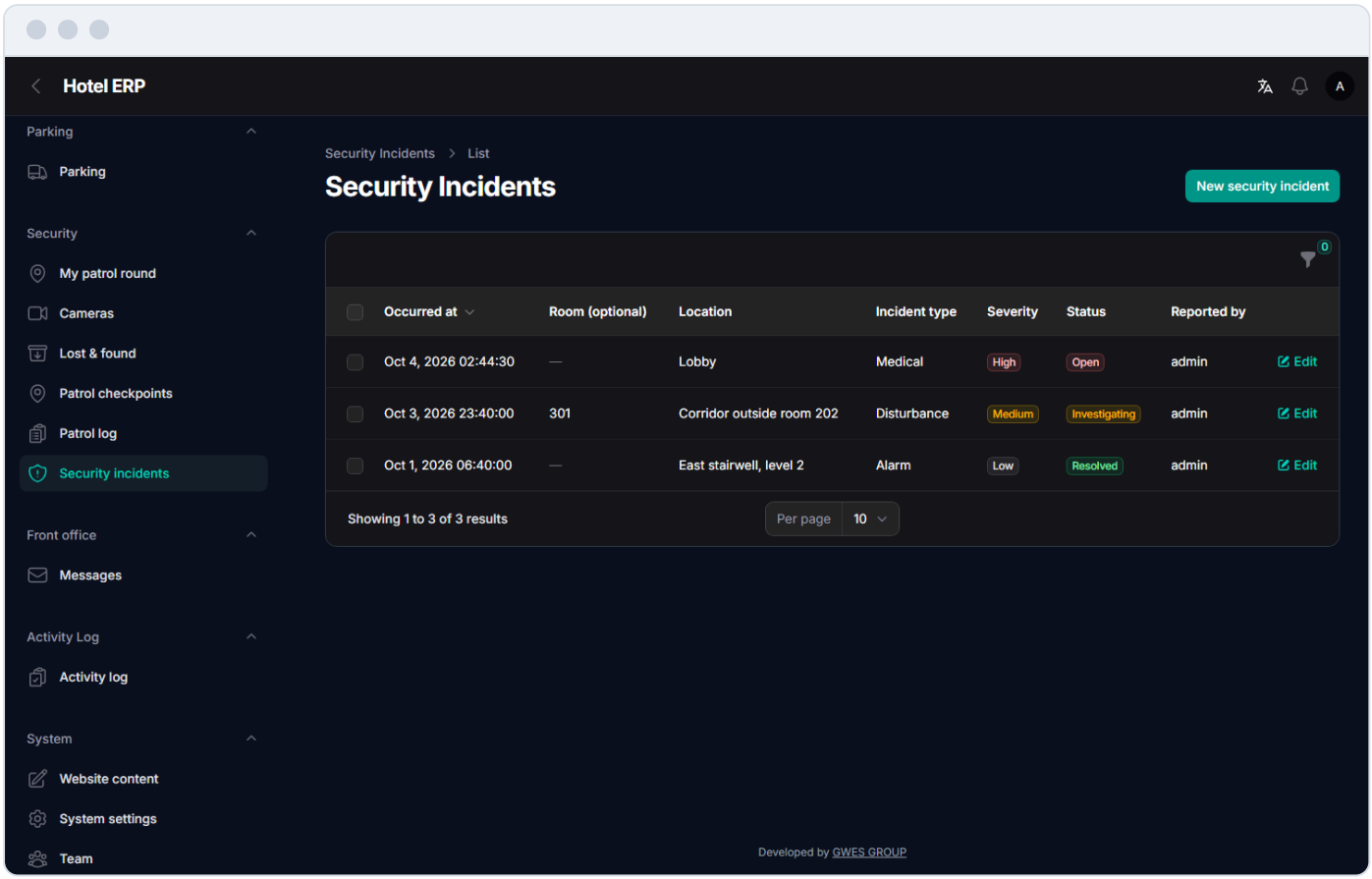
The hotel sells parking too — **by the hour or by the day**, charged to a room or paid in cash, with tax and a ledger posting.



- ✓ **The vehicle record** — plate, model, colour and bay number
- ✓ **Linked to a guest's reservation** or **to a customer off the street**
- ✓ **Flexible pricing** — hourly · daily · or free for some categories
- ✓ **Charge to the room** or **take cash** — chosen per vehicle
- ✓ **A tax rate on parking**, and revenue posted to its own account
- ✓ **The total calculated automatically** from the time in and the time out
- ✓ **A clear state** — parked now, or departed with its time

12 Security and Safety

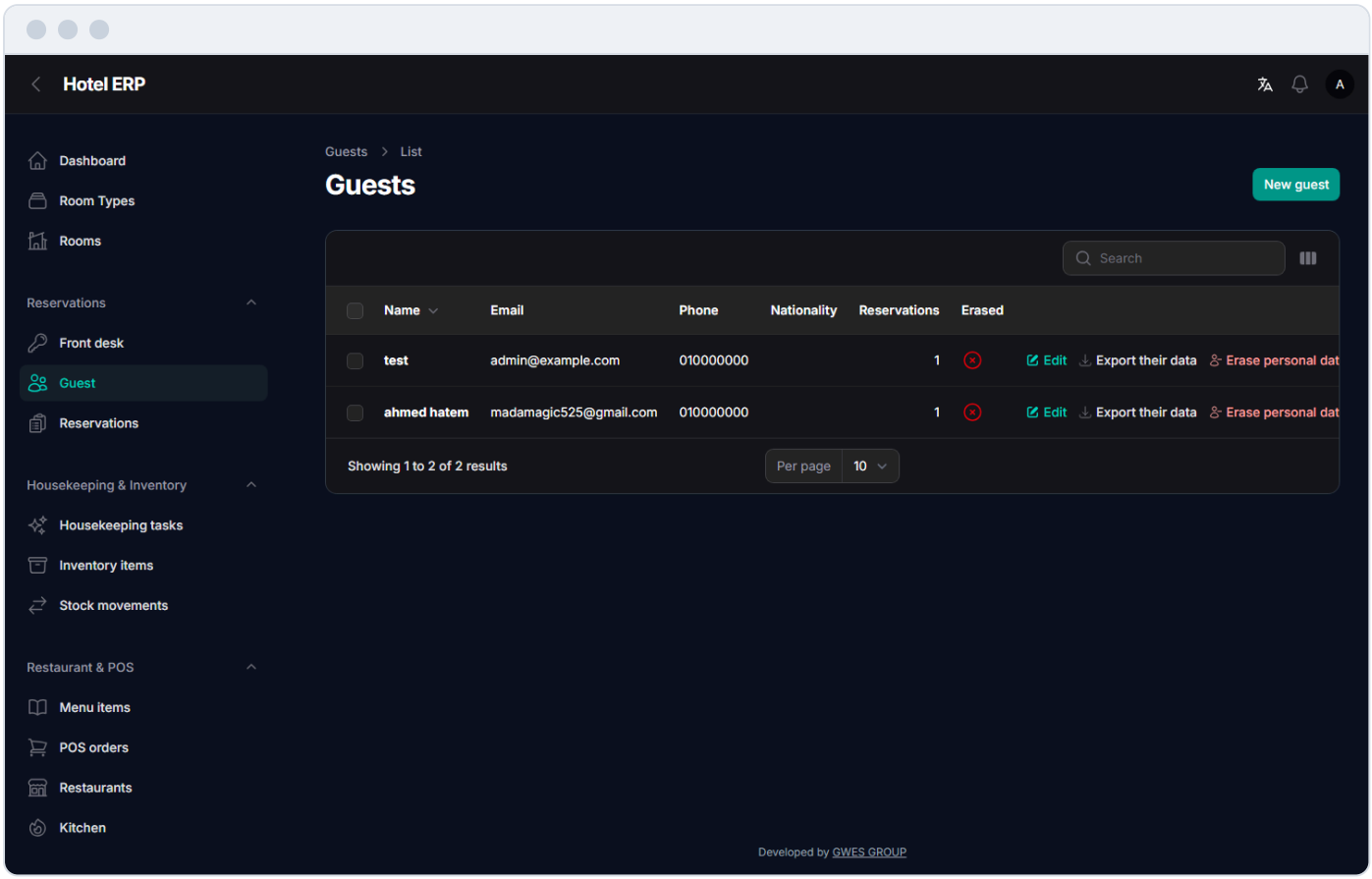
A complete security module: incidents, patrol rounds, cameras and lost property — **on a record that is not forgotten**.



- ✓ **Incident report** — theft · disturbance · alarm · medical · other
- ✓ **Severity** — low · medium · high, so priorities can be ordered
- ✓ **Incident lifecycle** — open ⇒ investigating ⇒ resolved, **with the time it was resolved**
- ✓ **Link the incident to a room** or to a location in the hotel
- ✓ **Patrol checkpoints** in order, and **a log for every round**
- ✓ **The guard's own screen** — his round on his shift, not every round
- ✓ **Camera register** — location, network address, status and a view link
- ✓ **Lost property** — what was found, who handed it in, and who it went back to

13 Guests

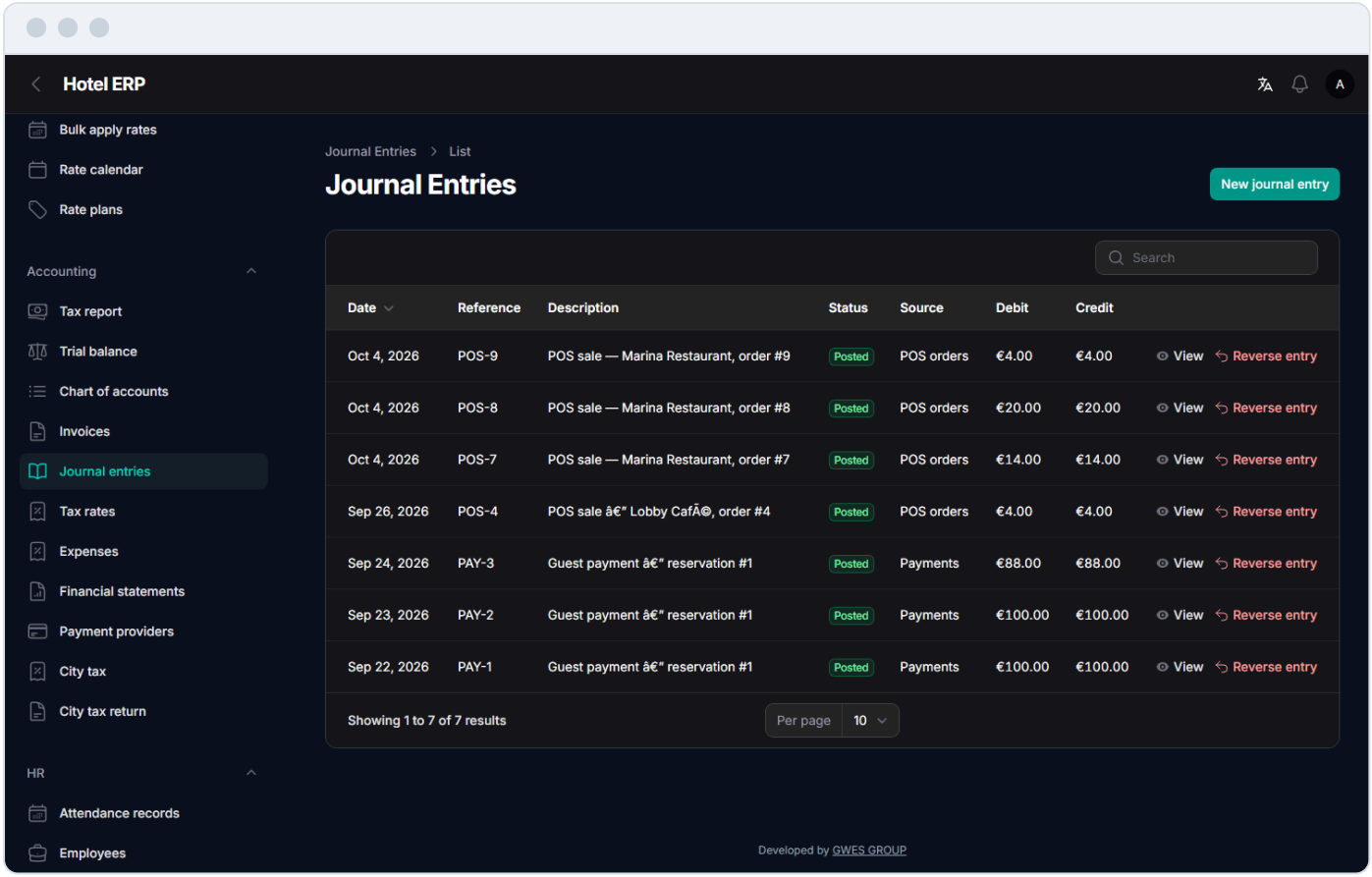
One record per guest and their whole history — not a new row for every booking.



- ✓ **Matched by email** — a returning guest is not entered twice
- ✓ **The full history of stays** on their record
- ✓ **Tax details** — tax number and whether it was checked
- ✓ **The manager can set a password** when the guest asks by telephone
- ✓ **Data protection** — a guest can be anonymised on request

14 Invoices and Accounting

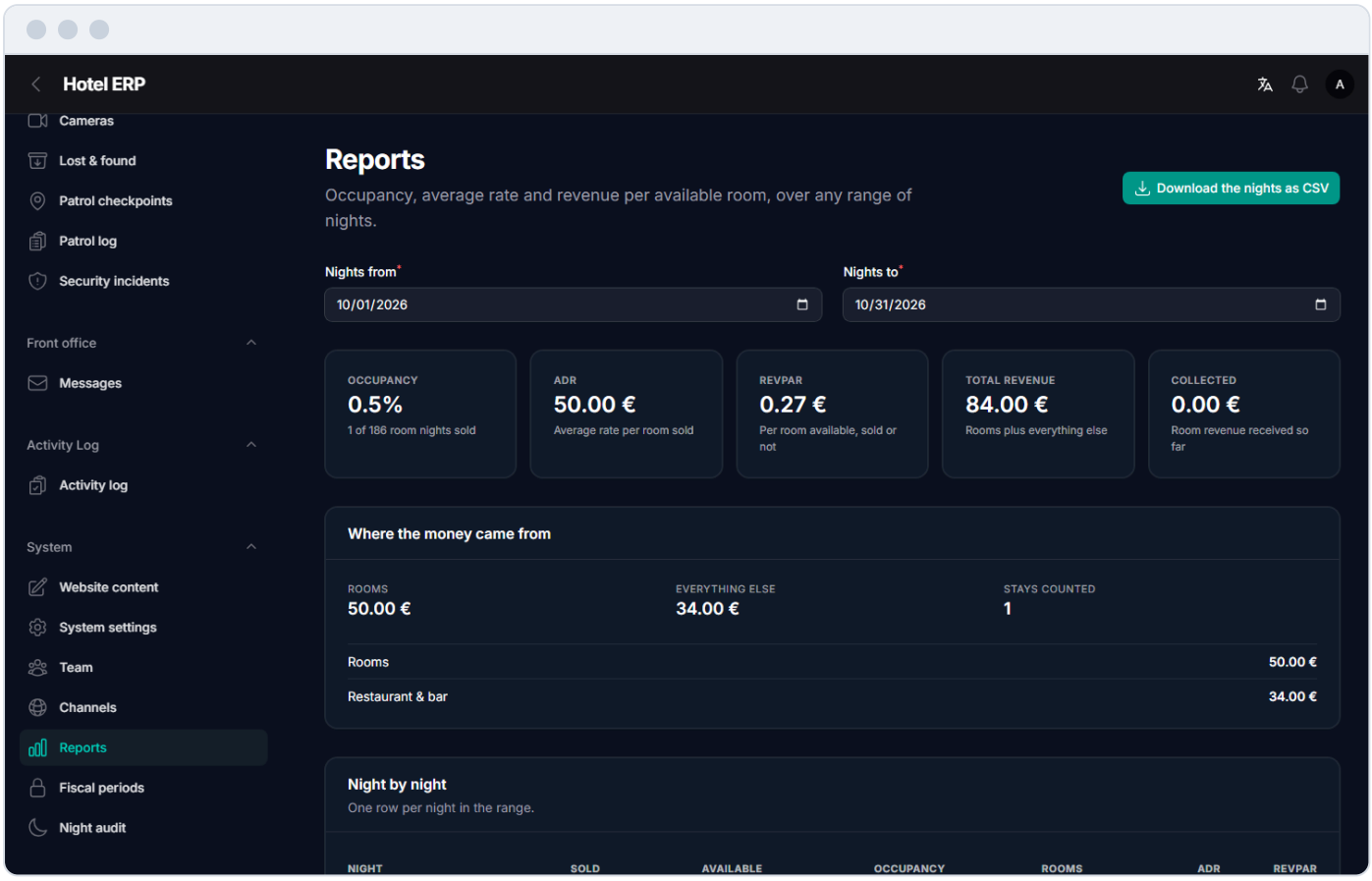
Real double-entry accounting — no invoice without a posting, and no posting without a document.



- ✓ **A posting for every movement** — rooms · restaurant · parking · city tax · payments
- ✓ **A tax invoice** numbered by sequence, not editable once issued
- ✓ **A credit note** to correct a mistake — the original keeps its number
- ✓ **City tax is a liability**, not revenue, and stays out of average daily rate
- ✓ **Tax is extracted from a tax-inclusive price** — right for a price quoted to a customer
- ✓ **A trial balance that balances** at any moment

15 Reports

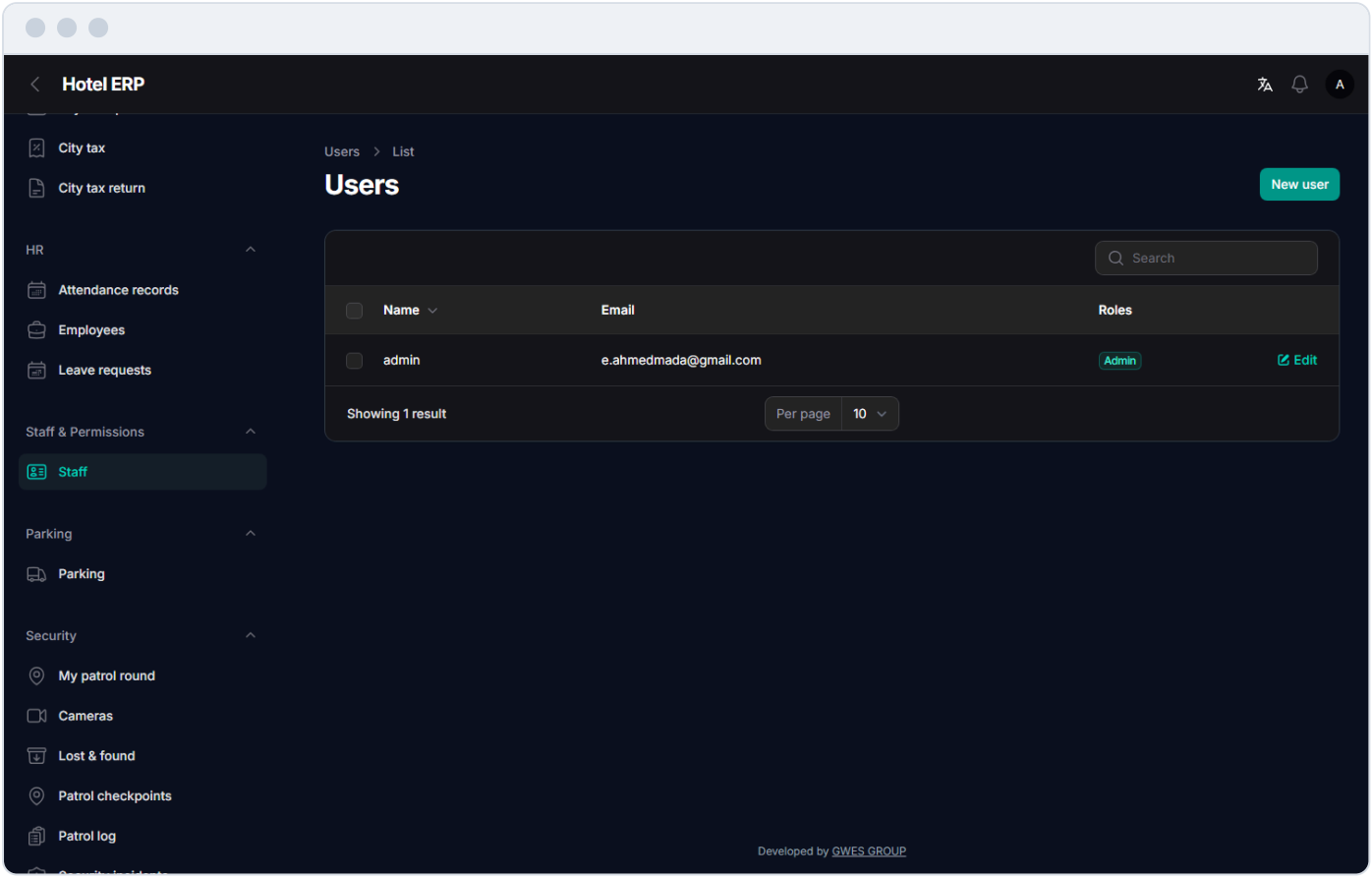
Figures that can be relied on in a decision or a tax filing.



- ✓ **Room, restaurant and parking revenue** kept apart, with average daily rate (ADR)
- ✓ **A tax report** ready for the filing
- ✓ **Trial balance**, income statement and balance sheet
- ✓ **Excel and PDF export** for every report
- ✓ **Operational reports** — occupancy · arrivals · departures · expenses

16 Staff and Permissions

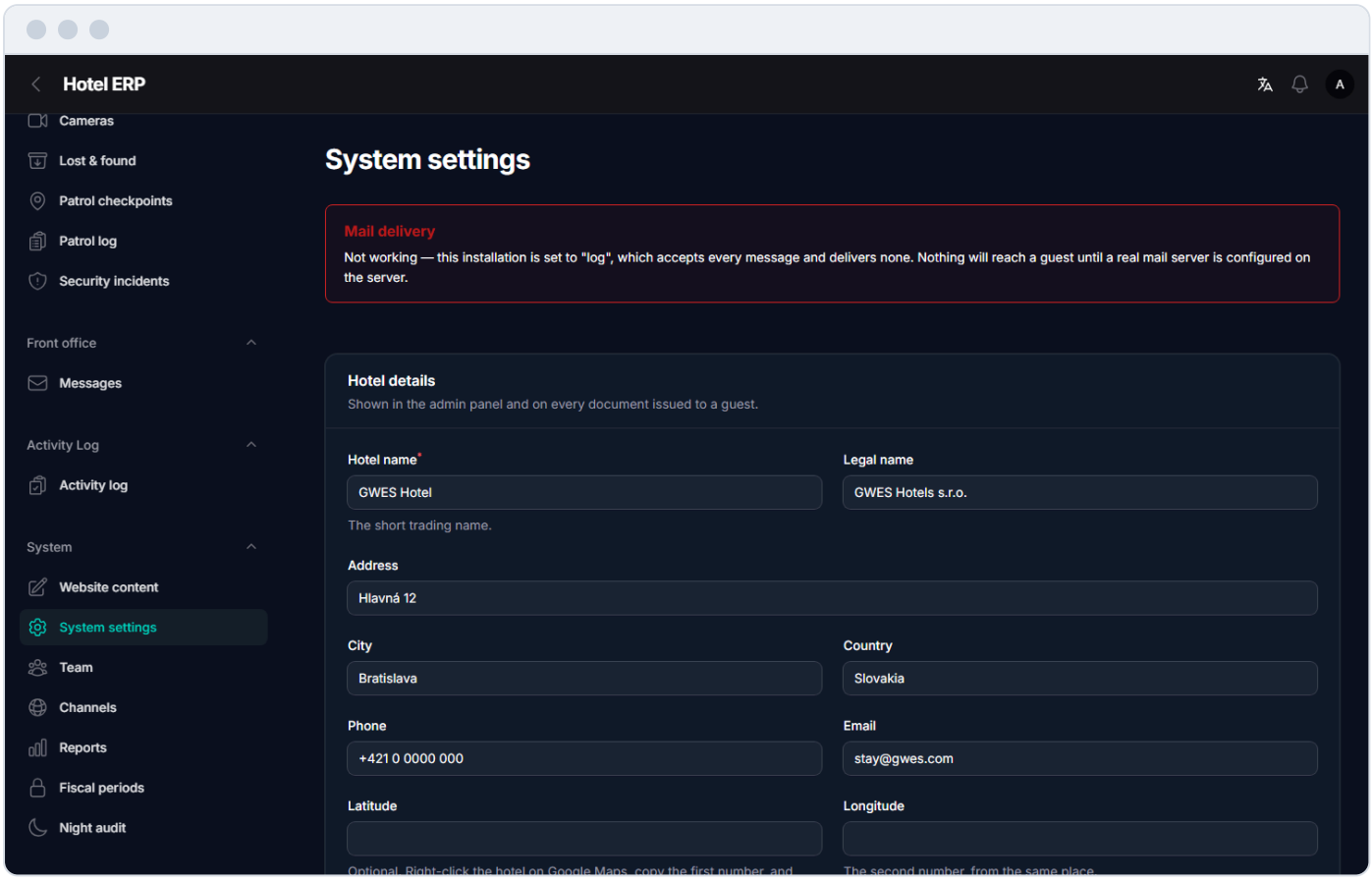
Every member of staff sees **only what belongs to them** — which is what makes the system fit more than one outlet.



- ✓ **Ready-made roles** — manager · reception · cashier · kitchen manager · halls manager · accountant · housekeeping · security
- ✓ **A "kitchen manager"** sees orders and confirms delivery, and nothing else
- ✓ **Staff are tied to a restaurant** — so they never see another restaurant's orders
- ✓ **A filter is not a permission** — guessing an order id is refused by the action itself
- ✓ **An activity log** — who did what and when · **and attendance and shifts**

17 Settings and Languages

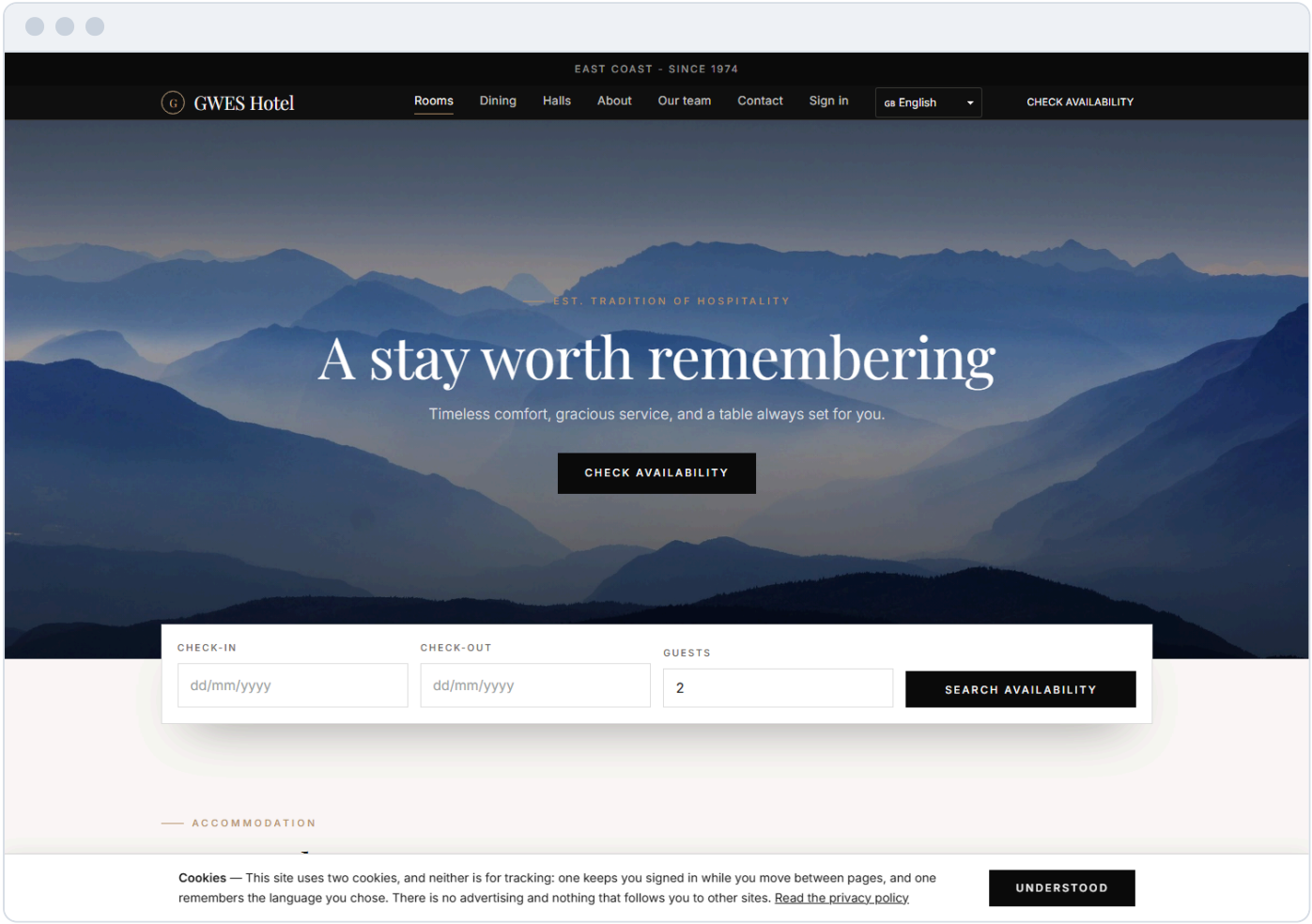
The hotel configures its own system — no developer and no editing of configuration files.



- ✓ **11 languages** — English · Arabic · German · French · Spanish · Italian · Dutch · Portuguese · Turkish · Russian · Slovak
- ✓ **Language and direction** set separately for panel and website
- ✓ **Currency, symbol and decimals** from the standard list
- ✓ **Time zones** grouped by continent
- ✓ **Date format** per country — applied to **every** date in the system
- ✓ **Terms, privacy and the cookie notice**

18 The Website

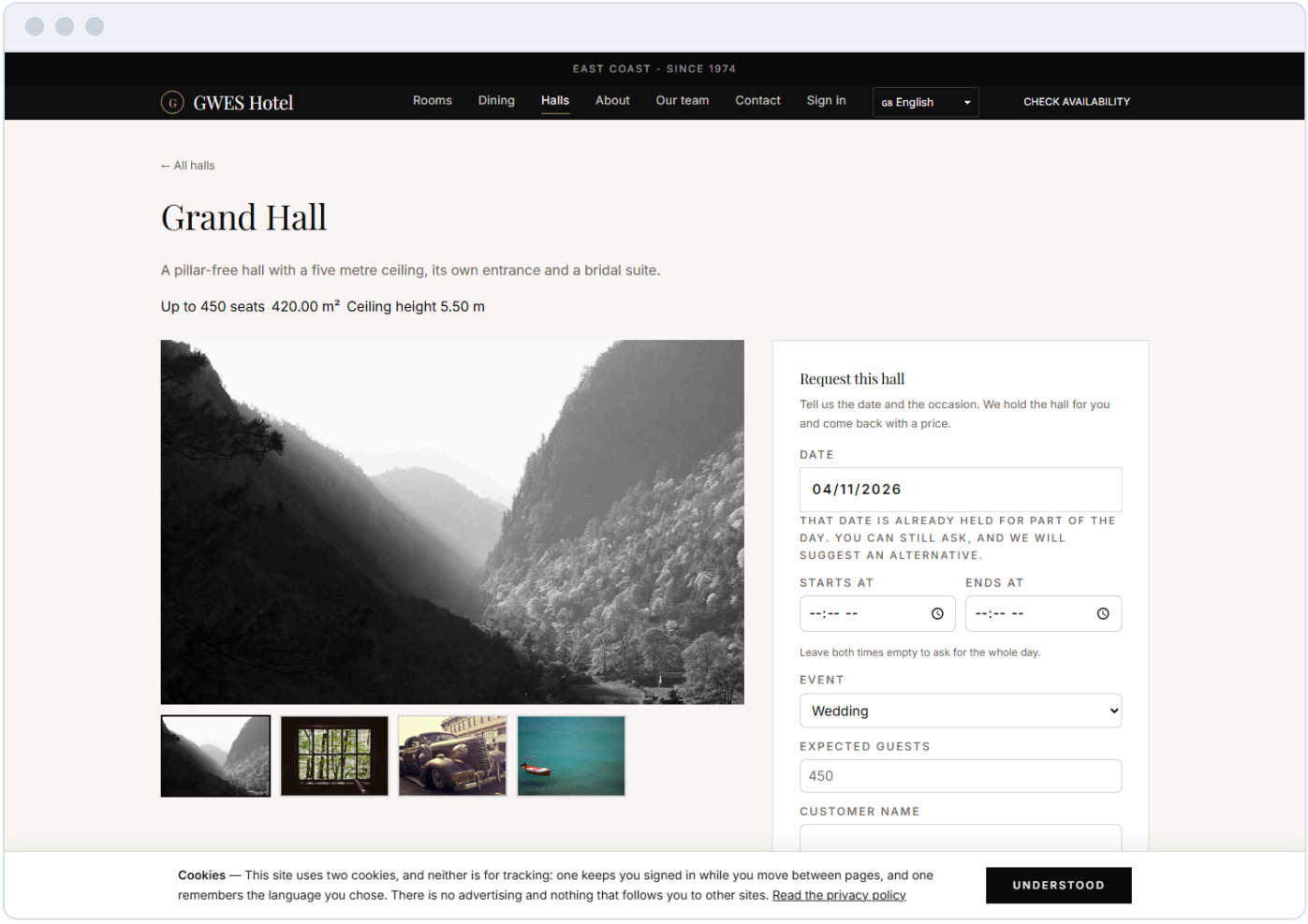
The booking website — **in English, Arabic and the other languages** — in the hotel's own identity.



- ✓ **Availability search** by date and number of guests, with instant results
- ✓ **A page for every room type** — photographs, a 360° view and a price
- ✓ **A halls page**, where the visitor requests a hall through a clear form
- ✓ **The restaurant page** and its menus
- ✓ **A complete booking online**, with no telephone call
- ✓ **A confirmation** with its code and a button to create an account

19 The Hall Page

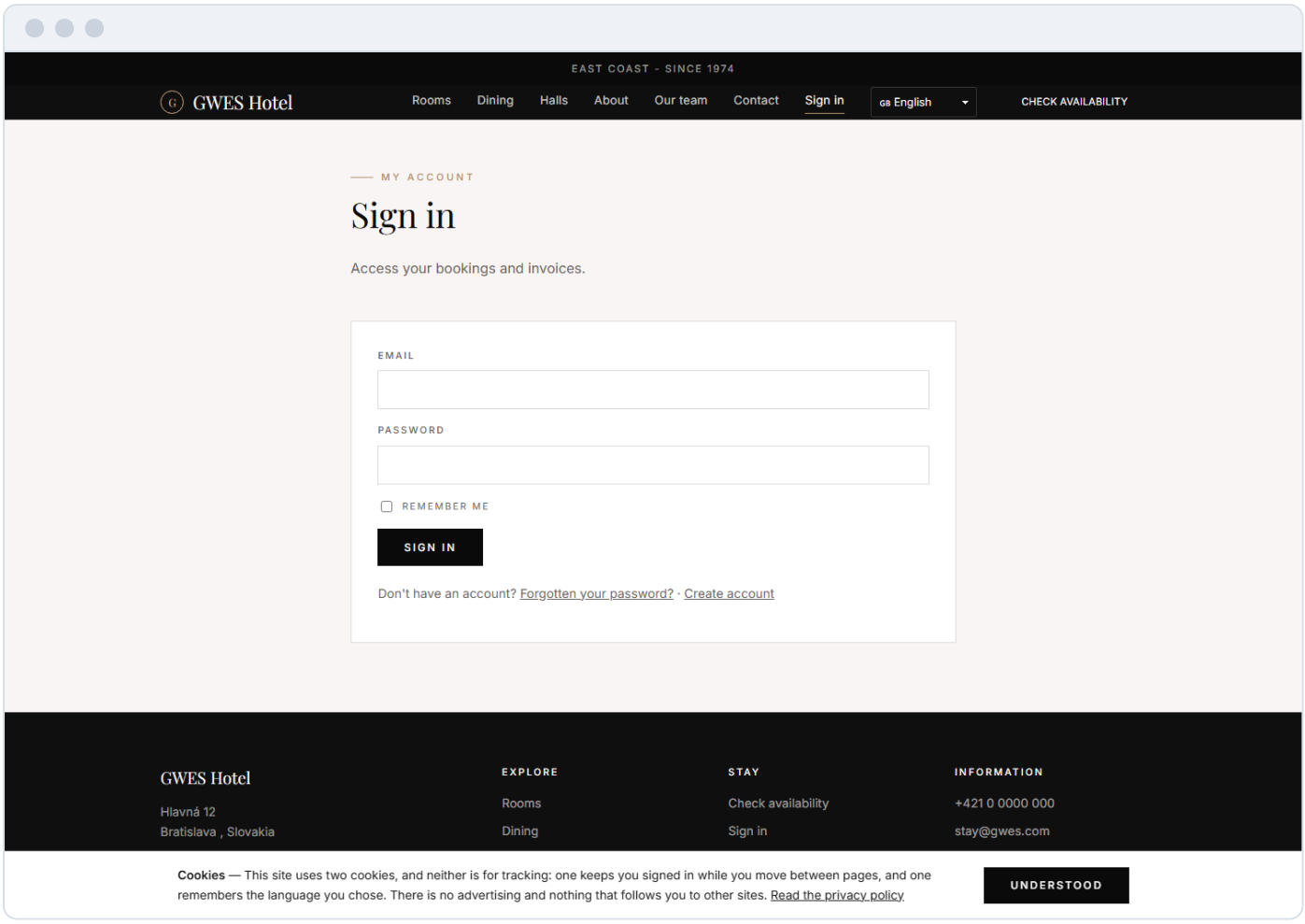
Everything a customer needs to decide: the pictures, the specifications, the price and the request form — **on one page**.



- ✓ **A gallery** that swaps in place without leaving the page
- ✓ **A 360° view** so the hall can be judged before a visit
- ✓ **A specification table** — floor area and capacity in four layouts
- ✓ **The equipment list**, in the visitor's language
- ✓ **"From" pricing** taken from the real rate rules
- ✓ **The request form** — date, times, occasion and number of guests
- ✓ **Held dates are flagged immediately** as they are chosen

20 The Guest Portal

The guest manages their own stay — and reception is freed for what needs a person.

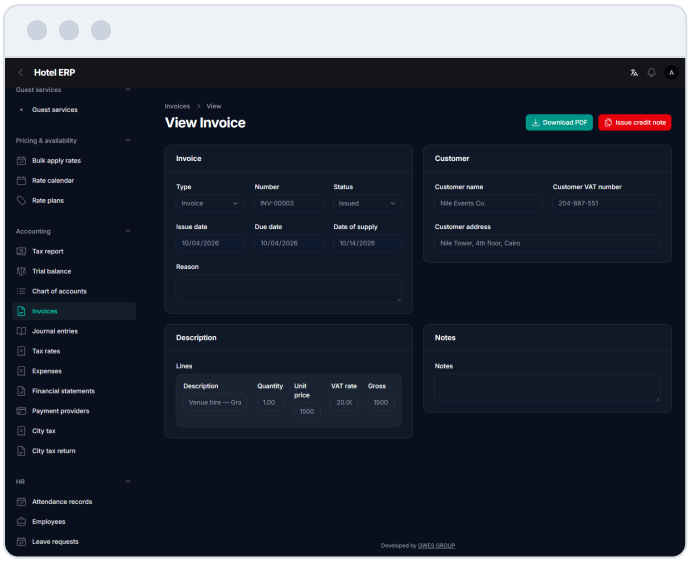


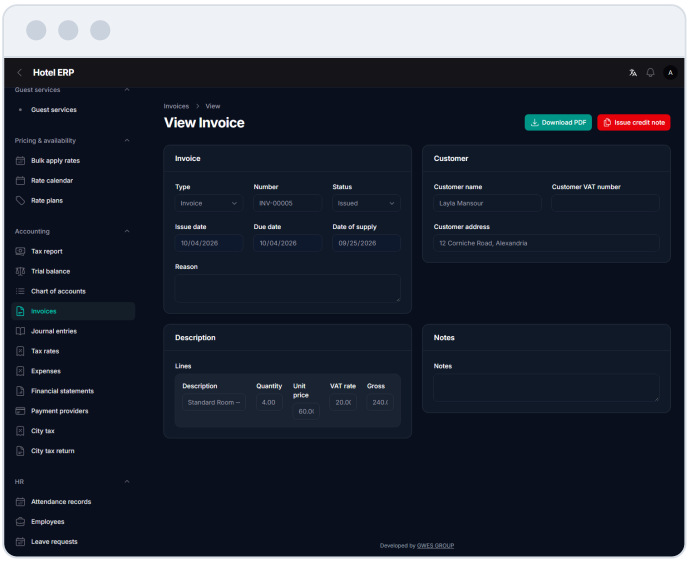
- ✓ **Sign in with email and password**, or through the booking link
- ✓ **"Forgotten your password"** in one step, and **changing it** from inside the account
- ✓ **The booking in full**, with its total
- ✓ **Requesting a service** — its price is added to the room bill
- ✓ **Ordering from the restaurant**, straight to the kitchen
- ✓ **Downloading the invoice as PDF** after check-out

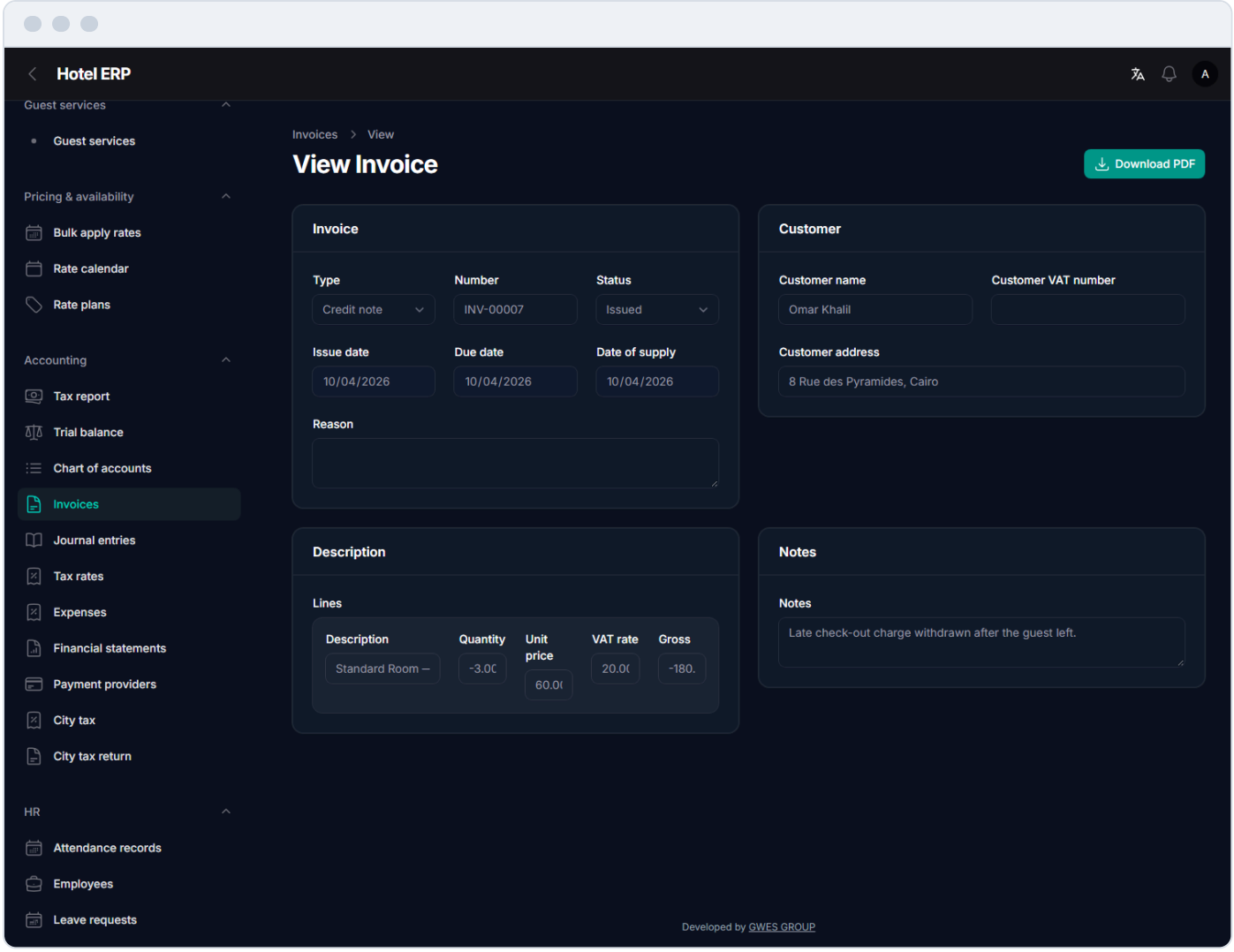
21 Examples of the documents issued

What the system actually produces: **an invoice for a hall hired by a company with a tax number**, **an invoice for a stay** carrying a room and a restaurant charge, and **a credit note** correcting a mistake — **while the original keeps its number**.

> **The values and figures on these examples are illustrative.** The rates, the tax rate, the city tax, the currency and the terms are **set per hotel and per the tax law of the country** — and the same code produces a different document in each country without a line being changed.







- ✓ **Sequential numbering** — no invoice without a number, and a number is never reused or skipped
- ✓ **Three dates** on every document — issue, due, and date of supply
- ✓ **The customer's tax details** — name, address and tax number
- ✓ **A tax rate on every line**, not one rate on the total
- ✓ **Tax is extracted from a tax-inclusive price** — 1500 inclusive ⇒ 1250 net + 250 tax
- ✓ **Not editable once issued** — a correction is made by **credit note**, and the original keeps its number and is marked void
- ✓ **Currency and tax rate are frozen on the document** — a tax document must say what it said on the day it was issued
- ✓ **PDF export** for printing and sending, and **a ledger posting** for every document

Why this system

It was built to be one system instead of six: reservations, front desk, restaurant, function halls, parking and accounting in a single database, with no export between programs and no figure that differs from one report to the next.

Every amount that enters the system passes through a double-entry posting — from a room night to a coffee to an hour of parking — so the trial balance balances at any moment and the reports stand up to a tax filing, not only to a meeting.

Permissions are drawn per role: the kitchen manager sees orders and confirms delivery and nothing else, a cashier sees only their own restaurant, a guard sees his own round, reception sees its reservations, and the owner sees everything.

Framework	Laravel 12
Admin panel	Filament 5
Database	MySQL / MariaDB
Permissions	Roles and per-role permissions
Languages	11 fully translated interfaces
Accounting	Double entry with a trial balance
Tests	837 automated tests · 2875 assertions
Sections	21 sections in this guide

Designed and developed by
GWES GROUP
Software for hotels and hospitality