HOTEL MANAGEMENT SYSTEM

These are some of the key features & reports included in all modules:

1. BackOffice:

This module is used for all back office activities involving setting up the business entities, city ledger accounts, user setup among others. Also for other modules in the system to work, all setting is done from the BackOffice. All the modules are linked to the back office and hence reports can be accessed from here.

1a: Features

- Register workstations on the Local Area Network (LAN)
- Define Taxes
- Set order printers, bills and receipts printers.
- User Management and access right issue.
- Back up Database facility
- Selling Point setup
- Audit trail
- User management
- Set up rooms
- Meal Plan setting
- Clients Account Settings
- Payment processing for city ledger accounts
- Shift Management
- Set happy hour
- Stock taking
- Closure of day
- Filter report panel for reports filtration
- User authentication before login into the system

1b: Reports

- Audit trail report
- Items Report
- Items recipe report
- Sales report
- Sales by waiter report
- Sales by cashier report
- Happy hour sales report
- Food cost report
- Material usage report
- All purchases report

- Issues report from store
- Voids report
- Spoilages report
- Stock variance report after stock taking

2. Reservation:

This module is for guest booking of room(s) either single booking or group booking. It is linked with the Front Desk module so that once a reserved guest arrives, the guest is checked in into the reserved room and details transferred from reservation to Front Desk.

2a: Features

- View all occupied rooms, vacant, dirty, deactivated and reserved rooms at a glance
- Multiple Reservation on a Single Room
- Ability to reserve a single or group booking
- Cancel a reservation
- Edit reservation details
- Activate a canceled reservation
- Assign rooms to reserved guests
- Transfer reserved guest to another room in case of any change
- Post Guest and Room Follow up to be attended by housekeeper or maintenance department
- Filter report panel for reports filtration
- User authentication before login into the system

2b: Reports
- Booking report
- Due reservation report
- Cancelled booking report
- Expected arrival report
- Guest pickups report

3. FrontDesk:

This module is used for checking in guest into the rooms and processing their transactions when they are still in-house guests before checking them out. Here are some of the features and reports of this module.

3a: Features

- User authentication before login into the system
- View all occupied rooms, vacant, dirty, deactivated and reserved rooms at a glance
- Ability to check in guest into account either walk-in or via account
- Post guest extras in the room
- Transfer guest from one room to another

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- Attach guest to another room incase bills are being paid by another guest
- Make payments to a guest account
- Adjust guest stay details
- Ability to search a guest quickly and easily by either name, i.d, passport number e.t.c
- View rooms by amenities e.g. t.v, safe e.t.c.
- Miscellaneous sales
- Allocate payments paid by guest payment
- Post follow-ups on guest rooms
- Extra charges management
- Guest search tool
- Filter report panel for reports filtration

3b: Reports

- All In-House guests
- All occupied, vacant, deactivated, reserved rooms report
- Guest proforma invoice
- Check-in reports
- Checkouts reports
- Rooms transfer reports
- Guest details report
- Guest folio report either on account or walk-in
- Rooms sales report
- Group invoices report
- Personal guest extra report
- Payment allocation report
- Unallocated payment report
- Room forecast report
- Cashier sales summary report

4. Housekeeping:

Transaction for rooms operation would be incomplete without housekeeping module. A sequence is normally followed from either Reservation to check-in/out and then the housekeeping comes in place. A guest cannot be checked into a room if its status is dirty and this has to be done from housekeeping module. This module is used for room cleaning once a guest has been checked out of the rooms. Here are some of the features and reports of this module.

4a: Features

- User authentication before login into the system
- View all occupied rooms, vacant, dirty, deactivated and reserved rooms at a glance
- Activate / deactivate room due to one or another reason

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Nairobi, Kenya

- Assign room cleaners
- Issue room items
- Clean rooms
- View cleaning duty register
- Filter report panel for reports filtration
- View cleaning frequency
- Filter report panel for reports
- Filtration

4b: Reports

- Cleaning duty register
- Export cleaning duty register to excel
- Room cleaning report
- Due reservation report
- Cancelled booking report

5. Stores:

This module provides a fully integrated inventory management module, which automates all the inventory processes including purchase order issuance, goods receipt and inventory issuance. The inventory module is specifically geared to handle supplies management together with inventory monitoring and forecasting. Some of the key features of this module include:

5a: Features

- User authentication before login
- Stock Items inventory
- Portioning of items and food costing
- Requisition making
- Procurement Procedures (LPO Preparation)
- Supplier Management
- Issue items via Requisitions or direct issuing
- Approve Purchase Orders
- Ability to print purchase orders, goods received notes and goods returned notes.
- Issue Purchase Order Receipts.
- Inventory Adjustment
- Returnable Items' Management
- Material Controls
- Inter transfer of items between selling point
- Chefs' stackable assembly transfers after production
- View stock position for various stocking place like cafeteria, snack shop e.t.c.
- Filter report panel for reports filtration

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swisslinksystems@gmail.com   Spur Mall Ruiru, 1st Floor, Room F75
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5b: Reports

- Supplier List
- Inventory Item List
- Items recipe report (Portioning)
- Purchase order report
- Active/ inactive report
- Goods received note report
- Purchases return report
- Items issue report both using internal requisition or direct issuing
- Inter store transfer report (in and out report)
- Item bin card report
- Stock adjustment report
- Main store stock position report
- Sub store stock position
- Material usage report
- Food cost report

6. Restaurant / Cashier Point:

Placing of order by waiters and clearing of bills by cashier has been made easy through this module. It enables waiters to create new bills and place orders. When it comes to clearing or bills, the cashier has an easy time since we have a simple procedure to clear bills.
Some of the key features of this module include:

6a: Features

- User authentication before login in either by password, swipe card or pin code.
- Create new bill
- Add items into an existing bill
- Place order
- System is intelligent to split items on a bill and send them to relevant destination e.g kitchen and cafeteria
- Users can change pin or passwords
- Split a bill into two or three
- Merge several bills into one bill
- Bills transfer from one waiter to another incase one is closing his or her shift
- Return stock of wrongly voided items as spoilages into stock
- Stock transfers from one point to another
- Create requisition from selling point
- Place orders
- Print customer bill
- Void items entered by mistaken but only if one has that access right
- Pay order bills
- Ability to nullify nil bills

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6b: Reports

- Sales report by waiter
- Sales report by cashier
- Combined sales report
- Items sales report by fast moving and slow moving
- Item sales report by best and worst sellers
- Sales items movement report
- Pending order bills report
- All order bills report
- Food cost report
- Material usage report, Happy hour sales report
- Customer clearance receipt report
- Cashier cash submission report

7. Conference and Banqueting:

This module features a conference and Banquet module for managing conference activities such as issuing returnable items like Projector, smart boards e.t.c. and also non-returnable items which like tissue papers, pens, files e.t.c. Also meals setting for the conference can be done from this module e.g. breakfast- what will be consumed, Tea- break time, Lunch e.t.c

7a: Features

- Make a booking for either hall or room
- Allocate hall / room
- Issue function essentials (Non Consumables but returnable) e.g. Projectors, Charts e.t.c
- Issue function essentials non-returnable e.g. pens, files e.t.c
- Banquet
- Cancel Conference / function

7b: Reports

- Print Conference / Function Report (detailed or summarized)
- View past, current and past conferences
- View canceled conferences

8. Accounts:

Our Product is not like some other systems which require you to buy an external accounting system for it to be integrated. Our Product features an Accounting Module which integrates seamlessly with POS, Inventory, Backoffice and FrontDesk.

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The Accounting module will streamline such complex processes as Sales, Purchasing and Debts Recovery by automatically posting their corresponding accounting transactions. The module also supports voucher-based transactions and reduces time spent on generating critical reports. Some of the features & reports of this module for chart of accounts, customers, suppliers and banking include:

8a: Features

- Ability to organize the chart of accounts with respect to their various categories i.e. assets, liabilities, income and expenses. The chart of accounts module is highly customizable and enables the organization to group the various items in their preferred manner.
- Ability to print Accounts Registry transaction for the Chart of Accounts to make it easier to track details of a given transaction fast and easy. The general ledger keeps track of all the activities that took place within the particular ledger accounts.
- It is available in two formats, the summarized and detailed version. This will make it easier to audit any financial activities in the various ledger accounts.
- The system also has an integrated journal, which can be used to capture ledger transactions that directly affect the ledger accounts. Accounts payable is to manage creditors, invoices received and payments made to the suppliers. It includes a voucher tracking system to locate the status of given supplier invoices or vouchers Add new bank accounts
- Transfer funds from one account to another
- Make Payments through bank
- Make templates for printing cheques
- Print cheques
- Process bank charges and interest
- Reconcile bank accounts

8b: Reports

- Aged payables reports (detailed and summarized)
- Chart of accounts report
- General ledger reports (detailed and summarized versions)
- Journal entries report
- Purchases by Supplier (detailed and summarized)
- Purchases by Item (detailed and summarized)
- Cheques details report
- Bank transaction and the journals
- Account ledger report
- Payments made with missing cheque numbers

9. Security

Our Product is equipped with a multi-level role-based security system. This will be done at the following level.

9a: User Authentication

Every user requires a user name and password, which is verified on every log on. On login in subsequent transactions is authenticated. If the user name and password are not authenticated, the user is denied access in to the system.

9b: User Authorization

After authentication, the user's access rights are checked to determine if he/she has been granted permission to perform the requested action.

9c: User Permissions

Different user roles with different access rights can be easily defined. Allowing customization of individual access rights for each user within a department ensures further flexibility.

10. Health Club

Our product is equipment the health club facilities i.e. gym, sauna, aerobic etc. Been in a position to track you members either daily, weekly, monthly membership. Capture your daily pos sale at the health club. Reports on all track etc.