

Manual

PCS-Guest Profile User Guide

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1. Overview

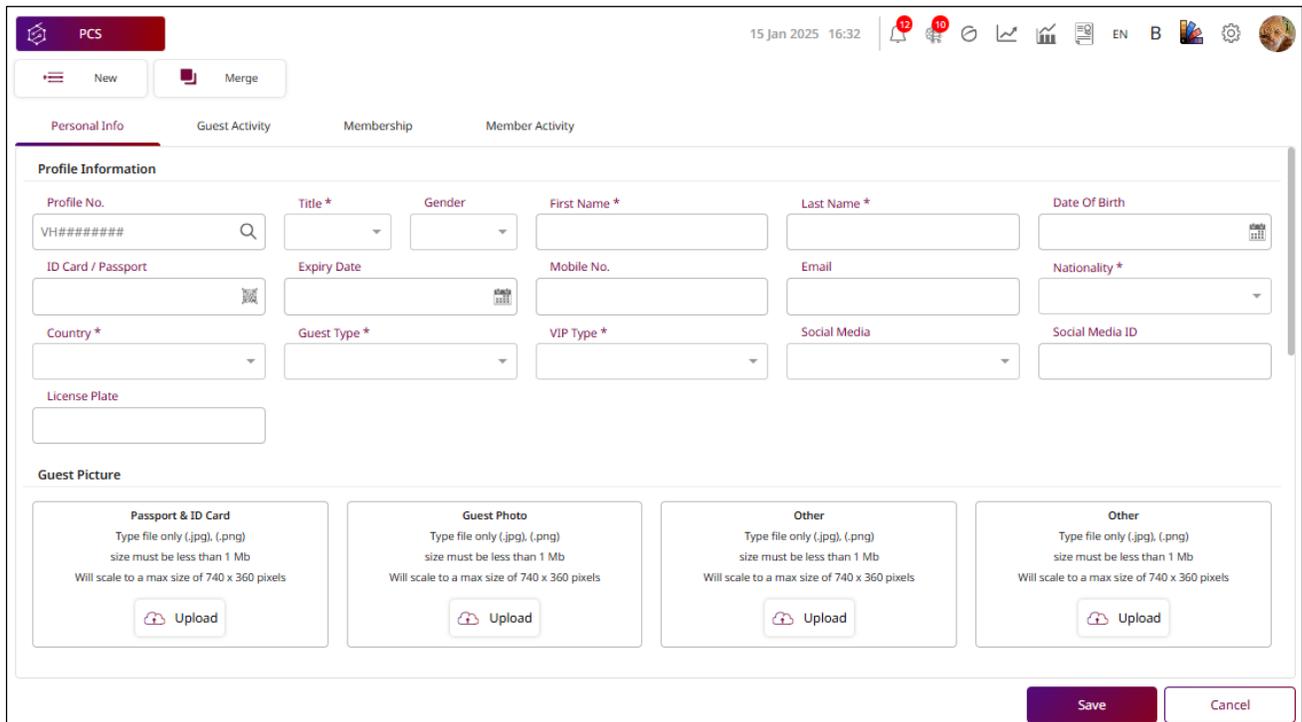
This PMS – Guest Profile User Guide provides detailed instructions for managing guest profiles, including creating new profiles, managing historical profiles, and reviewing guest activity. It covers essential tasks such as entering profile details, viewing past stays, and accessing revenue data. The guide is designed to provide clear, step-by-step instructions to ensure efficient and accurate management of guest information.

2. Personal Info (New profile)

Available under **PCS > Guest Profile center > Personal Info**, this function allows staff to manage guest profiles.

To perform the task:

1. Press **New** to create a new guest profile.
2. Fill in the required information. (Profile Information, Marketing)
3. Set the status to **Open**.
4. Press **Save** to confirm adding the new guest or
5. Press **Cancel** to cancel the action and close the pop-up.

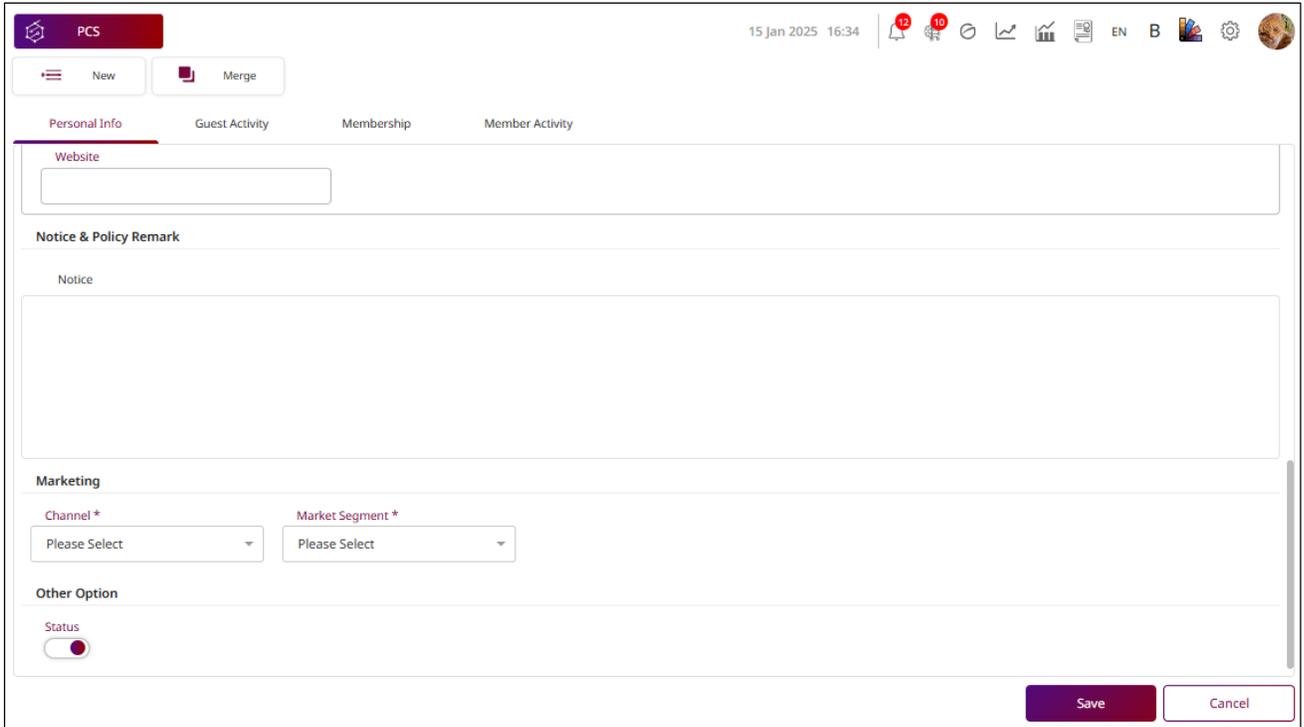


The screenshot shows the 'Personal Info' form in the PCS system. The form is titled 'Profile Information' and contains the following fields:

- Profile No.:** VH#####
- Title *:** [Dropdown]
- Gender:** [Dropdown]
- First Name *:** [Text]
- Last Name *:** [Text]
- Date Of Birth:** [Date Picker]
- ID Card / Passport:** [Image Upload]
- Expiry Date:** [Date Picker]
- Mobile No.:** [Text]
- Email:** [Text]
- Nationality *:** [Dropdown]
- Country *:** [Dropdown]
- Guest Type *:** [Dropdown]
- VIP Type *:** [Dropdown]
- Social Media:** [Dropdown]
- Social Media ID:** [Text]
- License Plate:** [Text]

Below the form, there are four 'Guest Picture' upload sections, each with an 'Upload' button and instructions: 'Type file only (.jpg), (.png) size must be less than 1 Mb Will scale to a max size of 740 x 360 pixels'.

At the bottom right of the form, there are 'Save' and 'Cancel' buttons.



The screenshot displays the PCS (Profile Management System) interface. At the top, there is a header with the PCS logo, a date and time stamp (15 Jan 2025 16:34), and a navigation bar with icons for notifications, reports, and settings. Below the header, there are two buttons: 'New' and 'Merge'. The main content area is divided into four tabs: 'Personal Info', 'Guest Activity', 'Membership', and 'Member Activity'. The 'Personal Info' tab is active, showing a 'Website' field with a text input box. Below this is a 'Notice & Policy Remark' section with a 'Notice' label and a large text area. The 'Marketing' section contains two dropdown menus: 'Channel *' and 'Market Segment *', both currently set to 'Please Select'. The 'Other Option' section has a 'Status' label and a toggle switch that is currently turned on. At the bottom right, there are 'Save' and 'Cancel' buttons.

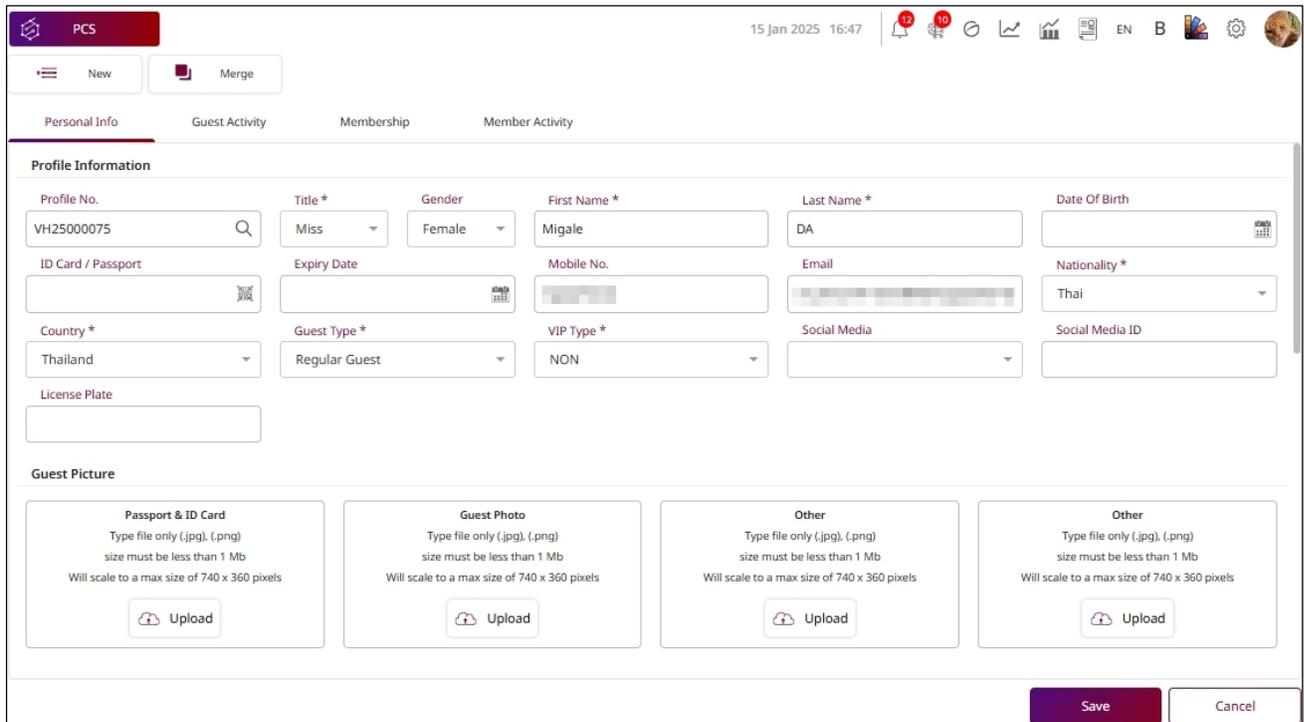
Note: Ensure all required fields are filled in accurately, especially the profile information, to maintain up-to-date and correct guest records.

3. Personal Info (History Profile)

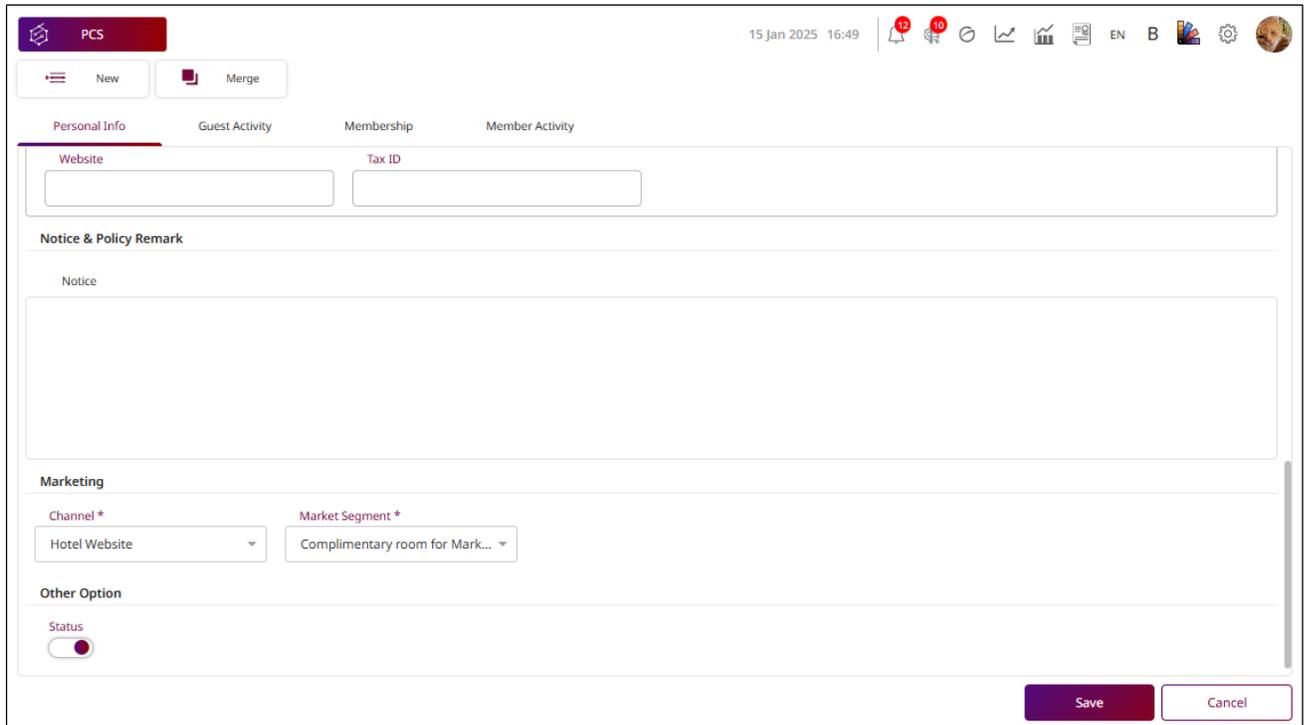
Available under **PCS > Guest Profile center > Personal Info**, this function allows staff to manage guest profiles and view their history.

To perform the task:

1. Press “” Profile No. to define the guest’s history.
2. The system will retrieve the guest’s history data from the booking information.
3. Fill in additional information as needed.
4. Press **Save** to confirm and update the guest profile, or
5. Press **Cancel** to cancel the action and close the pop-up.



The screenshot displays the PCS Guest Profile center interface. At the top, there is a navigation bar with 'PCS' and a date/time stamp '15 Jan 2025 16:47'. Below the navigation bar, there are tabs for 'Personal Info', 'Guest Activity', 'Membership', and 'Member Activity'. The 'Personal Info' tab is active, showing a form for profile information. The form includes fields for Profile No. (VH25000075), Title (Miss), Gender (Female), First Name (Migale), Last Name (DA), Date Of Birth, ID Card / Passport, Expiry Date, Mobile No., Email, Nationality (Thai), Country (Thailand), Guest Type (Regular Guest), VIP Type (NON), Social Media, Social Media ID, and License Plate. There are also four upload boxes for 'Passport & ID Card', 'Guest Photo', and two 'Other' categories, each with an 'Upload' button. At the bottom right, there are 'Save' and 'Cancel' buttons.



The screenshot displays the PCS (Property Control System) interface. At the top left, the 'PCS' logo is visible. The top right shows the date and time '15 Jan 2025 16:49' along with several notification icons. Below the header, there are two buttons: 'New' and 'Merge'. The main content area is divided into four tabs: 'Personal Info', 'Guest Activity', 'Membership', and 'Member Activity'. The 'Personal Info' tab is active, showing two input fields for 'Website' and 'Tax ID'. Below this is a section for 'Notice & Policy Remark' with a large text area for 'Notice'. The 'Marketing' section contains two dropdown menus: 'Channel *' (set to 'Hotel Website') and 'Market Segment *' (set to 'Complimentary room for Mark...'). The 'Other Option' section has a 'Status' toggle switch that is currently turned on. At the bottom right, there are 'Save' and 'Cancel' buttons.

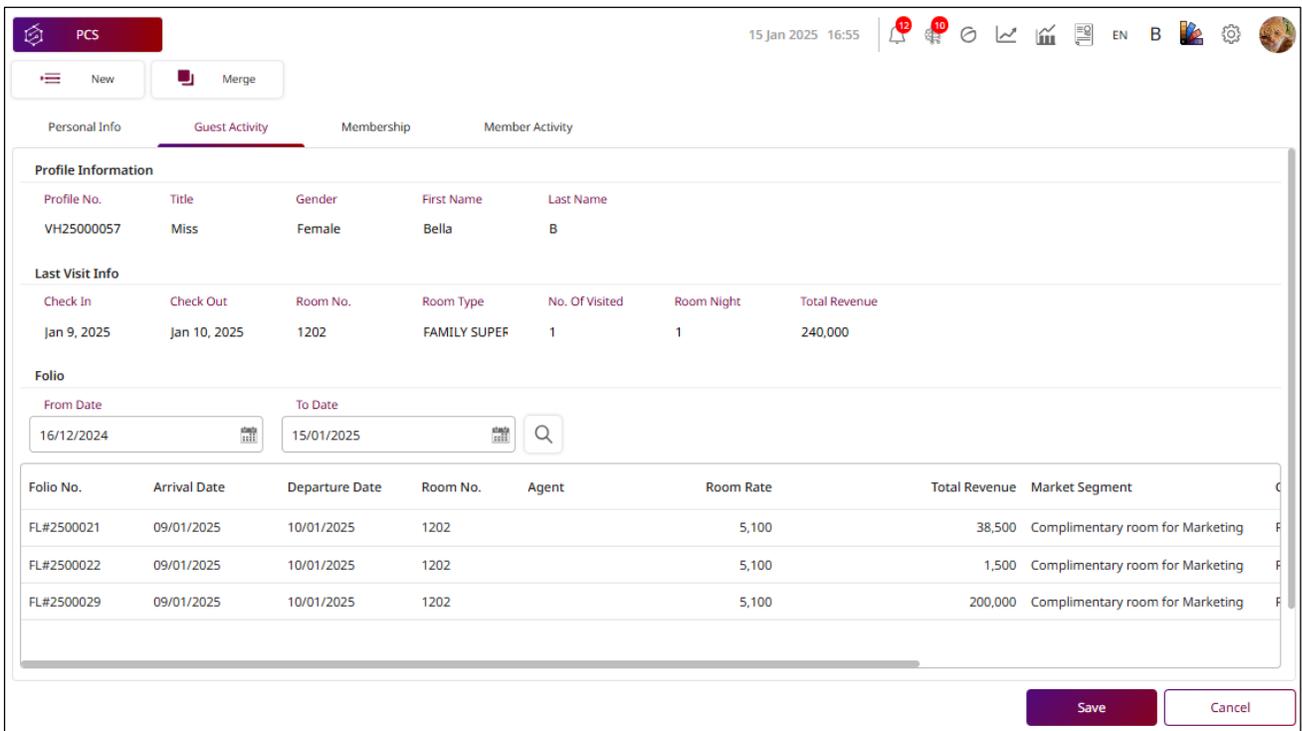
Note: Ensure that the guest history data is accurate and up-to-date before saving to maintain correct and complete guest profiles.

4. Guest Activity

Available under **PMS > PMS Manager > Guest Activity**, this function allows staff to view historical stay and revenue data for individual guests.

To perform the task:

1. Press **Guest Activity** to view the guest's activity history.
2. The system displays the guest's profile details, most recent visit information, and folio records (financial transactions related to the stay).
3. Press **Save** to confirm and update the guest profile, or
4. Press **Cancel** to cancel the action and close the pop-up.



The screenshot shows the 'Guest Activity' interface for a guest. It includes a header with 'PCS' and a date/time stamp '15 Jan 2025 16:55'. Below the header are 'New' and 'Merge' buttons. The main content is divided into sections: 'Personal Info', 'Guest Activity' (selected), 'Membership', and 'Member Activity'. The 'Profile Information' section shows details for Profile No. VH25000057, Title Miss, Gender Female, First Name Bella, and Last Name B. The 'Last Visit Info' section shows a check-in on Jan 9, 2025, and check-out on Jan 10, 2025, in room 1202 (FAMILY SUPEF) for 1 night, resulting in 240,000 in total revenue. The 'Folio' section has date pickers for 'From Date' (16/12/2024) and 'To Date' (15/01/2025). Below this is a table of folios:

Folio No.	Arrival Date	Departure Date	Room No.	Agent	Room Rate	Total Revenue	Market Segment
FL#2500021	09/01/2025	10/01/2025	1202		5,100	38,500	Complimentary room for Marketing
FL#2500022	09/01/2025	10/01/2025	1202		5,100	1,500	Complimentary room for Marketing
FL#2500029	09/01/2025	10/01/2025	1202		5,100	200,000	Complimentary room for Marketing

At the bottom right, there are 'Save' and 'Cancel' buttons.

Note: Ensure that the guest's activity history is regularly updated to reflect accurate information, especially the most recent visits and financial transactions.