



Guest House
Management- Public
Portal

Module User Manual Document
Version 1.0

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1. Objective of the Application

The objective of university guest house software is to streamline the management and operation of guest accommodation within the university campus.

Key objectives typically include:

- 1. Reservation Management:** Efficiently handle reservations of rooms, including online booking capabilities, room assignment, and check-in/check-out procedures.
- 2. Inventory Management:** Keep track of available rooms, their types (e.g., single, double), and their occupancy status.
- 3. Billing and Invoicing:** Generate invoices, process payments, and manage billing details for guest stays.
- 4. Reporting and Analytics:** Provide insights into occupancy, rates, revenue generation, operational expenditure, and other key performance indicators to facilitate decision-making and optimize operations.
- 5. Accessibility and User Experience:** Ensure that the software is user-friendly for both staff and guests, with intuitive interfaces for making reservations, accessing information, and managing bookings.

2. Introduction

The Guest House Module is an integral part of HPU hospitality services, aimed at providing comfortable and convenient accommodation for visitors to the university. Designed with the needs of both guests and administrators in mind, the Guest House Module offers a range of features and tools to streamline reservation management, enhance guest experience, and ensure efficient operations.

The Guest House Management Module plays a vital role in enhancing the overall guest experience, optimizing resource utilization, and maintaining operational efficiency within the Government University's guest house. By streamlining reservation processes, facilitating communication, and ensuring a high standard of service, the module contributes to the university's reputation for hospitality and excellence.

The guest house software is structured into two primary components, each serving distinct yet interconnected purposes:

Public Portal: Acting as the gateway to seamless guest experiences, the public portal provides an intuitive interface for external users, including guests (Officials & others), to engage with the guest house management system. Through this portal, individuals can effortlessly explore available services, make reservations, and access essential information, ensuring a smooth and convenient booking process.

Administrative Interface: Serving as the operational backbone, the administrative interface equips staff members with comprehensive tools and functionalities essential for orchestrating every facet of guest house operations. From reservation management to financial administration, this interface empowers staff to efficiently oversee and optimize operations, ultimately enhancing service delivery and guest satisfaction.

3. Need of the Guest House Management System

Government universities benefit greatly from implementing guest house software for several reasons:

1. Efficient Resource Management: Government universities often have limited resources and need to optimize their use. A GHMS enables administrators to efficiently allocate rooms, track occupancy rates, and manage resource. This optimization helps minimize waste and maximize the utilization of available resources.

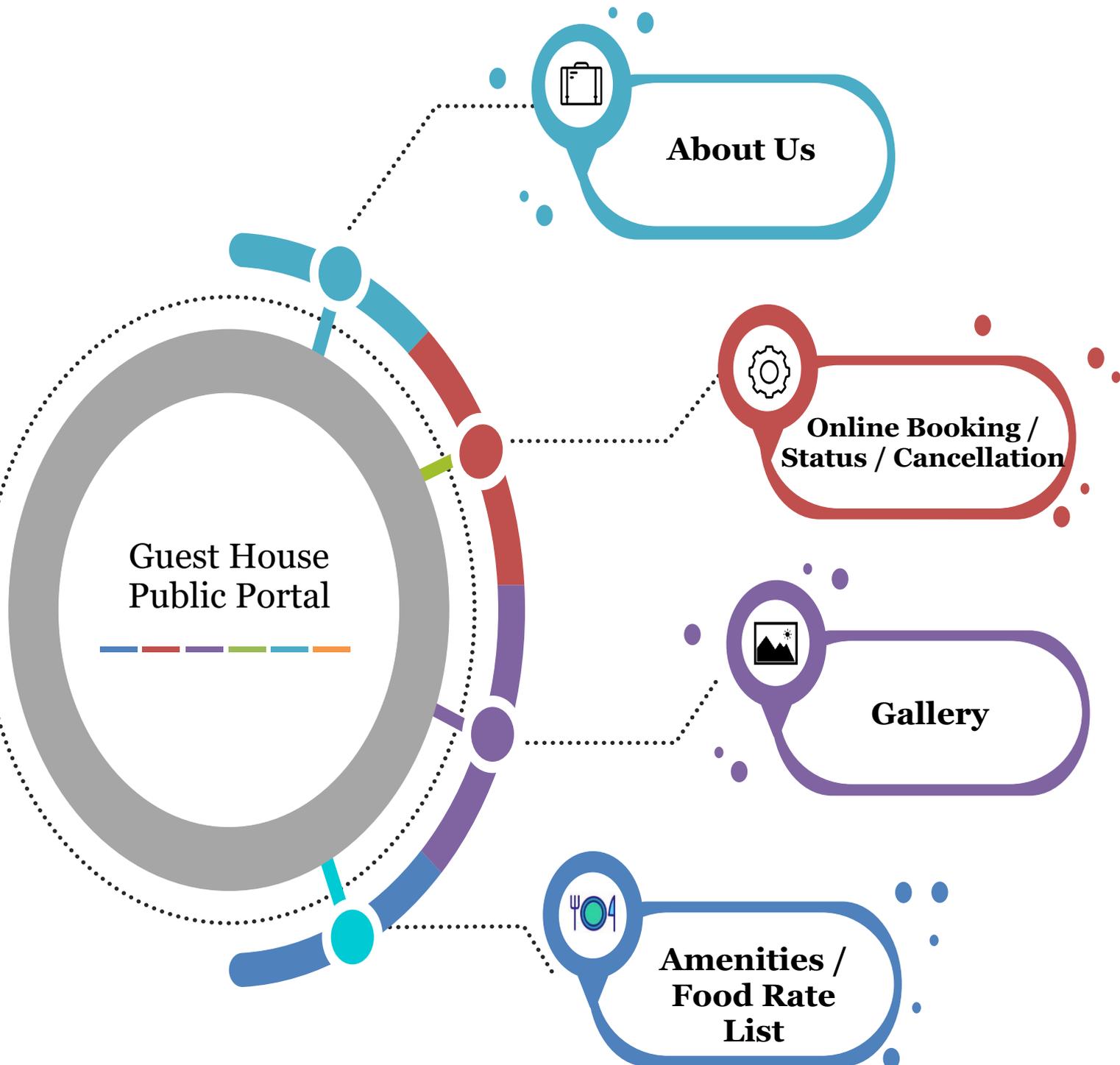
2. Enhanced Guest Experience: By streamlining the booking process and providing personalized services, guest house software improves the overall experience for visitors to government universities. This includes features such as online reservations, quick response to inquiries, and access to information about facilities.

3. Operational Transparency: With guest house software, administrators have access to real-time data on room occupancy, reservations, and other key metrics. This transparency enables better decision-making and allows for proactive management of guest accommodations.

4. Scalability and Flexibility: As government universities grow and evolve, guest house software can scale to accommodate changing needs and requirements. This scalability ensures that the software remains effective and adaptable over time.

In summary, guest house software is essential for government universities to efficiently manage guest accommodations, enhance the visitor experience, maintain security and compliance, support institutional objectives, and effectively manage finances.

4. Holistic Diagram



5. Public Portal

The public portal of our guest house software serves as an intuitive and accessible platform for guests to engage with our hospitality services. Designed with user convenience in mind, the portal offers a range of features and functionalities to facilitate a seamless booking experience and provide essential information about our guest house facilities. Let's delve deeper into each key feature:

1. **About Us:** Learn more about our guest house, including its location, history, and mission, to get acquainted with our hospitality services.

2. **Apply for Booking:** Easily apply for booking accommodations through our intuitive online reservation system. Select your desired dates and any special preferences to initiate the booking process.

3. **Check Booking Status:** Keep track of your booking status in real-time by accessing the portal. Get updates on reservation confirmations and any modifications to your booking details.

4. **Cancel Booking:** Should your plans change, our portal allows you to conveniently cancel your booking with just a few clicks. Simply navigate to the booking section and follow the prompts to cancel your reservation hassle-free.

5. **Gallery:** Explore our gallery to view stunning images of our guest house facilities, rooms, and amenities. Get a glimpse of what awaits you during your stay with us.

6. **Amenities:** Discover the range of amenities available at our guest house, including room features, recreational facilities, and additional services. Learn about the comforts and conveniences we offer to enhance your stay.

7. **Food Item Rates:** Access information on food item rates to plan your dining preferences in advance. Browse our menu and pricing to ensure a delightful culinary experience during your stay.

In summary, our public portal is designed to be an indispensable resource for guests, offering a seamless booking experience, access to essential information, and a visual showcase of our guest house offerings. Through intuitive features and comprehensive content, the portal ensures that guests feel empowered and informed at every step of the way, setting the stage for memorable and enjoyable stays at our guest house.

5.1.1 About Us

About Us: Our "About Us" section provides guests with comprehensive information about our guest house. From details about our establishment history to our mission and values, this section offers insights into who we are and what sets us apart. Guests can familiarize themselves with our brand and ethos, fostering a sense of trust and connection.

Fig A. – The following section appears when you click on the 'About Us' label on our website.



About Us

Himachal Pradesh University was established by an Act of the Legislative Assembly of Himachal Pradesh on 22nd July, 1970 as a response to the needs and aspirations of the Union Territory, poised for full statehood in the Union of India on 25th January, 1971. It is the only multi-faculty residential and affiliating university in the State that provides higher education to urban, rural and tribal areas through formal and distant modes.

The headquarters of the University is located at Summer Hill, the picturesque suburb of Shimla. The University has a total area of 241.11bighas with stately buildings set among rhododendron, silver oak, pine and deodar trees. It affords a salubrious clime and congenial atmosphere for reflection, study and research. The prime objective of the University is to disseminate knowledge, advance learning and understanding through research, training and extension programmes. It instills in its students and teachers a conscious awareness regarding the social and economic needs, cultural ethos, and future requirements of the state and the country.

Himachal Pradesh University is a multi-faculty and affiliating university. It stands for knowledge, learning, progress, humanity, tolerance, intellect, morality, determination, thought, and discernment. It is a grade 'A' accredited university by the National Assessment and Accreditation Council.

5.1.2 Apply For Booking

The heart of our portal lies in the "Apply for Booking" feature, where guests can initiate the reservation process effortlessly. Through an intuitive and user-friendly interface, guests can specify their desired dates of stay, select their preferred room type, and indicate preferences (Meal) they may have. The booking application is designed to be straightforward and streamlined, ensuring a hassle-free experience for guests.

Process to Apply -

Step 1 – Click on the Menu option “Apply for Booking”.

Step 2 – Select the Guest type

Step 3 – Please fill in all the information in the given field on the form.

Step 4 – After filling the information click on the Get OTP button. OTP will be sent to the phone number you mention in mobile number field.

Step 5 – After fill the OTP, Click on the Submit button to submit your information. Request No. Will be automatically sent on the given e-mail.



Booking Form

Faculty Guest House

- [Home](#)
- [About Us](#)
- [Apply for Booking](#)
- [Check Booking Status](#)
- [Cancel Booking](#)
- [Gallery](#)
- [Amenities](#)
- [Food Items Rate](#)

Room Request Details

- Application of the same day booking will be entertained before 5:00 P.M.
- Application does not assure allotment.
- Online applications are accepted up to three days before check-in, while one-week advance bookings require a written request and ID proof.
- Any loss/damage to the property of the faculty House would be charged from the occupant of the room.
- Maximum Duration for stay is three days!!!. Incase of Extension of the stay a new Request should be initiated!!
- For smooth check-in, official guests must present the University's official letter upon arrival
- In case of 'Official Duty of HPU', attaching a Guest Reference Letter is mandatory. Failure to do so will result in the rejection of the booking request.

1 Guest House Name 2 Guest Type

Personal Details

3 Guest Category

4 Guest Name

5 Guest Designation 11 Guest Department

6 Contact No. 12 Gender

7 Verification Id 13 Verification Id No.

8 Email-ID 14 Permanent Address

9 Adults + Children

10 Total No. of Occupants

Duration of Stay

15 Check in Date 16 No. of Days 17 Check Out Date

CheckIn Date Can't be Smaller than Current Date!!

18 Expected Check in Time 19 Expected Check Out Time

20 No. of Room Required 21 Meal Required

22 24

23

Screen Label Description

Label Control Id	Label Name	Description	Mandatory	Input Type
1	Guest House Name	This field displays the name or identifier of the guest house where the guest will be staying. It is pre-filled.	N/A	Per-Filled
2	Guest Type	The field provides a descriptive classification of the guest, specifying whether they are an individual (Self) or fall under another category (Other). After filling this field, the occupant is further divided into different guest categories.	Yes	Dropdown
3	Guest Category	Indicates the category of the occupant based on criteria such as Official Duty of HPU, Private Colleges affiliated to HPU and Employee of HPU as well as their family member.	Yes	Dropdown
4	Guest Name	Allows entry of the guest's full name.	Yes	Text
5	Guest Designation	Refers to the guest's job title or position.	Yes	Text
6	Contact No.	The guest's contact number, typically a mobile phone number	Yes	Text
7	Verification Id	An identification document used for verification purposes, such as a passport number, driver's license, or government ID.	Yes	Dropdown
8	Email-ID	The guest's email address for communication and confirmation purposes.	Yes	Text
9	Adults + Children	Separate fields for entering the number of adult guests and the number of children accompanying them.	Yes	(+ / -), Add or Subtract
10	Total No. of Occupants	Automatically calculated total number of occupants based on the number of adults and children entered.	NA	Auto
11	Guest Department	If the guest is affiliated with a specific department or organization, this field captures that information	Yes	Text
12	Gender	Allows selection of the guest's gender, typically from options such as male, female, or other.	Yes	Dropdown
13	Verification Id No.	Additional field to enter the guest's identification number	Yes	Text
14	Permanent Address	The guest's permanent residential address	Yes	Text

15	Check in Date	Date on which the guest is scheduled to check into the guest house.	Yes	Calendar Selection
16	No. of Days	Field to specify the duration of the guest's stay in terms of days.	Yes	Dropdown
17	Check Out Date	Automatically calculated based on the check-in date and number of days entered.	N/A	Auto
18	Expected Check in Time	The anticipated time of arrival for the guest	Yes	Dropdown
19	Expected Check Out Time	The estimated time at which the guest plans to check out of the guest house.	Yes	Dropdown
20	No. of Room Required	Allows selection or entry of the number of rooms required for the guest's stay.	Yes	Dropdown
21	Meal Required	Indicates whether the guest requires meals during their stay.(Yes/No)	Yes	Dropdown
22	Get OTP	Option to generate and receive a one-time password (OTP) for verification purposes, typically sent to the guest's mobile number.	Yes	Button
23	Submit	Button to submit the guest information and complete the booking process.	Yes	Button
24	Reset	All the entered data can be removed after clicking on this button and the page will be set to its default position.	Yes (if you want to set the page into default position)	N/A

5.1.3 Check Booking Status

Check Booking Status: Once a booking application is submitted, guests can conveniently track the status of their reservation in real-time through the "Check Booking Status" feature. This transparency fosters peace of mind and eliminates uncertainty, enhancing the overall guest experience.

Step 1 – First, Enter the Request No.

Step 2 – After that enter the registered mobile no.

Step 3 – then click on the View Button, and details of your booking will be show on a grid.

[Home](#)
[About Us](#)
[Apply for Booking](#)
[Check Booking Status](#)
[Cancel Booking](#)
[Gallery](#)
[Amenities](#)
[Food Items Rate](#)

Check Booking Status

Request Number

*

Mobile No.

*

View Request

S. No.	Request No.	Request Date	Expected Check In Date	Expected Check Out Date	Guest Name	Status
1	179	29/12/2023	29/12/2023	30/12/2023	Test	Booking Cancelled

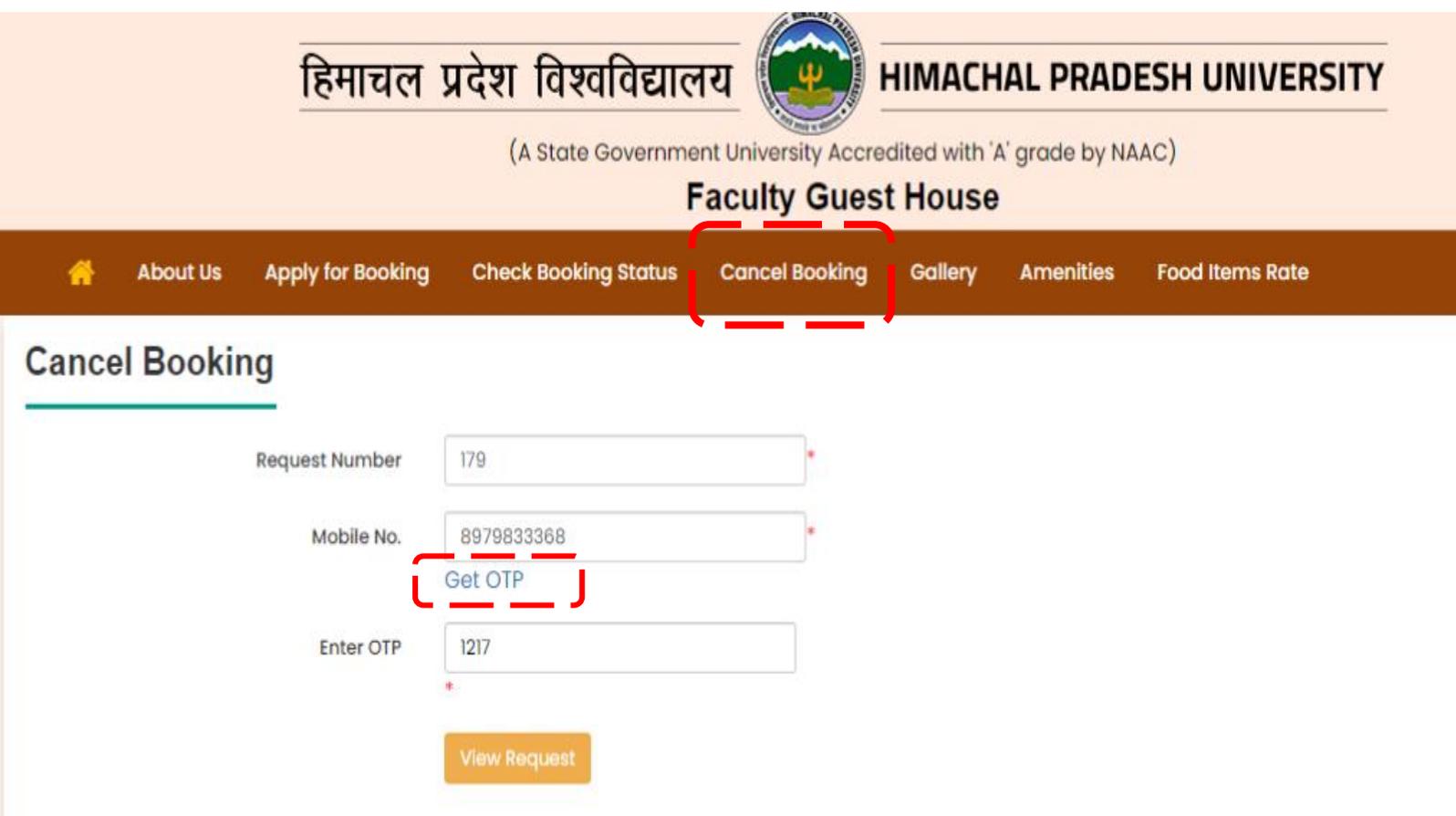
5.1.4 Cancel Booking

Cancel Booking: The cancel booking feature in a Guest House module typically allows users, such as faculty, staff, or guests, to cancel their reservations or bookings for accommodations in the university's guest house.

Step 1 – The user needs to enter Request Number. This field is mandatory.

Step 2 – After that enter mobile no and click on the Get OTP.

Step 3 – Enter the OTP and get the details.



The screenshot shows the 'Faculty Guest House' interface for 'HIMACHAL PRADESH UNIVERSITY'. The header includes the university name in Hindi and English, its accreditation status, and the 'Faculty Guest House' title. A navigation bar contains links: Home, About Us, Apply for Booking, Check Booking Status, Cancel Booking (highlighted with a red dashed box), Gallery, Amenities, and Food Items Rate. The main content area is titled 'Cancel Booking' and contains a form with the following fields: 'Request Number' (179), 'Mobile No.' (8979833368), 'Get OTP' (button, highlighted with a red dashed box), and 'Enter OTP' (1217). A 'View Request' button is located at the bottom of the form.

5.1.5 Gallery

Gallery – Guest House module for a university provides users with visual representations of the guest house facilities, rooms, amenities, and surrounding areas. Users can navigate to the gallery section from the main menu. This section is typically dedicated to showcasing images of the guest house and its various features.

Step 1 – Click on the Gallery Option from Menu Bar.

Step 2 – After that there are multiple types of album shown in a Folder icon.

Step 3 – User can see the photos selected folder to view.

 About Us
  Apply for Booking
  Check Booking Status
  Cancel Booking
  Gallery
  Amenities
  Food Items Rate

Current Placement Drive



Gallery



5.1.6 Amenities

Amenities Overview: - The amenities section offers an overview of the facilities and services provided by the guest house. This could include a list of amenities available to guests, such as Wi-Fi access, parking facilities, housekeeping services, and other facilities.

Step 1 – Click on the “Amenities Option” from Menu Bar.



Amenities

A university guest house typically offers various amenities and services to make the stay of guests comfortable and enjoyable. These amenities can vary from one university to another, but here is a list of common amenities you might find at a university guest house:

- ✓ Accommodation: Comfortable guest rooms with a range of options, such as single rooms, double rooms etc.
- ✓ Heating: Climate control in rooms to ensure guest comfort.
- ✓ Bathroom Facilities: Private or shared bathrooms with hot and cold water.
- ✓ Housekeeping: Regular room cleaning and fresh linens.
- ✓ Dining Facilities: On-site dining options, including a Mess Service
- ✓ Parking: Ample parking space for guests' vehicles.
- ✓ Reception Desk: A front desk for check-in, check-out, and guest inquiries.

Please note that the availability of these amenities can vary greatly between different university guest houses. It's a good idea to check with the specific guest house or university for their exact offerings and any additional amenities they may provide.



5.1.7 Food Items Rate

Food Items Rate – "Food Items Rate" option within the Guest House module for a university provides guests with information about the prices of various food items available for purchase or consumption within the guest house.

Rates and Pricing: The section presents a comprehensive list of items, services, or amenities offered by the guest house. This includes different food item served to guest(s) as well as their rates.

Remarks: Alongside the rates, there may be remarks or notes associated with each item. These remarks provide additional context, information, or special instructions related to the item. For example, remarks could include details about booking procedures, availability, restrictions, or any special terms and conditions

हिमाचल प्रदेश विश्वविद्यालय



HIMACHAL PRADESH UNIVERSITY

(A State Government University Accredited with 'A' grade by NAAC)

Faculty Guest House

[Home](#)
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Essential Commodities Rates

S. No.	Item	Rates	Remarks
1	Tea	Rs.10 /- per Cup	
2	Coffee	Rs.20 /- per Cup	
3	Milk	Rs.20 /-(200ml)	The rate is subjected to the market price.
4	Breakfast	Rs.40 /- (Puri 04/Prantha02+Curd/Butter toast 04 including tea.	Extra Charges would be as Follows:Rs.10/puri;rs 15/per prantha;rs 10/per toast
5	Lunch/Dinner	Rs.60 Normal (Basmati rice,dal,chapatti,curd,seasonal vegetable, simple salad)	Special lunch/dinner andnon-veg. would be served only on demand.
6	special thali	Rs.150 (Soup,Basmati rice,Dal,Chapatti/puri,raita,seasonal vegetable,green salad,one spl. Vegetable of cheese,papad and sweet dish)	Special lunch/dinner andnon-veg. would be served only on demand.
7	non veg	Rs.200 chicken,mutton etc	on order

5.1.7 FAQs

How do I make a reservation?

To make a reservation, simply navigate to the "Apply For Booking" section on the portal, select your desired dates, no:of room, and any additional preferences, and fill the required details to complete the booking process.

What amenities are offered in the guest house?

Our guest house offers a range of amenities to enhance your stay, you can find more details about our amenities in the "Amenities" section of the portal.

Are pets allowed in the guest house?

Unfortunately, we do not allow pets in our guest house premises. We appreciate your understanding in this matter.

How do I contact the guest house for further assistance?

If you require further assistance or have any additional questions, please feel free to contact our guest services team -

S. No.	Name	Designation	Telephone No.
1	Dr. Vinay Kumar Sharma	In charge Faculty House	8629822461
2	Mr. Ankush Verma	Caretaker Faculty House	9882377633

Can I cancel or modify my reservation?

Yes, you can cancel your reservation by accessing the "Cancel Booking" section of the portal and follow the instructions provided in the manual.

