

Manual

PMS-Front Desk User Guide

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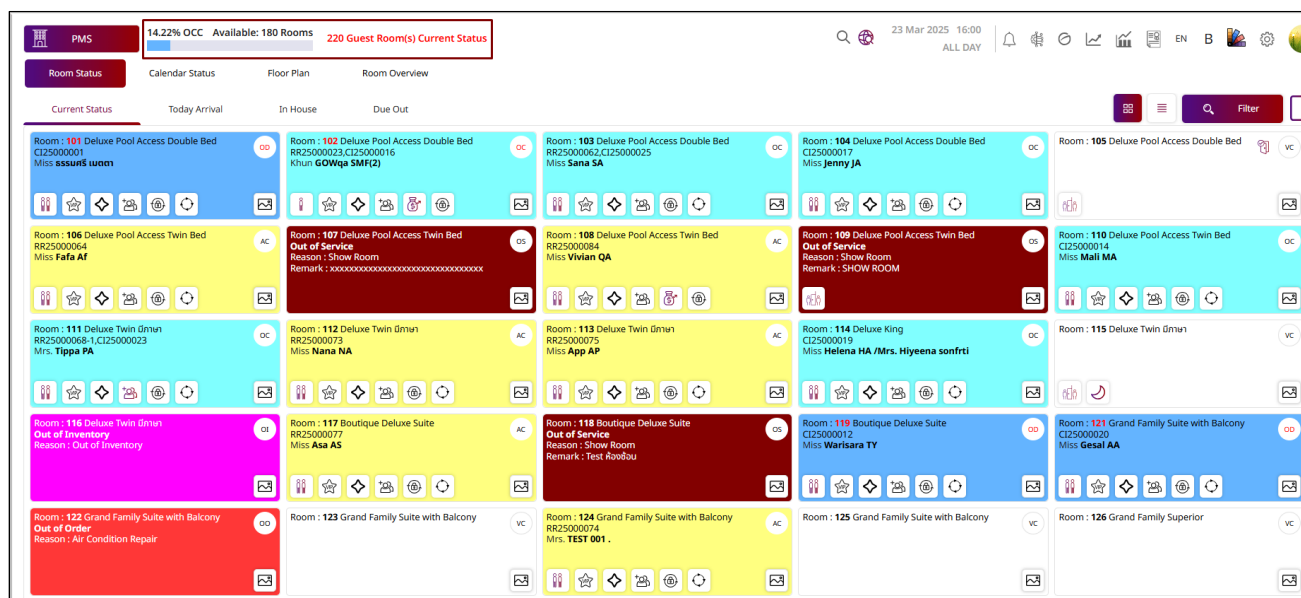
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1. Overview

This PMS –Front Desk User Guide provides staff with detailed instructions on managing Creating a Reservation, Editing a Reservation, Searching for a Reservation, and Updating Reservation Status. The guide is designed to ensure clear, step-by-step instructions for effective use of the system in front desk system screen processes.

2. Room Status

Available under **PMS > Front Desk Function > Room Status Menu Tap**, this function allows staff to Check the real-time overview of the current room status in the hotel, Check the occupancy percentage (OCC%), the number of available rooms in the system, and the total number of rooms in the system.



The screenshot displays the PMS Room Status interface. At the top, a summary bar shows 14.22% OCC, 180 Available Rooms, and 220 Guest Room(s) Current Status. Below this, there are tabs for Room Status, Calendar Status, Floor Plan, and Room Overview. The Room Status tab is active, showing a grid of room cards. Each card displays the room number, type, guest name, and status. The cards are color-coded: blue for occupied, yellow for available, and red for out of service or out of inventory. The grid shows rooms 101 through 126, with various statuses and guest names listed.

Room Number	Room Type	Guest Name	Status
Room : 101 Deluxe Pool Access Double Bed	RR25000001	Miss sssuS uoon	Occupied
Room : 102 Deluxe Pool Access Double Bed	RR25000023, CI25000016	Khun GOWqa SMF(2)	Occupied
Room : 103 Deluxe Pool Access Double Bed	RR25000062, CI25000025	Miss Sana SA	Occupied
Room : 104 Deluxe Pool Access Double Bed	CI25000017	Miss Jenny JA	Occupied
Room : 105 Deluxe Pool Access Double Bed			Available
Room : 106 Deluxe Pool Access Twin Bed	RR25000064	Miss Fafa Af	Available
Room : 107 Deluxe Pool Access Twin Bed	RR25000084	Miss Vivian QA	Out of Service
Room : 108 Deluxe Pool Access Twin Bed	RR25000075	Miss App AP	Available
Room : 109 Deluxe Pool Access Twin Bed	CI25000019	Miss Helena HA /Mrs. Hyeena sonftri	Out of Service
Room : 110 Deluxe Pool Access Twin Bed	CI25000014	Miss Mali MA	Occupied
Room : 111 Deluxe Twin (mari)	RR25000023	Mrs. Tippa PA	Occupied
Room : 112 Deluxe Twin (mari)	RR25000073	Miss Nana NA	Available
Room : 113 Deluxe Twin (mari)	RR25000075	Miss App AP	Available
Room : 114 Deluxe King	CI25000019	Miss Helena HA /Mrs. Hyeena sonftri	Occupied
Room : 115 Deluxe Twin (mari)			Available
Room : 116 Deluxe Twin (mari)			Out of Inventory
Room : 117 Boutique Deluxe Suite	RR25000077	Miss Asa AS	Available
Room : 118 Boutique Deluxe Suite	RR25000074	Mrs. TEST 001	Out of Service
Room : 119 Boutique Deluxe Suite	CI25000012	Miss Wariara TY	Occupied
Room : 120 Grand Family Suite with Balcony	CI25000020	Miss Gesal AA	Occupied
Room : 121 Grand Family Suite with Balcony			Out of Order
Room : 122 Grand Family Suite with Balcony			Out of Order
Room : 123 Grand Family Suite with Balcony			Available
Room : 124 Grand Family Suite with Balcony			Available
Room : 125 Grand Family Suite with Balcony			Available
Room : 126 Grand Family Superior			Available

Room details displayed

Click the icon  to expand the field

PMS 14.22% OCC Available: 180 Rooms 220 Guest Room(s) Current Status					23 Mar 2025 16:05 ALL DAY					
Room Status Calendar Status Floor Plan Room Overview										
Current Status Today Arrival In House Due Out										
Room : 101 Deluxe Pool Access Double Bed C12500001 Miss assun5 uoon	Room : 102 Deluxe Pool Access Double Bed RR25000023,C125000016 Khun GOWga SMF(2)	Room : 103 Deluxe Pool Access Double Bed RR25000062,C125000025 Miss Sana SA	Room : 104 Deluxe Pool Access Double Bed C125000017 Miss Jenny JA	Room : 105 Deluxe Pool Access Double Bed C125000014 Miss Mali MA						
Room : 106 Deluxe Pool Access Twin Bed RR25000064 Miss Fafa AF	Room : 107 Deluxe Pool Access Twin Bed RR25000077 Miss Asia AS	Room : 108 Deluxe Pool Access Twin Bed RR25000084 Miss Vivian QA	Room : 109 Deluxe Pool Access Twin Bed RR25000012 Miss Warisara TY	Room : 110 Deluxe Pool Access Twin Bed C125000020 Miss Gesal AA						
Room : 111 Deluxe Twin Ömran RR25000068-1,C125000023 Mrs. Tippa PA	Room : 112 Deluxe Twin Ömran RR25000073 Miss Nana NA	Room : 113 Deluxe Twin Ömran RR25000075 Miss App AP	Room : 114 Deluxe King C125000019 Miss Helena HA /Mrs. Hiyeena sonftri	Room : 115 Deluxe Twin Ömran RR25000074 Mrs. TEST 001						
Room : 116 Deluxe Twin Ömran RR25000077 Reason : Out of Inventory	Room : 117 Boutique Deluxe Suite RR25000077 Miss Asia AS	Room : 118 Boutique Deluxe Suite RR25000077 Reason : Show Room Remark : Test Room	Room : 119 Boutique Deluxe Suite RR25000077 Reason : Show Room Remark : Test Room	Room : 120 Grand Family Suite with Balcony RR25000077 Reason : Show Room Remark : Test Room						
Room : 121 Grand Family Suite with Balcony RR25000077 Reason : Air Condition Repair	Room : 122 Grand Family Suite with Balcony RR25000077 Reason : Air Condition Repair	Room : 123 Grand Family Suite with Balcony RR25000077 Reason : Air Condition Repair	Room : 124 Grand Family Suite with Balcony RR25000077 Reason : Air Condition Repair	Room : 125 Grand Family Suite with Balcony RR25000077 Reason : Air Condition Repair						
Room : 126 Grand Family Superior RR25000077 Reason : Air Condition Repair	Room : 127 Grand Family Superior RR25000077 Reason : Air Condition Repair	Room : 128 Grand Family Superior RR25000077 Reason : Air Condition Repair	Room : 129 Grand Family Superior RR25000077 Reason : Air Condition Repair	Room : 130 Grand Family Superior RR25000077 Reason : Air Condition Repair						

Note: Screenshot before pressing the button 

PMS 14.22% OCC Available: 180 Rooms 220 Guest Room(s) Current Status					23 Mar 2025 16:06 ALL DAY					
Room Status Calendar Status Floor Plan Room Overview										
Current Status Today Arrival In House Due Out										
Room : 101 Deluxe Pool Access Double Bed C12500001 Miss assun5 uoon Checked-In : 23/03/2025 15:49 Due Out : 23/03/2025 12:00 No. Of Night : 3 Night wainaporn.smartfinder@gmail.com Company/Agent : SMART-QA Balance : 797	Room : 102 Deluxe Pool Access Double Bed RR25000023,C125000016 Khun GOWga SMF(2) Checked-In : 23/03/2025 17:33 Due Out : 23/03/2025 15:00 No. Of Night : 1 Night Company/Agent : Pirya-International Co.,Ltd Balance : 500	Room : 103 Deluxe Pool Access Double Bed RR25000062,C125000025 Miss Sana SA Checked-In : 23/03/2025 14:35 Due Out : 26/03/2025 12:00 No. Of Night : 3 Night Company/Agent : Balance : 0	Room : 104 Deluxe Pool Access Double Bed C125000017 Miss Jenny JA Checked-In : 22/03/2025 09:50 Due Out : 26/03/2025 12:00 No. Of Night : 4 Night Company/Agent : Balance : 4,500	Room : 105 Deluxe Pool Access Double Bed C125000014 Miss Mali MA Checked-In : 22/03/2025 15:44 Due Out : 25/03/2025 12:00 No. Of Night : 3 Night Company/Agent : Balance : 5,950						
Room : 106 Deluxe Pool Access Twin Bed RR25000064 Miss Fafa AF Arrival : 23/03/2025 14:00 Departure : 26/03/2025 12:00 No. Of Night : 3 Night Company/Agent : Balance : 0	Room : 107 Deluxe Pool Access Twin Bed RR25000077 Miss Asia AS Arrival : 23/03/2025 08:00 Departure : 23/03/2025 17:00 No. Of Night : 1 Night Company/Agent : Balance : 0	Room : 108 Deluxe Pool Access Twin Bed RR25000084 Miss Vivian QA Arrival : 23/03/2025 14:00 Departure : 24/03/2025 12:00 No. Of Night : 1 Night Company/Agent : Balance : 0	Room : 109 Deluxe Pool Access Twin Bed RR25000012 Miss Warisara TY Arrival : 23/03/2025 09:56 Departure : 25/03/2025 12:00 No. Of Night : 3 Night Company/Agent : Balance : 3,000	Room : 110 Deluxe Pool Access Twin Bed C125000020 Miss Gesal AA Arrival : 23/03/2025 11:31 Departure : 24/03/2025 12:00 No. Of Night : 1 Night Company/Agent : Balance : 0						
Room : 111 Deluxe Twin Ömran RR25000068-1,C125000023 Mrs. Tippa PA Arrival : 23/03/2025 11:31 Departure : 26/03/2025 12:00 No. Of Night : 3 Night Company/Agent : Balance : 0	Room : 112 Deluxe Twin Ömran RR25000073 Miss Nana NA Arrival : 23/03/2025 12:00 Departure : 26/03/2025 12:00 No. Of Night : 3 Night Company/Agent : Balance : 0	Room : 113 Deluxe Twin Ömran RR25000075 Miss App AP Arrival : 23/03/2025 14:00 Departure : 26/03/2025 12:00 No. Of Night : 3 Night Company/Agent : Balance : 0	Room : 114 Deluxe King C125000019 Miss Helena HA /Mrs. Hiyeena sonftri Arrival : 23/03/2025 09:56 Departure : 25/03/2025 12:00 No. Of Night : 3 Night Company/Agent : Balance : 3,000	Room : 115 Deluxe Twin Ömran RR25000074 Mrs. TEST 001 Arrival : 23/03/2025 11:31 Departure : 24/03/2025 12:00 No. Of Night : 1 Night Company/Agent : Balance : 0						
Room : 116 Deluxe Twin Ömran RR25000077 Reason : Out of Inventory	Room : 117 Boutique Deluxe Suite RR25000077 Miss Asia AS Arrival : 23/03/2025 08:00 Departure : 23/03/2025 17:00 No. Of Night : 1 Night Company/Agent : Balance : 0	Room : 118 Boutique Deluxe Suite RR25000077 Reason : Show Room Remark : Test Room	Room : 119 Boutique Deluxe Suite RR25000077 Reason : Show Room Remark : Test Room	Room : 120 Grand Family Suite with Balcony RR25000077 Reason : Show Room Remark : Test Room						
Room : 121 Grand Family Suite with Balcony RR25000077 Reason : Air Condition Repair	Room : 122 Grand Family Suite with Balcony RR25000077 Reason : Air Condition Repair	Room : 123 Grand Family Suite with Balcony RR25000077 Reason : Air Condition Repair	Room : 124 Grand Family Suite with Balcony RR25000077 Reason : Air Condition Repair	Room : 125 Grand Family Suite with Balcony RR25000077 Reason : Air Condition Repair						
Room : 126 Grand Family Superior RR25000077 Reason : Air Condition Repair	Room : 127 Grand Family Superior RR25000077 Reason : Air Condition Repair	Room : 128 Grand Family Superior RR25000077 Reason : Air Condition Repair	Room : 129 Grand Family Superior RR25000077 Reason : Air Condition Repair	Room : 130 Grand Family Superior RR25000077 Reason : Air Condition Repair						

Note: Screenshot after pressing the button 

2.1 Current Status

Purpose: Displays a real-time overview of the current room status in the hotel.

Common information shown:

- Total number of rooms
- Available rooms
- Occupied rooms
- Out of Order (OOO) / Out of Service (OOS) room
- Dirty rooms
- Other room statuses

Benefits:

- Allows staff to monitor the current status of all rooms
- Helps in planning housekeeping and room allocation
- Useful for front desk staff, housekeeping, and hotel management

Room Status		Calendar Status		Floor Plan		Room Overview	
Current Status		Today Arrival		In House		Due Out	
Room : 101 Deluxe Pool Access Double Bed C125000001 Miss RUANG WUDON		Room : 102 Deluxe Pool Access Double Bed RR25000023.C125000016 Khun GOWee SMF(2)		Room : 103 Deluxe Pool Access Double Bed RR25000045-2 Miss Sarapat Yang		Room : 104 Deluxe Pool Access Double Bed	
Room : 106 Deluxe Pool Access Twin Bed		Room : 107 Deluxe Pool Access Twin Bed		Room : 108 Deluxe Pool Access Twin Bed		Room : 109 Deluxe Pool Access Twin Bed Out of Service Reason : Show Room Remark : SHOW ROOM	
Room : 111 Deluxe Twin (mtn) RR25000022 Group DR. TOMMY MY		Room : 112 Deluxe Twin (mtn)		Room : 113 Deluxe Twin (mtn) RR25000022-2 Group DR. TOMMY MY		Room : 114 Deluxe King	
Room : 116 Deluxe Twin (mtn) RR25000002-4.C125000002 Group BABY BLUE 2025 555		Room : 117 Boutique Deluxe Suite Out of Order Reason : Air Condition Repair		Room : 118 Boutique Deluxe Suite		Room : 119 Boutique Deluxe Suite C125000012 Miss Warisara TY	
Room : 122 Grand Family Suite with Balcony		Room : 123 Grand Family Suite with Balcony		Room : 124 Grand Family Suite with Balcony		Room : 125 Grand Family Suite with Balcony	
						Room : 126 Grand Family Superior	

2.2 Today Arrival

Purpose: Displays the list of all reservations scheduled to **check in today**.

Common information shown:

- Guest name
- Reservation number
- Reserved room type
- Reservation status (e.g., Confirmed, No-show)
- Room readiness status

Benefits:

- Helps prepare rooms before guest arrival
- Used to check in guests upon arrival
- Assists front desk staff in managing arrivals efficiently

Room Status					Calendar Status					Floor Plan					Room Overview				
Current Status					Today Arrival					In House					Due Out				
Room : Lanna Corner RR25000018 Khun GOWqa SMF					Room : Deluxe Twin Dmtn RR25000024 Mr Tew QA					Room : Deluxe Twin Dmtn RR25000025 Mr Tom MM					Room : Deluxe Twin Dmtn RR25000026 Miss Sarah QA				
Room : Deluxe King RR25000028 Miss Twin QA					Room : Deluxe Twin Dmtn RR25000032 Mr IAm SAM					Room : Deluxe King RR25000034 Miss Warin KL					Room : Deluxe Twin Dmtn RR25000037 Mr IAm SAM(1)				
Room : Deluxe King RR25000041 Miss Tanee AA					Room : Deluxe Twin Dmtn RR25000042 Miss Pensri DD					Room : Grand Deluxe Plus King RR25000043 Miss Wanna AQ					Room : Grand Deluxe Plus King RR25000044 Miss Teena QA				
Room : Deluxe King RR25000047 Miss Kabee KB					Room : Deluxe King RR25000049 Miss Linda LIN					Room : Deluxe King RR25000050 Mrs Tanaway test					Room : Deluxe King RR25000051 Mrs Gee G				
Room : GP VILLA 5 RR25000053 Mr SAM SA					Room : 116 Deluxe Twin Dmtn RR25000049 Miss Rinda QA					Room : 202 Deluxe Twin Dmtn RR25000038-1 Group Meeting 0					Room : 204 Deluxe Twin Dmtn RR25000038-2 Group Meeting 0				

2.3 In House

Purpose: To monitor all current in-house guests.

Common information shown:

- Shows all guests who have already checked in and are currently staying at the hotel.
- Allows staff to view room numbers, length of stay, and guest preferences.
- Useful for managing guest services, room status, and tracking occupancy.

Benefits:

- Helps manage the check-out process smoothly.
- Supports housekeeping in planning room cleaning and turnover
- Prevents unnotified late check-out

Room Status					Calendar Status					Floor Plan					Room Overview				
Current Status					Today Arrival					In House					Due Out				
Room : 101 Deluxe Pool Access Double Bed CI25000001 Miss Wanwan W					Room : 102 Deluxe Pool Access Double Bed RR25000023,CI25000016 Khun GOWqa SMF(2)					Room : 110 Deluxe Pool Access Twin Bed CI25000014 Miss Mali MA					Room : 116 Deluxe Twin Dmtn RR25000002-4,CI25000002 Group BABY BLIE 2025 SSS				
Room : 131 Standard RR25000021,CI25000011 Miss Sainam SSA					Room : 202 Deluxe Twin Dmtn RR25000015,CI25000009 Mrs Wanpen WAN					Room : 204 Deluxe Twin Dmtn RR25000012,CI25000008 Miss Momo MO					Room : 205 Deluxe Twin Dmtn RR25000012-1,CI25000007 Miss Momo MO				

2.4 Due Out

Purpose: To manage guests who are scheduled to check out today.

Common information shown:

- Lists all in-house guests with today's check-out date.
- Helps front desk prepare for check-out procedures (billing, luggage, etc.).
- Assists housekeeping in planning room cleaning and turnover.
- Prevents delays and ensures rooms are ready for the next guest.

Benefits:

- Helps manage the check-out process smoothly
- Supports housekeeping in planning room cleaning and turnover
- Prevents unnotified late check-outs

Room Status				Calendar Status				Floor Plan				Room Overview			
Current Status				Today Arrival				In House				Due Out			
Room : 116 Deluxe Twin (mtn) RR25000002-4,C125000002 Group : BABY BLUE 2025 SSS				Room : 202 Deluxe Twin (mtn) RR25000015,C125000009 Mrs. Wanpen WAN				Room : 204 Deluxe Twin (mtn) RR25000012,C125000008 Miss Momo MO				Room : 205 Deluxe Twin (mtn) RR25000012-1,C125000007 Miss Momo MO			
															

3. Color symbols and icons on the system screen

3.1 Press on Vacant Clean Room (VC).

The system perform the following actions:

Exit – Exit this menu

Make Reservation – Create a new reservation

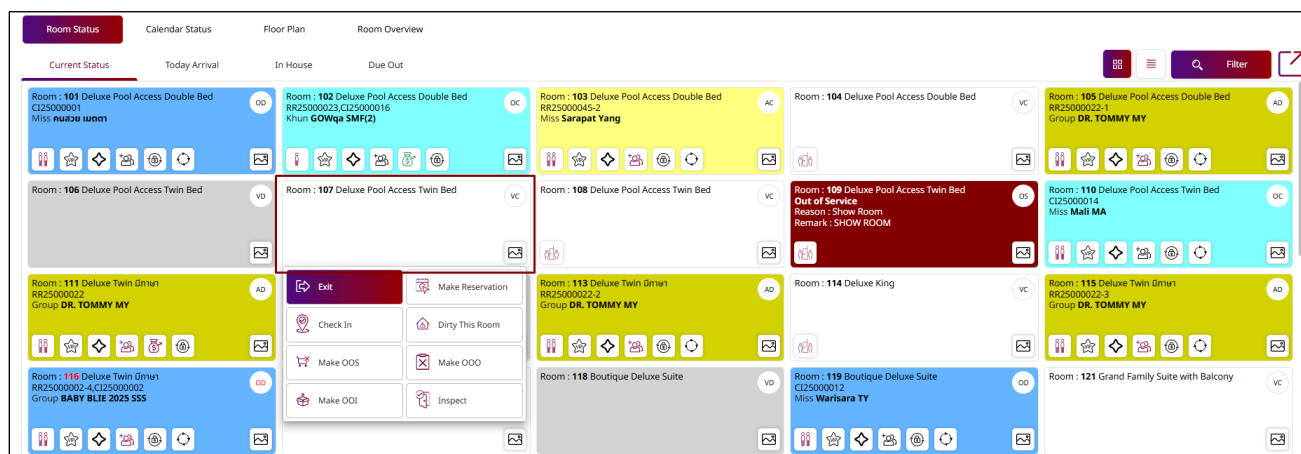
Check In – Records the check-in time

Make OOS (Out of Service) – Set the room status to “Out of Service”

Make OOO (Out of Order) – Set the room status to “Out of Order”

Make OOI (Out of Inventory) – Remove the room from inventory

Inspect – Confirms the room is ready for new guests



3.2 Press on Vacant Dirty Room (VD).

The system perform the following actions:

Exit – Exit this menu

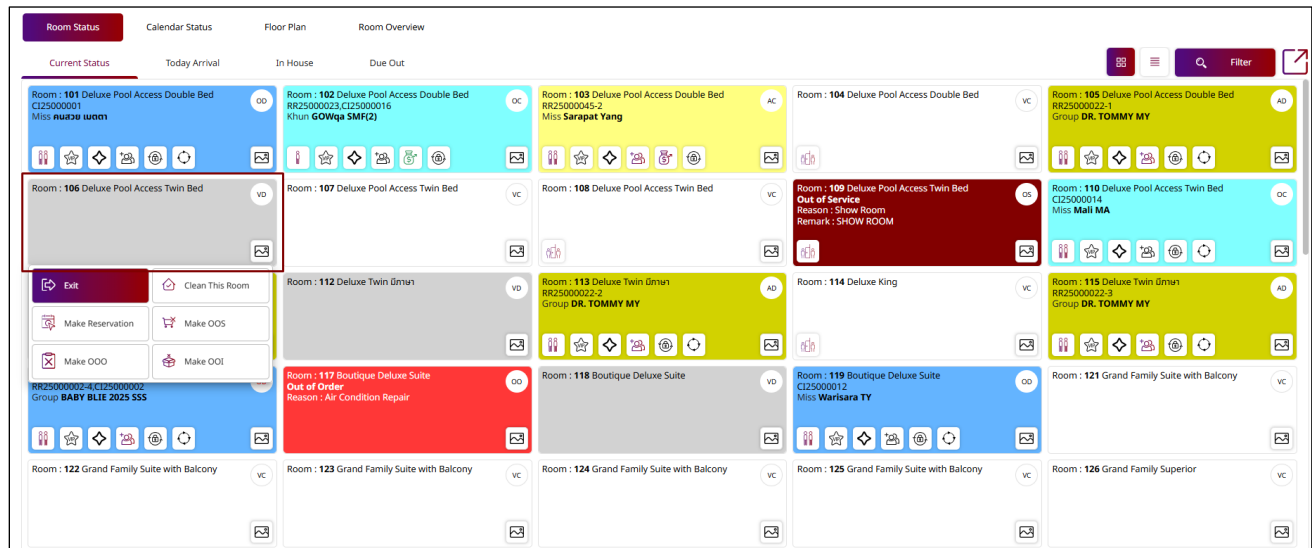
Clean This Room – Change the room status to 'Clean'

Make Reservation – Create a new reservation

Make OOS (Out of Service) – Set the room status to “Out of Service”

Make OOO (Out of Order) – Set the room status to “Out of Order”

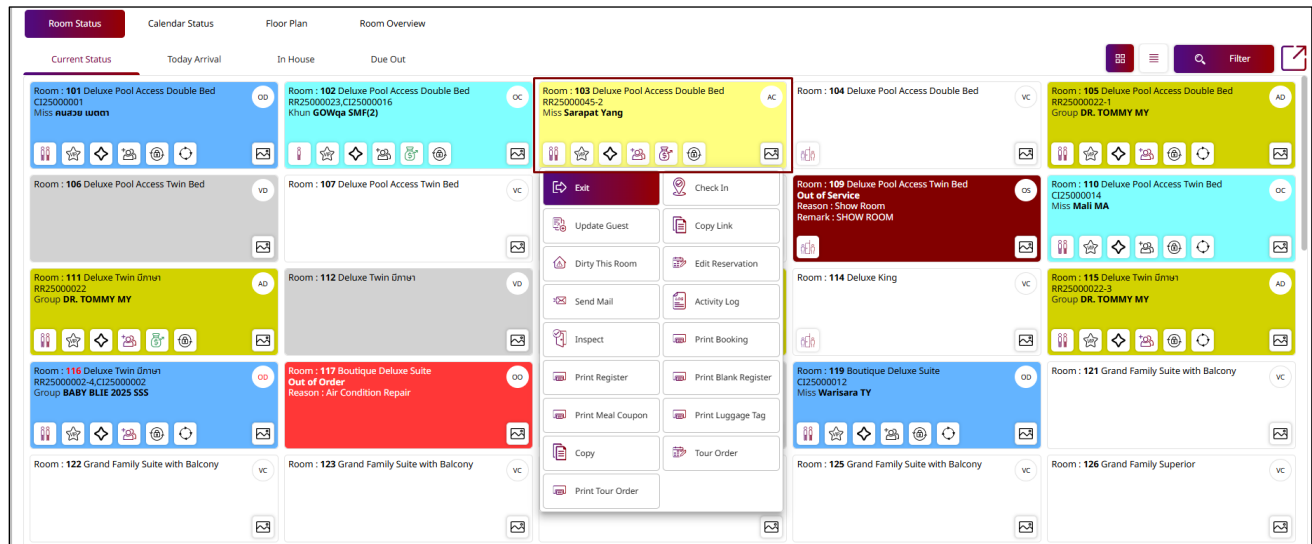
Make OOI (Out of Inventory) – Remove the room from inventory



3.3 Press on Assign Clean Room (AC).

The system perform the following actions:

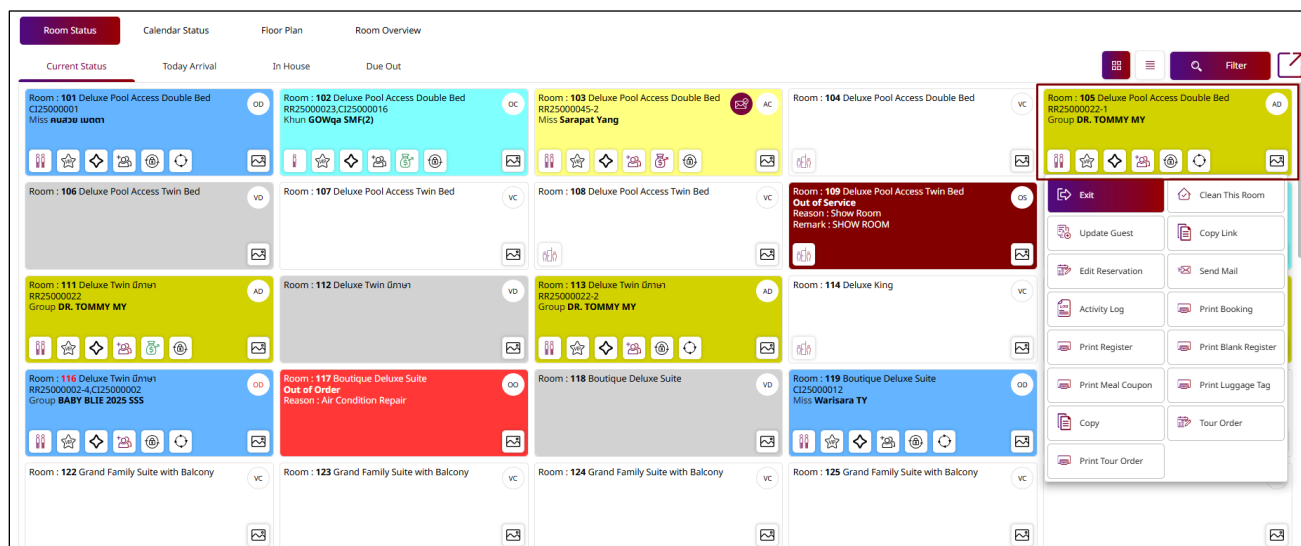
- Exit** – Exit this menu
- Check In** – Check in the guest
- Update Guest** – Update guest information
- Copy Link** – Link for check in on web check in
- Dirty This Room** – Update room status to dirty
- Edit Reservation** – Edit reservation details
- Send Mail** – Send reservation information to guest
- Activity Log** – View activity log
- Inspect** – Room inspection after cleaning
- Print Booking** – Print booking information
- Print Register** – Print registration form
- Print Blank Register** – Print blank registration form
- Print Meal Coupon** – Print meal coupon
- Print Luggage Tag** – Print luggage tag
- Copy** – Copy Reservation
- Tour Order** – View tour order
- Print Tour Order** – Print tour order



3.4 Press on Assign Dirty Room (AD).

The system perform the following actions:

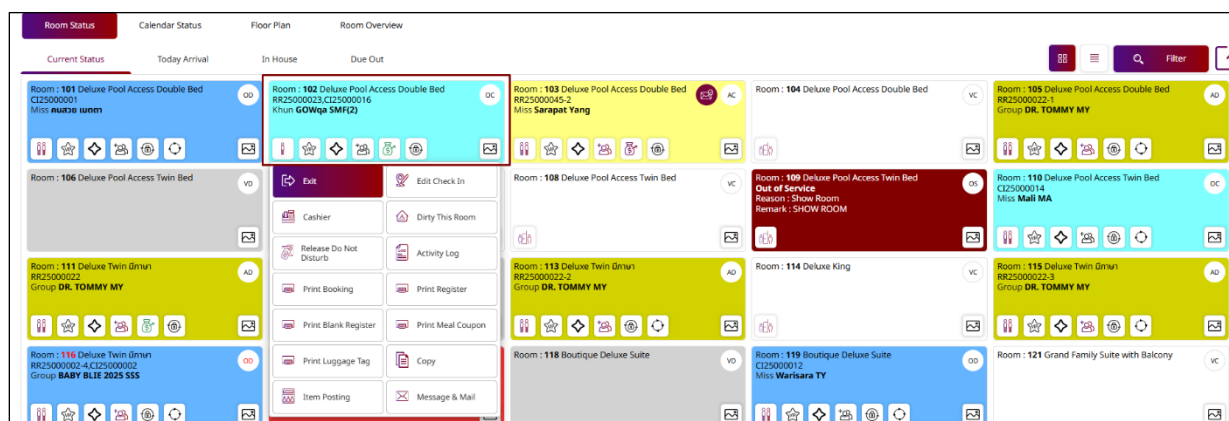
- Exit** – Exit this menu
- Clean This Room** – Update room status to Clean
- Update Guest** – Update guest information
- Copy Link** – Link for check in on web check in
- Edit Reservation** – Edit reservation details
- Send Mail** – Send reservation information to guest
- Activity Log** – View activity log
- Inspect** – Room inspection after cleaning
- Print Booking** – Print booking information
- Print Register** – Print registration form
- Print Blank Register** – Print blank registration form
- Print Meal Coupon** – Print meal coupon
- Print Luggage Tag** – Print luggage tag
- Copy** – Copy Reservation
- Tour Order** – View tour order
- Print Tour Order** – Print tour order



3.5 Press on Occupied Clean Room (OC)

The system perform the following actions:

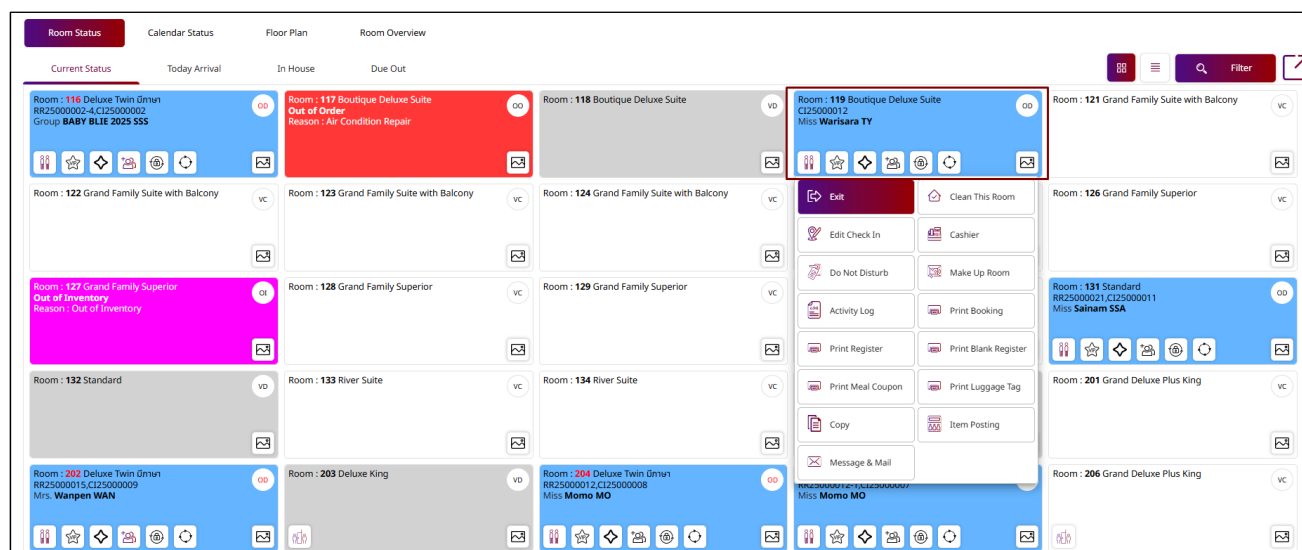
- Exit** – Exit this menu
- Edit Check In** – Edit reservation details
- Cashier** – Go to cashier functions (e.g., payments, folios)
- Dirty This Room** – Update room status to dirty
- Do Not Disturb** – Do not want staff to disturb at the moment
- Activity Log** – View activity log
- Print Booking** – Print booking information
- Print Register** – Print registration for
- Print Blank Register** – Print blank registration form
- Print Meal Coupon** – Print meal coupon
- Print Luggage Tag** – Print luggage tag
- Copy** – Copy Reservation
- Item Posting** – Post charges or items to the guest folio
- Message & Mail** – Send or view messages and emails



3.6 Press on Occupied Dirty Room (OD)

The system perform the following actions:

- Exit** – Exit this menu
- Clean This Room** – Update room status to clean
- Edit Check In** – Edit reservation details
- Cashier** – Go to cashier functions (e.g., payments, folios)
- Do Not Disturb** – Do not want staff to disturb at the moment
- Make Up Room** – The guest has requested housekeeping service
- Activity Log** – View activity log
- Print Booking** – Print booking information
- Print Register** – Print registration form
- Print Blank Register** – Print blank registration form
- Print Meal Coupon** – Print meal coupon
- Print Luggage Tag** – Print luggage tag
- Copy** – Copy Reservation
- Item Posting** – Post charges or items to the guest folio
- Message & Mail** – Send or view messages and emails



3.7 Press on Room under maintenance : OOS, OOO and OOI

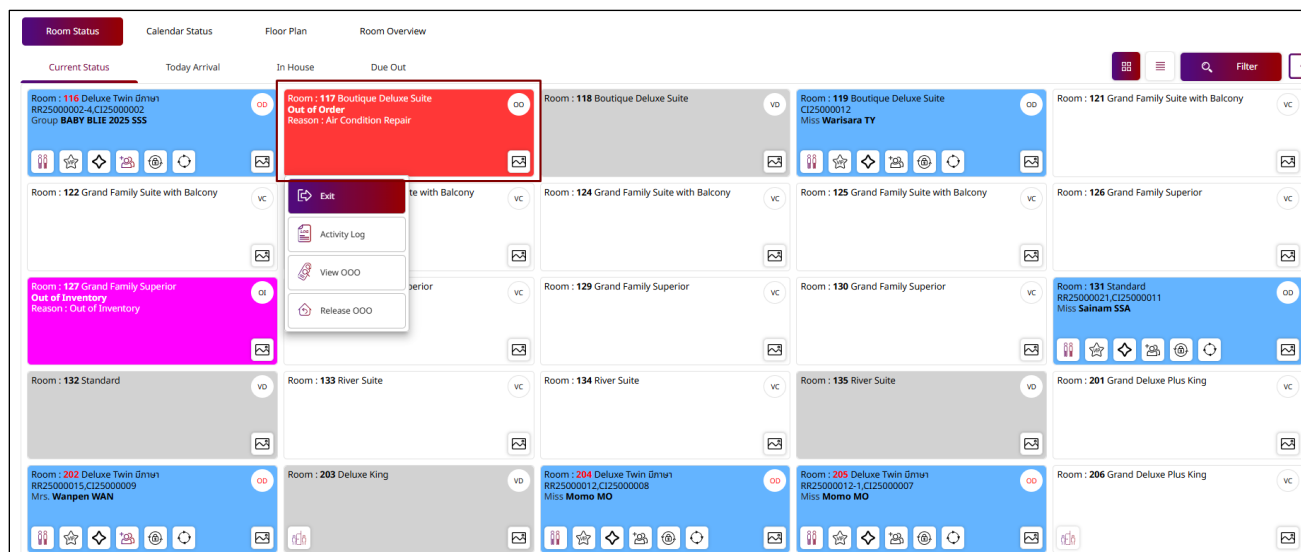
The system perform the following actions:

Exit – Exit this menu

Activity Log – View activity log

View OOS - View room status detail

Release OOS - Release the room from maintenance status



3.8 Symbols in guest rooms

The system perform the following actions:

-  Display number of guests
-  Display types of guest stay status
-  Display special request
-  Display group reservations
-  Display deposit
-  Display unable to move the room
-  Display trace
-  Display connecting room
-  Display room photos
-  Do not disturb
-  Room inspect
-  Make up room
-  Send mail to guest
-  **Pre Check-In** Pre check in

Version : 10.02
 Last Updated : 18 June 2025
 Author : QA Team

Room : **101** Deluxe Pool Access Double Bed
CI25000001
Miss **ธรรณศิริ บุคคา**
Checked-In : 20/03/2025 15:49
Due Out : 24/03/2025 12:00
No. Of Night : 4 Night
wannaporn.smartfinder@gmail.com
Company/Agent : SMART-QA
Balance : 797

OC










Details of Each Line:

1. Room number and type
2. Check-in ID or Reservation Number
3. Guest Name
4. Check-in Date & Time
5. Check-out Date & Time
6. No. Of Night
7. The contact email used for the reservation
8. The name of the company or travel agent who made the reservation
9. Balance or outstanding amount to be paid

4. Filter (Room status check operation)

Available under **PMS > Front Desk Function > Filter Button**, this function allows staff to searching for rooms by status, room type, and building location.

To perform the task:

1. Select **Front Desk Function** and click **Filter button**
2. In the **Search Field**,
 - Enter the guest name or company name
 - Click the **Search Button**,
 - The system will display the corresponding information.
3. **Room Status Button**,
 - Select the Room Status Button
 - Click the Search Button,
 - The system will display rooms with the selected status.
4. **Room Type Section**
 - Select the Room Type Button
 - Click the Search Button,
 - The system will display the room types based on the search criteria.
5. **Building Section**
 - Select the Building Button
 - Click the Search Button,
 - The system will display the building based on the search criteria.
6. **Wing / Zone Section**
 - Select the Wing / Zone Button
 - Click the Search Button,
 - The system will display the wing / zone based on the search criteria.
7. **Room View Section**
 - Select the Room View Button
 - Click the Search Button,
 - The system will display the room view based on the search criteria.
8. **Feature Section**
 - Select the Feature Button
 - Click the Search Button,
 - The system will display the feature based on the search criteria.
9. **Bed Type Section**
 - Select the Bed Type Button
 - Click the Search Button,
 - The system will display the bed type based on the search criteria.

PMS

20.45% OCC Available: 174 Rooms

220 Guest Room(s) Current Status

Room Status

Calendar Status

Floor Plan

Room Overview

Current Status

Today Arrival

In House

Due Out

Room : 220 Grand Deluxe Plus King	vc	Room : 221 Deluxe King	vc	Room : 222 Grand Deluxe King
Room : 224 Deluxe Parent-Child	vc	Room : 225 Deluxe Parent-Child	vc	Room : 226 Deluxe Parent-Child
Room : 228 Deluxe Parent-Child	vc	Room : 229 Deluxe Parent-Child	vc	Room : 230 Deluxe Parent-Child
Room : 232 Lanna Corner	vc	Room : 233 Lanna Corner	vc	Room : 234 Lanna Corner
Room : 236 Lanna Standard	vc	Room : 237 Lanna Standard	vc	Room : 238 Lanna Standard
Room : 240 Lanna Standard	vc	Room : 241 Deluxe Pool Access Twin Bed	vc	Room : 242 Deluxe Pool Access Twin

Search & Filters

AC 14

AD 5

Not Assign 17

VC 184

VD 6

Due-out 4

OC 3

OD 7

OOS 1

OOO 0

OCH 0

Total Room 220

Room Type

Boutique Deluxe Suite

Boutique Queen Room

Deluxe King

Deluxe Pool Access Double...

Deluxe Pool Access Twin Bed

Deluxe Twin ๓

Deluxe Parent-Child

Deluxe Suite

Deluxe with Balcony

Family Twin

Grand Deluxe Plus King

Grand Deluxe Plus Twin

Grand Deluxe King

Grand Deluxe Twin

Grand Family Suite with...

Grand Family Superior

Grand Suite King

Lanna Family room with...

Lanna Corner

Lanna Deluxe

Lanna Standard

Lanna Studio

Lanna Signature

Lanna Signature Suite

Lanna Triple Superior

Mini Queen Room

Maraya Suite

Pool Deluxe

Pagoda Suite

Pool Suite Double Bed

Pool Suite Twin Bed ๓

Poolvilla View Lanna garden...

Search

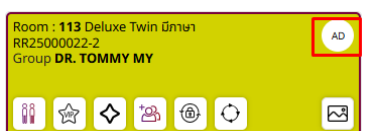
Reset

5. Room move / Upgrade

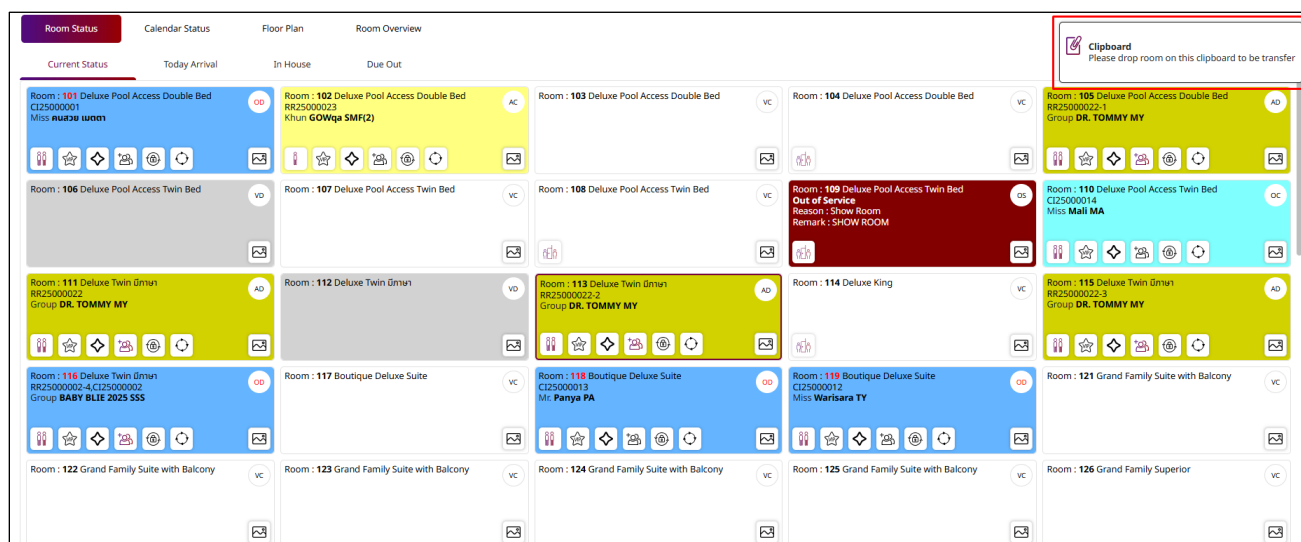
Available under **PMS > Front Desk Function > Room Status Menu Tap** this function allows staff to perform a room move for upgrade, downgrade, or within the same room type.

To perform the task:

1. Press the **Room Status Button**.



2. Drag the selected room to the **Clipboard** section.



3. Select **"None"** for the same room type.
Select **"Up"** for upgrading the room.
Select **"Down"** for downgrading the room.
4. Select the destination room.

Version : 10.02
 Last Updated : 18 June 2025
 Author : QA Team

Room Status

Calendar Status

Floor Plan

Room Overview

Current Status

Today Arrival

In House

Due Out

Room : 104 Deluxe Pool Access Double Bed

VC

Room : 107 Deluxe Pool Access Twin Bed

VC

Room : 108 Deluxe Pool Access Twin Bed

VC

Room : 1121 Boutique Queen Room

VC

Room : 1122 Boutique Queen Room

VC

Room : 1123 Boutique Queen Room

VC

Room : 1124 Boutique Queen Room

VC

Room : 1125 Boutique Queen Room

VC

Room : 1126 Boutique Queen Room

VC

Room : 1127 Boutique Queen Room

VC

Room : 1128 Boutique Queen Room

VC

Room : 1129 Boutique Queen Room

VC

Room : 1130 Boutique Queen Room

VC

Room : 117 Boutique Deluxe Suite

VC

Room : 133 River Suite

VC

Room : 134 River Suite

VC

Room : 221 Deluxe King

VC

Room : 223 Deluxe Parent-Child

VC

Room : 224 Deluxe Parent-Child

VC

Room : 225 Deluxe Parent-Child

VC

Room : 105 Deluxe Pool Acces...

Group DR. TOMMY MY

None Up Down

- Enter the room transfer details.
- Press **Save Button** to confirm.

Room Transfer

Reference No. : RR2500022-1

Origin : 105

Room Type : Deluxe Pool Access Double Bed (DLXPACDBL)

Arrival : 22/03/2025 14:00

Departure : 24/03/2025 12:00

Guest Name : DR. TOMMY MY

Rate Code : OPEN

Room Rate : 6,000

Destination : 1123

Room Type : Boutique Queen Room (BQR)

Arrival : 22/03/2025 14:00

Departure : 24/03/2025 12:00

Approved By :

Remark :

Select Rate Condition :

☒ Current Rate
 ☐ New Rate
 ☐ Upselling

Post Date	Current Rate	New Rate	Difference
22/03/2025	6,000	6,000	0
23/03/2025	6,000	6,000	0

Confirm

Cancel

6. Calendar Status

Available under **PMS > Front Desk Function > Calendar Status Menu Tap**, this function allows staff to searching for rooms by calendar.

To perform the task:

1. Press **Room View** : The system displays the details sorted by room number.
 Press **Room Type View** : The system displays the details sorted by room type.
 Press **Room Zone View** : The system displays the details sorted by zone view.
2. Press on **Calendar Button** to select the start date of the date range.
 Press on **Home Button** to return to the current date.
3. Press on **Vacant Clean Room (VC)**.

The system perform the following actions:

Exit – Exit this menu

Make Reservation – Create a new reservation

Make OOS (Out of Service) – Set the room status to “Out of Service”

Make OOO (Out of Order) – Set the room status to “Out of Order”

Make OOI (Out of Inventory) – Remove the room from inventory

Room Status

Calendar Status

Floor Plan

Room Overview

Room View

Room Type View

Zone View

Room

Sat Mar 22

Sun Mar 23

Mon Mar 24

Tue Mar 25

Wed Mar 26

Thu Mar 27

Fri Mar 28

Sat Mar 29

Sun Mar 30

Mon Mar 31

Tue Apr 1

Wed Apr 2

Thu Apr 3

Fri Apr 4

Sat Apr 5

Sun Apr 6

Mon Apr 7

Tue Apr 8

Wed Apr 9

Thu Apr 10

Fri Apr 11

Sat Apr 12

Sun Apr 13

Mon Apr 14

Tue Apr 15

Wed Apr 16

Thu Apr 17

Fri Apr 18

Sat Apr 19

Sun Apr 20

104 DLXPACDBL

105 DLXPACDBL

DR. TOMMY

106 DLXPACTWN

107 DLXPACTWN

108 DLXPACTWN

109 DLXPACTWN

110 DLXPACTWN

Mail MA

111 DLXT

DR. TOMMY MY

112 DLXT

113 DLXT

DR. TOMMY MY

114 DLXK

115 DLXT

DR. TOMMY MY

116 DLXT

Meet...

117 BDS

118 BDS

119 BDS

121 GFB

122 GFB

22/03/2025

Filter

1. Press on **Assign Clean Room (AC)** or **Assign Dirty Room (AD)**.

The system perform the following actions:

Exit – Exit this menu

Edit Reservation – Edit reservation details

Check In – Check in the guest

Activity Log – View activity log

Print Booking – Print booking information
Print Register – Print registration form
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Tour Order – View tour order
Print Tour Order – Print tour order

Room Status

Calendar Status

Floor Plan

Room Overview

Room View

Room Type View

Zone View

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22/03/2025

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Only 2025

>

Filter

Room	Sat Mar 22	Sun Mar 23	Mon Mar 24	Tue Mar 25	Wed Mar 26	Thu Mar 27	Fri Mar 28	Sat Mar 29	Sun Mar 30	Mon Mar 31	Tue Apr 1	Wed Apr 2	Thu Apr 3	Fri Apr 4	Sat Apr 5	Sun Apr 6	Mon Apr 7	Tue Apr 8	Wed Apr 9	Thu Apr 10	Fri Apr 11	Sat Apr 12	Sun Apr 13	Mon Apr 14	Tue Apr 15	Wed Apr 16	Thu Apr 17	Fri Apr 18	Sat Apr 19	Sun Apr 20
112 DLXT																														
113 DLXT		DR, TOMMY MY																												
114 DLXK		Out ...																												
115 DLXT		DR, TOMMY MY																												
116 DLXT		Meal																												
117 BDS		Exit																												
		📄 Edit Reservation																												
118 BDS		📍 Check In																												
		📄 Activity Log																												
119 BDS																														
		📄 Print Booking																												
		📄 Print Register																												
121 GFB																														
		📄 Print Blank Register																												
		📄 Print Meal Coupon																												
123 GFB																														
		📄 Print Luggage Tag																												
		📄 Tour Order																												
124 GFB																														
		📄 Print Tour Order																												
125 GFB																														
126 GFS																														
127 GFS																														
128 GFS																														
129 GFS																														
130 GFS																														

2. Press on **Occupied Clean Room (OC)** or **Occupied Dirty Room (OD)**.

The system perform the following actions:

Exit – Exit this menu
Edit Check In – Edit check-in details
Cashier – Go to cashier functions (e.g., payments, folios)
Activity Log – View activity log
Print Booking – Print booking information
Print Register – Print registration form
Print Blank Register – Print blank registration form
Print Meal Coupon – Print meal coupon
Print Luggage Tag – Print luggage tag
Item Posting – Post charges or items to the guest folio
Message & Mail – Send or view messages and emails

Room Status

Calendar Status

Floor Plan

Room Overview

Room View

Room Type View

Zone View

<

22/03/2025

>

Filter

Room	Sat Mar 22	Sun Mar 23	Mon Mar 24	Tue Mar 25	Wed Mar 26	Thu Mar 27	Fri Mar 28	Sat Mar 29	Sun Mar 30	Mon Mar 31	Tue Apr 1	Wed Apr 2	Thu Apr 3	Fri Apr 4	Sat Apr 5	Sun Apr 6	Mon Apr 7	Tue Apr 8	Wed Apr 9	Thu Apr 10	Fri Apr 11	Sat Apr 12	Sun Apr 13	Mon Apr 14	Tue Apr 15	Wed Apr 16	Thu Apr 17	Fri Apr 18	Sat Apr 19	Sun Apr 20	Mon Apr 21
101 DLXPACDBL																															
102 DLXPACDBL		GOW																													
103 DLXPACDBL		Exit																													
104 DLXPACDBL		Cashier																													
105 DLXPACDBL		DR																													
106 DLXPACTWN		Print Booking																													
107 DLXPACTWN		Print Blank Register																													
108 DLXPACTWN		Print Luggage Tag																													
109 DLXPACTWN		Out																													
110 DLXPACTWN		Ma																													
111 DLXT		DR, TOMMY MY																													
112 DLXT																															
113 DLXT		DR, TOMMY MY																													
114 DLXK		Out o...																													
115 DLXT		DR, TOMMY MY																													
116 DLXT		Meeti...																													
117 BDS																															
118 BDS		Out o...																													

3. Press on **Out Of Service Room (OOS)**, **Out Of Order Room (OOO)** and **Out Of Inventory Room(OOI)**.

The system perform the following actions:

Exit – Exit this menu

Activity Log – View activity log

View OOS - View room status detail

Release OOS - Release the room from maintenance status

Room Status

Calendar Status

Floor Plan

Room Overview

Room View

Room Type View

Zone View

<

22/03/2025

>

Filter

Room	Sat Mar 22	Sun Mar 23	Mon Mar 24	Tue Mar 25	Wed Mar 26	Thu Mar 27	Fri Mar 28	Sat Mar 29	Sun Mar 30	Mon Mar 31	Tue Apr 1	Wed Apr 2	Thu Apr 3	Fri Apr 4	Sat Apr 5	Sun Apr 6	Mon Apr 7	Tue Apr 8	Wed Apr 9	Thu Apr 10	Fri Apr 11	Sat Apr 12	Sun Apr 13	Mon Apr 14	Tue Apr 15	Wed Apr 16	Thu Apr 17	Fri Apr 18	Sat Apr 19	Sun Apr 20	Mon Apr 21
101 DLXPACDBL		rua...	Sarap...																												
102 DLXPACDBL		GOW...	Sarap...																												
103 DLXPACDBL		Sarap...																													
104 DLXPACDBL																															
105 DLXPACDBL		DR, TOMMY MY																													
106 DLXPACTWN																															
107 DLXPACTWN																															
108 DLXPACTWN																															
109 DLXPACTWN		Out of Service																													
110 DLXPACTWN		Mail MA																													
111 DLXT		DR, TOMMY MY																													
112 DLXT																															
113 DLXT		DR, TOMMY MY																													
114 DLXK		Out o...																													
115 DLXT		DR, TOMMY MY																													
116 DLXT		Rinda...																													
117 BDS			Meeti...																												
118 BDS		Out o...																													
119 BDS		Waris...																													
121 GFB																															
122 GFB																															
123 GFB																															

7. Floor Plan

Available under **PMS > Front Desk Function > Floor Plan Menu Tap**, this function allows staff to searching for rooms by floor and view the room status on each floor.

To perform the task:

7.1 Press on Room Building to select a building

7.2 Press on Floor Number to select a floor

7.3 Press on Vacant Clean Room (VC).

The system perform the following actions:

Exit – Exit this menu

Make Reservation – Create a new reservation

Check In – Check in the guest

Dirty This Room – Update room status to dirty

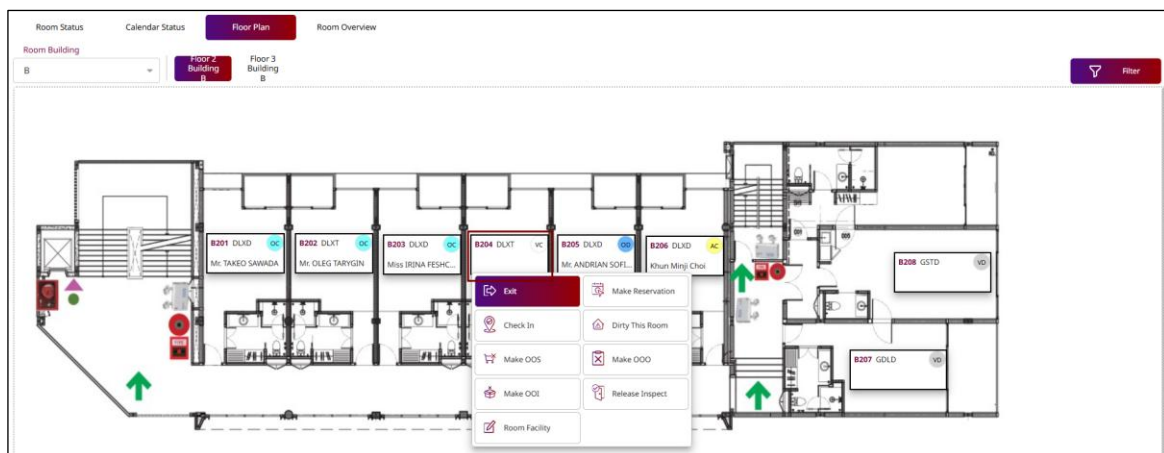
Make OOS (Out of Service) – Set the room status to “Out of Service”

Make OOO (Out of Order) – Set the room status to “Out of Order”

Make OOI (Out of Inventory) – Remove the room from inventory

Inspect – Room inspection after cleaning

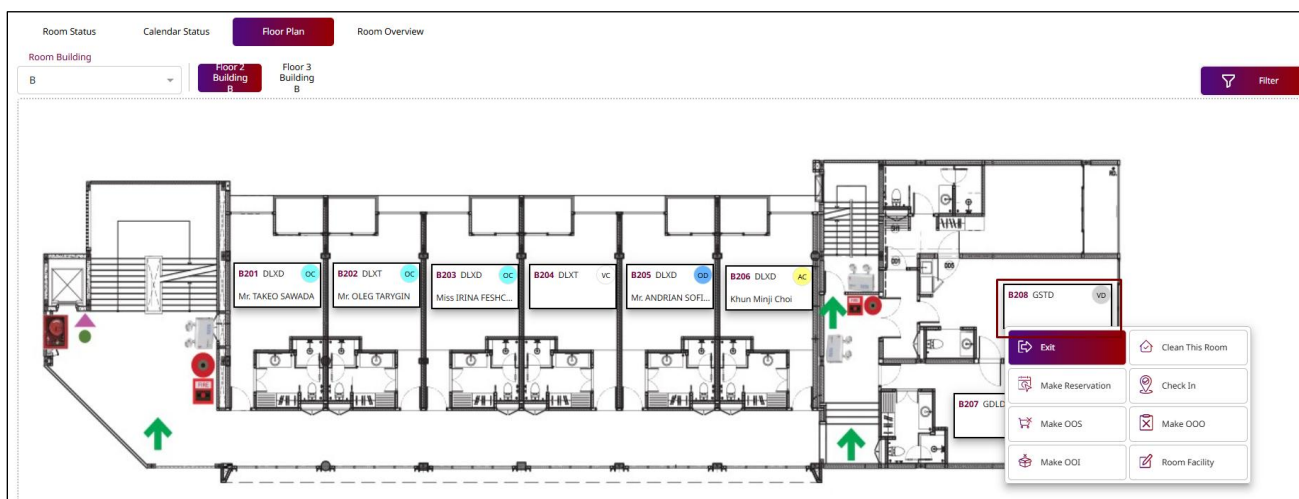
Room Facility – In-room amenities



7.4 Press on Vacant Dirty Room (VD).

The system perform the following actions:

- Exit** – Exit this menu
- Clean This Room** – Update room status to clean
- Make Reservation** – Create a new reservation
- Check In** – Check in the guest
- Make OOS (Out of Service)** – Set the room status to “Out of Service”
- Make OOO (Out of Order)** – Set the room status to “Out of Order”
- Make OOI (Out of Inventory)** – Remove the room from inventory
- Room Facility** – In-room amenities

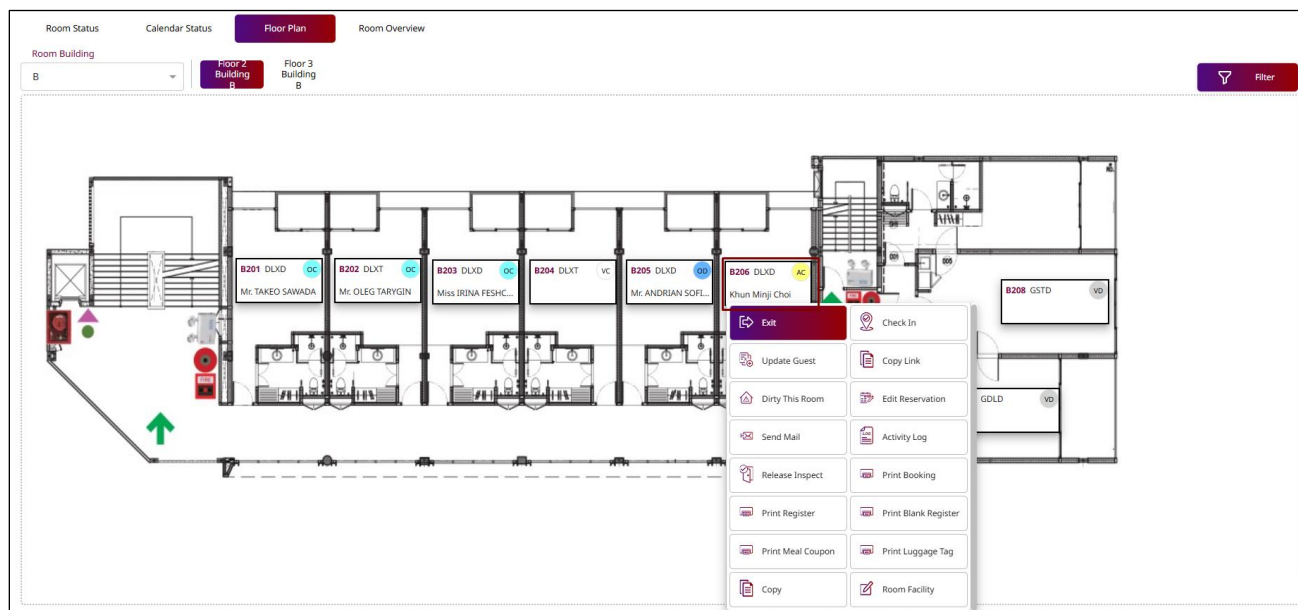


7.5 Press on Assign Clean Room (AC).

The system perform the following actions:

- Exit** – Exit this menu
- Check In** – Check in the guest
- Update Guest** – Update guest information
- Copy Link** – Link for check in on web check in
- Dirty This Room** – Update room status to dirty
- Edit Reservation** – Edit reservation details
- Send Mail** – Send reservation information to guest
- Activity Log** – View activity log
- Inspect** – Room inspection after cleaning
- Print Booking** – Print booking information
- Print Register** – Print registration form
- Print Blank Register** – Print blank registration form
- Print Meal Coupon** – Print meal coupon
- Print Luggage Tag** – Print luggage tag
- Copy** – Copy Reservation

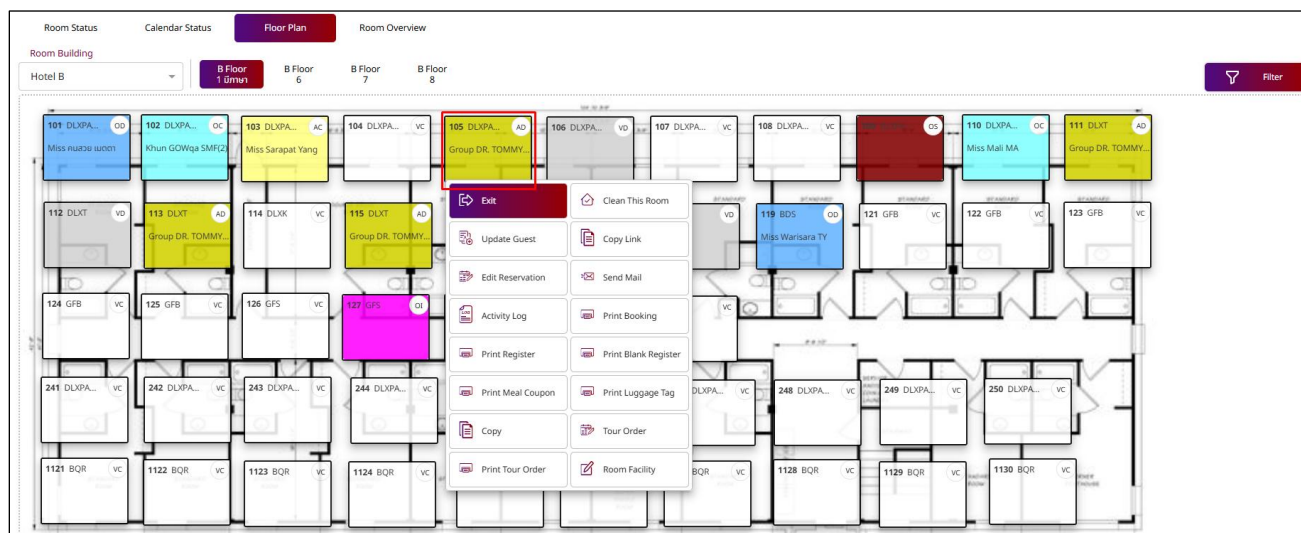
Room Facility – In-room amenities



7.6 Press on Assign Dirty Room (AD).

The system perform the following actions:

- Exit** – Exit this menu
- Clean This Room** – Update room status to clean
- Update Guest** – Update guest information
- Copy Link** – Link for check in on web check in
- Edit Reservation** – Edit reservation details
- Send Mail** – Send reservation information to guest
- Activity Log** – View activity log
- Print Booking** – Print booking information
- Print Register** – Print registration form
- Print Blank Register** – Print blank registration form
- Print Meal Coupon** – Print meal coupon
- Print Luggage Tag** – Print luggage tag
- Copy** – Copy Reservation
- Room Facility** – In-room amenities



7.7 Press on Occupied Clean Room (OC).

The system perform the following actions:

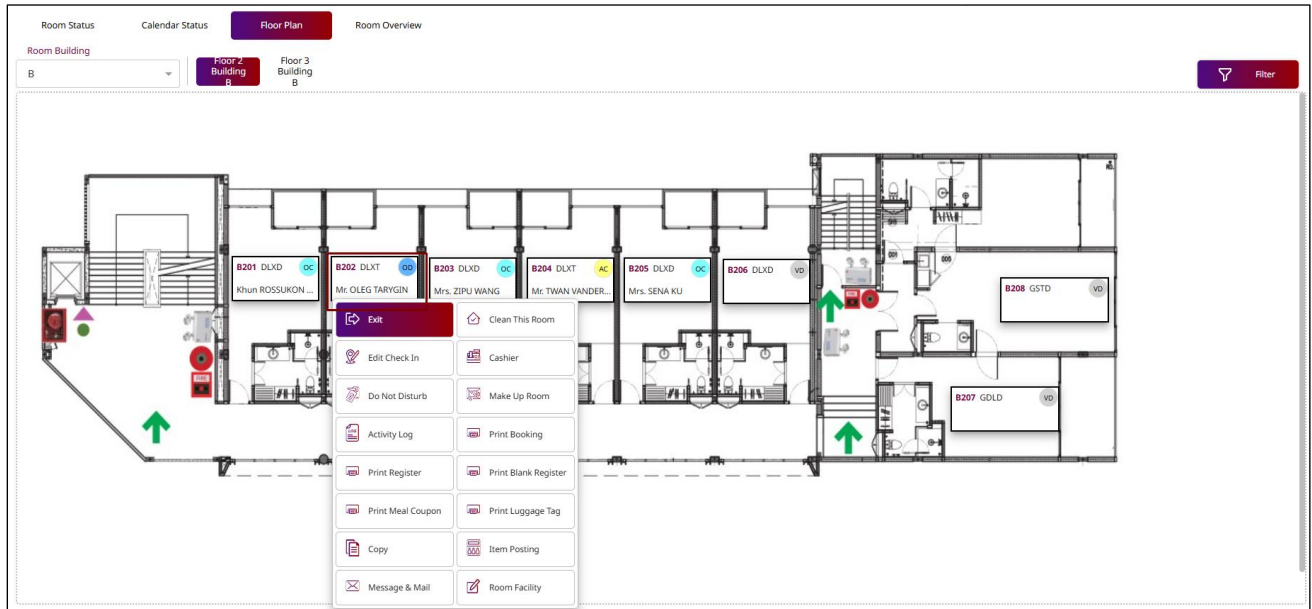
- Exit** – Exit this menu
- Edit Check In** – Edit reservation details
- Cashier** – Go to cashier functions (e.g., payments, folios)
- Dirty This Room** – Update room status to dirty
- Do Not Disturb** – Do not want staff to disturb at the moment
- Activity Log** – View activity log
- Print Booking** – Print booking information
- Print Register** – Print registration form
- Print Blank Register** – Print blank registration form
- Print Meal Coupon** – Print meal coupon
- Print Luggage Tag** – Print luggage tag
- Copy** – Copy Reservation
- Item Posting** – Post charges or items to the guest folio
- Message & Mail** – Send or view messages and emails
- Room Facility** – In-room amenities



7.8 Press on Occupied Dirty Room (OD).

The system perform the following actions:

- Exit** – Exit this menu
- Clean This Room** – Update room status to clean
- Edit Check In** – Edit reservation details
- Cashier** – Go to cashier functions (e.g., payments, folios)
- Do Not Disturb** – Do not want staff to disturb at the moment
- Make Up Room** – The guest has requested housekeeping service
- Activity Log** – View activity log
- Print Booking** – Print booking information
- Print Register** – Print registration form
- Print Blank Register** – Print blank registration form
- Print Meal Coupon** – Print meal coupon
- Print Luggage Tag** – Print luggage tag
- Copy** – Copy Reservation
- Item Posting** – Post charges or items to the guest folio
- Message & Mail** – Send or view messages and emails
- Room Facility** – In-room amenities



7.9 Press on Room under maintenance : OOS, OOO and OOI

The system perform the following actions:

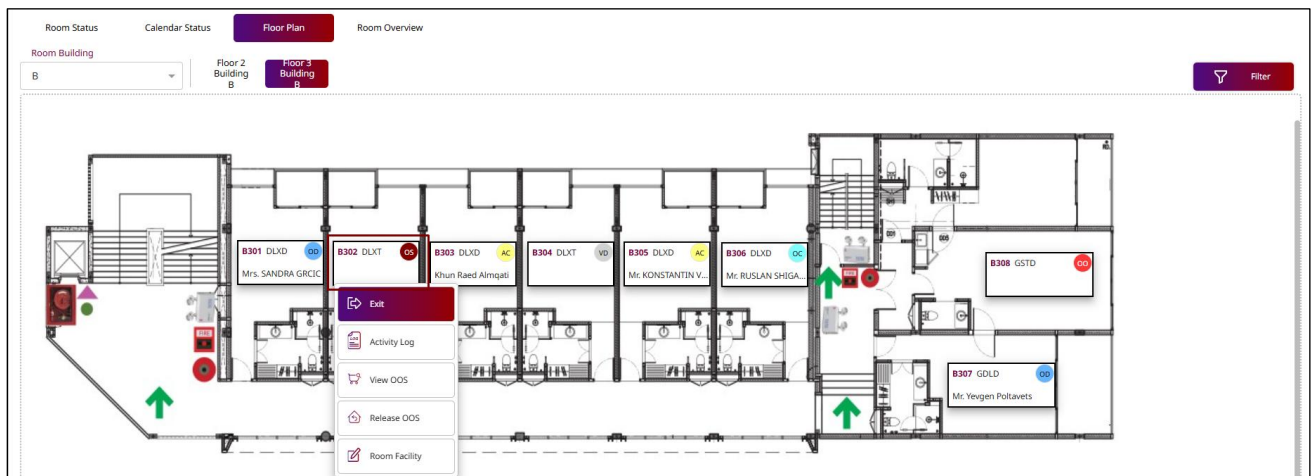
Exit – Exit this menu

Activity Log – View activity log

View OOS - View room status detail

Release OOS - Release the room from maintenance status

Room Facility – In-room amenities



8. Room Overview

Available under **PMS > Front Desk Function > Room Overview Menu Tap**, this function allows staff to searching for rooms by floor and view the room status on each floor.

To perform the task:

8.1 Press on Room Building to select a building

8.2 Press on Floor Number to select a floor

8.3 Press on Vacant Clean Room (VC).

The system perform the following actions:

Exit – Exit this menu

Make Reservation – Create a new reservation

Check In – Check in the guest

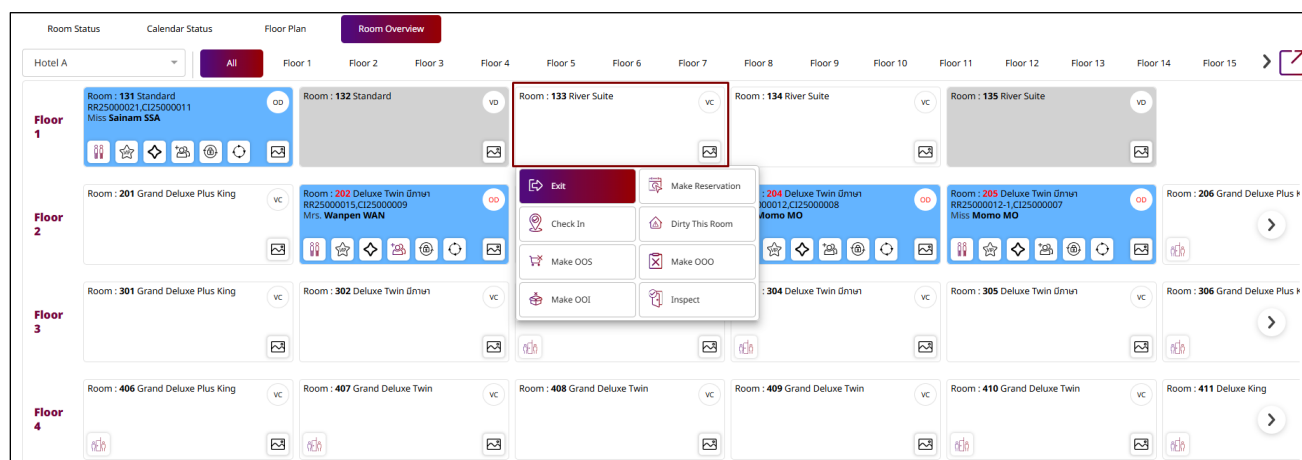
Dirty This Room – Update room status to dirty

Make OOS (Out of Service) – Set the room status to “Out of Service”

Make OOO (Out of Order) – Set the room status to “Out of Order”

Make OOI (Out of Inventory) – Remove the room from inventory

Inspect – Room inspection after cleaning



8.4 Press on Vacant Dirty Room (VD).

The system perform the following actions:

Exit – Exit this menu

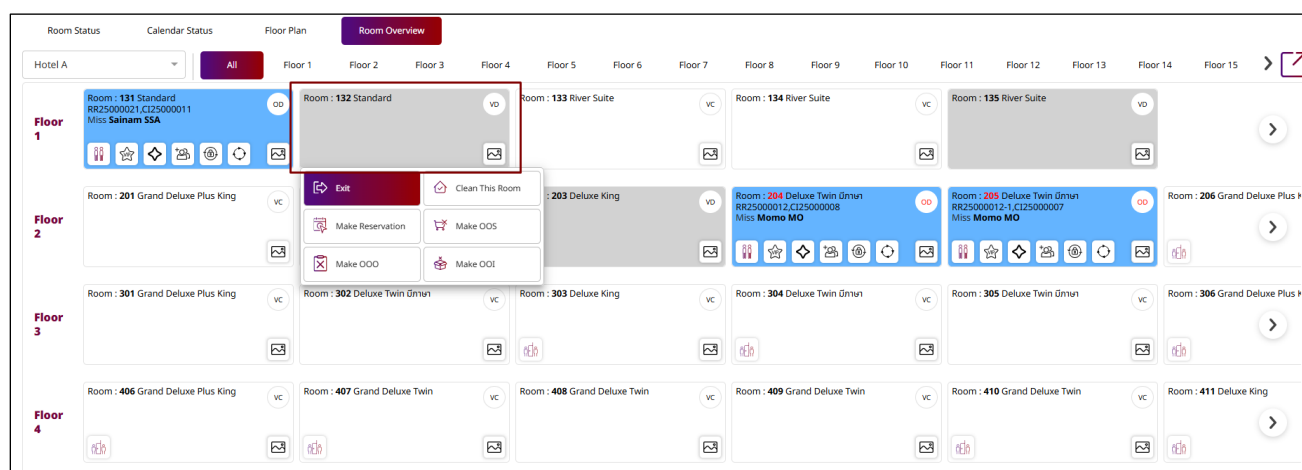
Clean This Room – Update room status to clean

Make Reservation – Create a new reservation

Make OOS (Out of Service) – Set the room status to “Out of Service”

Make OOO (Out of Order) – Set the room status to “Out of Order”

Make OOI (Out of Inventory) – Remove the room from inventory



8.5 Press on Assign Clean Room (AC).

The system perform the following actions:

Exit – Exit this menu

Check In – Check in the guest

Update Guest – Update guest information

Copy Link – Link for check in on web check in

Dirty This Room – Update room status to dirty

Edit Reservation – Edit reservation details

Send Mail – Send reservation information to guest

Activity Log – View activity log

Inspect – Room inspection after cleaning

Print Booking – Print booking information

Print Register – Print registration form

Print Blank Register – Print blank registration form

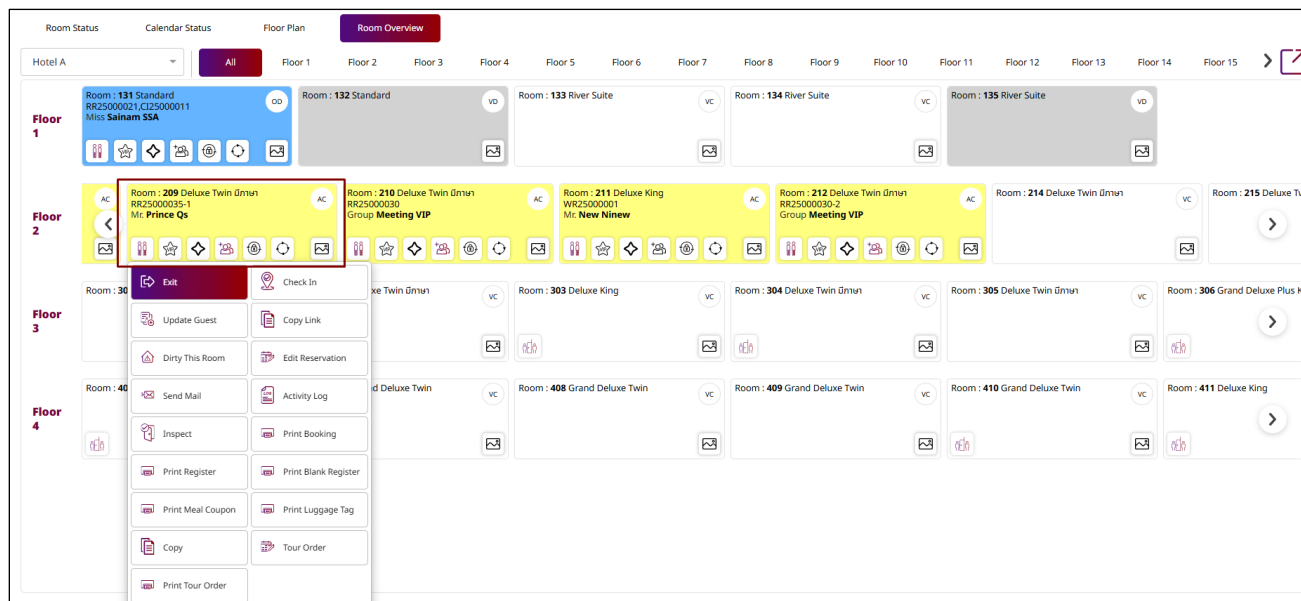
Print Meal Coupon – Print meal coupon

Print Luggage Tag – Print luggage tag

Copy – Copy Reservation

Tour Order – View tour order

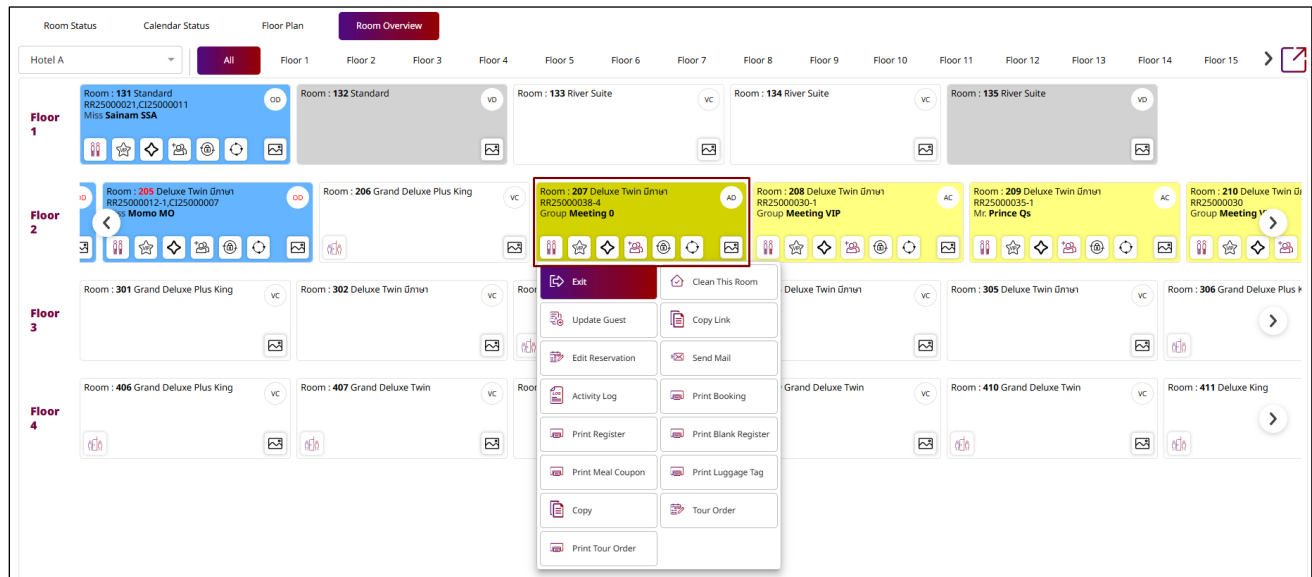
Print Tour Order – Print tour order



8.6 Press on Assign Dirty Room (AD).

The system perform the following actions:

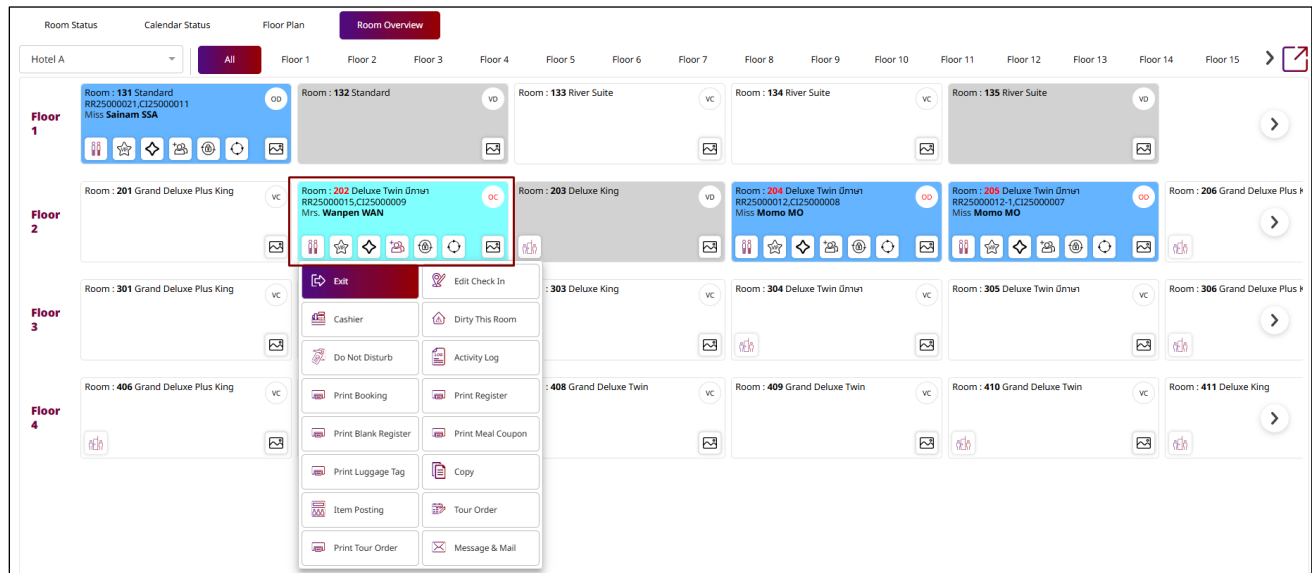
- Exit** – Exit this menu
- Clean This Room** – Update room status to clean
- Update Guest** – Update guest information
- Copy Link** – Link for check in on web check in
- Edit Reservation** – Edit reservation details
- Send Mail** – Send reservation information to guest
- Activity Log** – View activity log
- Print Booking** – Print booking information
- Print Register** – Print registration form
- Print Blank Register** – Print blank registration form
- Print Meal Coupon** – Print meal coupon
- Print Luggage Tag** – Print luggage tag
- Copy** – Copy Reservation
- Tour Order** – View tour order
- Print Tour Order** – Print tour order



8.7 Press on Occupied Clean Room (OC).

The system perform the following actions:

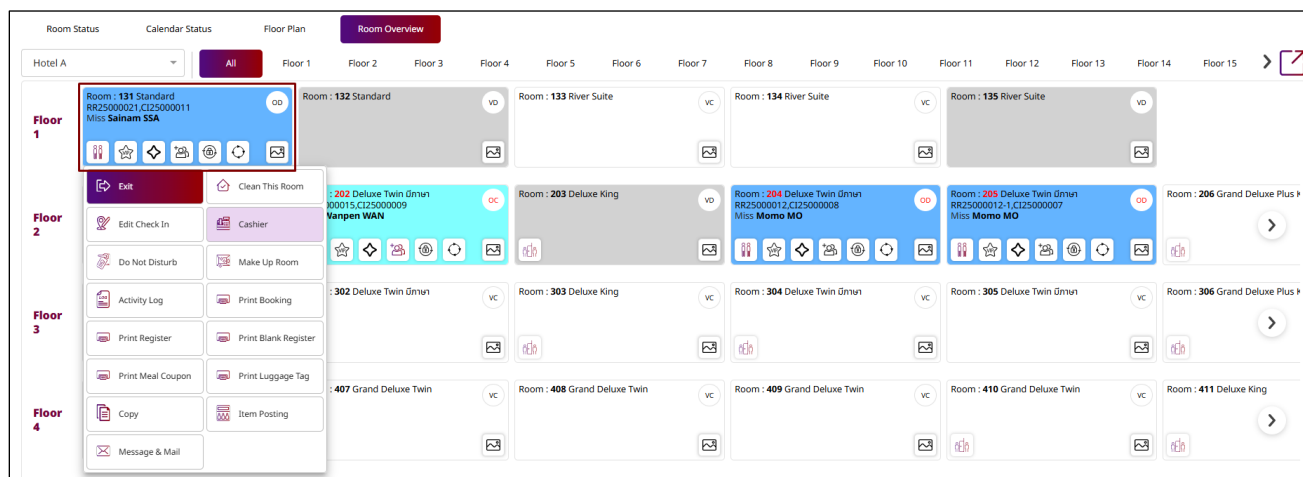
- Exit** – Exit this menu
- Edit Check In** – Edit reservation details
- Cashier** – Go to cashier functions (e.g., payments, folios)
- Dirty This Room** – Update room status to dirty
- Do Not Disturb** – Do not want staff to disturb at the moment
- Activity Log** – View activity log
- Print Booking** – Print booking information
- Print Register** – Print registration form
- Print Blank Register** – Print blank registration form
- Print Meal Coupon** – Print meal coupon
- Print Luggage Tag** – Print luggage tag
- Copy** – Copy Reservation
- Item Posting** – Post charges or items to the guest folio
- Tour Order** – View tour order
- Print Tour Order** – Print tour order
- Message & Mail** – Send or view messages and emails



8.8 Press on Occupied Dirty Room (OD).

The system perform the following actions:

- Exit** – Exit this menu
- Clean This Room** – Update room status to clean
- Edit Check In** – Edit reservation details
- Cashier** – Go to cashier functions (e.g., payments, folios)
- Do Not Disturb** – Do not want staff to disturb at the moment
- Make Up Room** – The guest has requested housekeeping service
- Activity Log** – View activity log
- Print Booking** – Print booking information
- Print Register** – Print registration form
- Print Blank Register** – Print blank registration form
- Print Meal Coupon** – Print meal coupon
- Print Luggage Tag** – Print luggage tag
- Copy** – Copy Reservation
- Item Posting** – Post charges or items to the guest folio
- Message & Mail** – Send or view messages and emails



8.9 Press on Room under maintenance : OOS, OOO and OOI

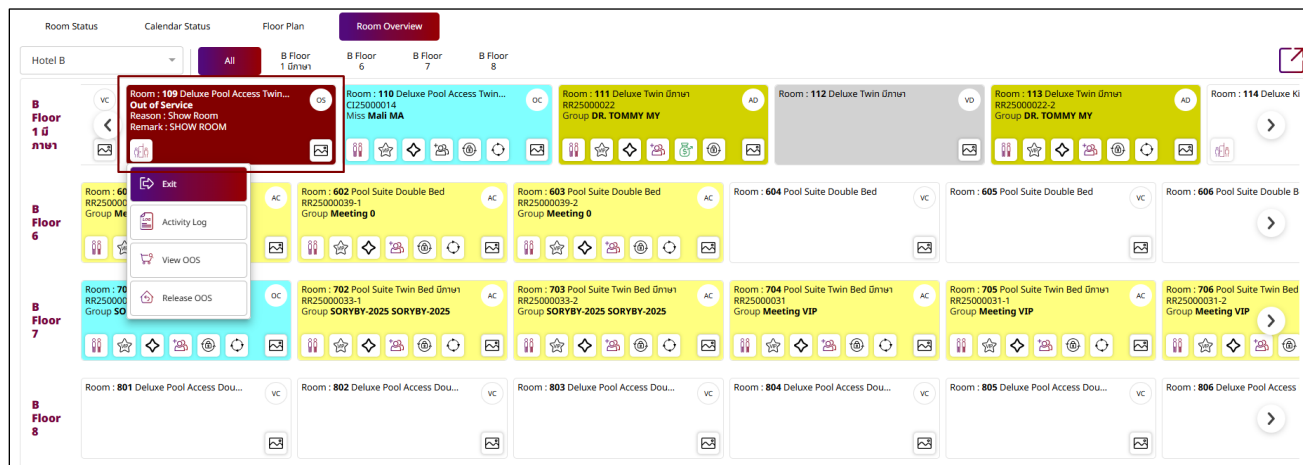
The system perform the following actions:

Exit – Exit this menu

Activity Log – View activity log

View OOS - View room status detail

Release OOS - Release the room from maintenance status



9. Check In Room

Available under **PMS > Front Desk Function**, this function allows staff to checking in or recording the guest's stay.

To perform the task:

1. Press on **Vacant Clean Room (VC)** or **Assign Clean Room (AC)**.
2. Press on **Check In** button
3. Enter guest details in the Guest Profile menu.
4. Press on **Confirm** button to confirm check in.

Room / Type	Arrival Date Departure Date	Room Availability	Room(s)	Total Guest	Rate Code Avg. Rate	Breakfast	Extra Charge (Bed & Person)	Avg. Other Breakdown Add On	Total Daily Rate Total Charge	
103	DLXPACDBL	22/03/2025 23/03/2025	10	1	2	OPEN 4,600	ABF 400	0	0 0	5,000 5,000

Booking Info

Guest Profile

Note & Attachment

Hotel Transfer

Posting Instruction

Deposit & Payment

Other

Guest 1

Add Guest
1 / 2

Information

Address

Register

Profile Note

Title

Gender

First Name

Last Name

Date Of Birth

ID Card / Passport

Miss

Female

Sarapat

Yang

Expiry Date

Mobile No.

Email

VIP Type

Guest Type

Nationality

23/07/2025

oraphan.smartfinder@gmail.com

NON

Regular Guest

Thai

Country

Social Media

Social Media ID

License Plate

Membership ID

Thailand

Please Select

Access ID

First Visit

Keep History

☒

ID Card / Passport

Guest Photo

Other

Other

Type file only (.jpg), (.png)
size must be less than 1 Mb

Type file only (.jpg), (.png)
size must be less than 1 Mb

Type file only (.jpg), (.png)
size must be less than 1 Mb

Type file only (.jpg), (.png)
size must be less than 1 Mb

Get Image

Upload

Upload

Upload

Created By : SAIPARN SP 23/07/2025 11:02

Last Updated By : Tam TR 28/07/2025 15:03

Send Booking & Proforma Invoice

Confirm