StartERP
AI BUSINESS OS

MODULE GUIDE 13 OF 14

Hotels and resorts

The room rack with occupancy, ADR and RevPAR, guest folios, housekeeping, the night audit, booking channels with their commission, and banquets. Step-by-step instructions for each of the 6 modules, with the real screens you will use.

Room rack & occupancy
Guest folios
Housekeeping board
Night audit
Booking channels & commission
Banquets & events

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05 Booking channels & commission
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How to use this guide

Each chapter covers one module: what it does, how to start in a few steps, and then each of its screens with the steps to follow. The label under each module name says whether every store has it or whether it is an add-on module switched on for your store. Some modules are made for certain kinds of business or for one country, and the label says which.

Where to find what your store has. Open **Settings** → **Modules** to see the modules your store has. Every screen has a **?** button at the top with the steps for that screen, and the ⓘ beside a title explains what the screen shows.

About the screenshots. They come from StartERP demo stores (starterp.org/#/demo-store), each taken in the kind of business the module is made for, so the names and figures are sample data. Your screens show your own company, products and figures, and some words change to suit your business.

The modules in this guide

Module	What it gives you
Room rack & occupancy Add-on	See every room night by night for two weeks or a month: who is in, who arrives and leaves, the free rooms and any double booking, with occupancy, average rate (ADR) and revenue per available room (RevPAR)
Guest folios Add-on	Every guest's bill by room: the stay, the restaurant, minibar, laundry and spa charged to the room, what is paid and what is still owed, with the split between rooms on one bill
Housekeeping board Add-on	Each room's state, dirty, clean, inspected or out of order, with the attendant and the time it was set; the rooms to turn today first, from the guests leaving and arriving
Night audit Add-on	Close each day once: the rooms sold, occupancy, ADR, RevPAR, room and outlet revenue, arrivals, departures, no-shows and what is still owed, kept as a record that cannot be changed

Booking channels & commission Add-on	Which channel each stay came from, Booking.com, Expedia, Agoda, Airbnb, travel agents, corporate or direct, with the nights, revenue, average rate and the commission each one costs at your own rates
Banquets & events Add-on	Book weddings, conferences and parties in each hall with the date, times, guests, menu, set-up and deposit; a hall cannot be booked twice at once, and the invoice from the POS is kept on the event

01

Room rack & occupancy

Add-on module | For: Star hotel (3 to 8 star), Hotel & resort, Serviced apartments

See every room, every night, at a glance

Each stay sold on the hotel or resort POS keeps its room, guest, check-in and check-out. The room rack lays the rooms out night by night for two weeks or a month: who is in, who arrives and who leaves, the free rooms and any room sold twice for the same night. Above it sit the figures a hotel lives by: occupancy, the average daily rate (ADR) and the revenue per available room (RevPAR).

What you get

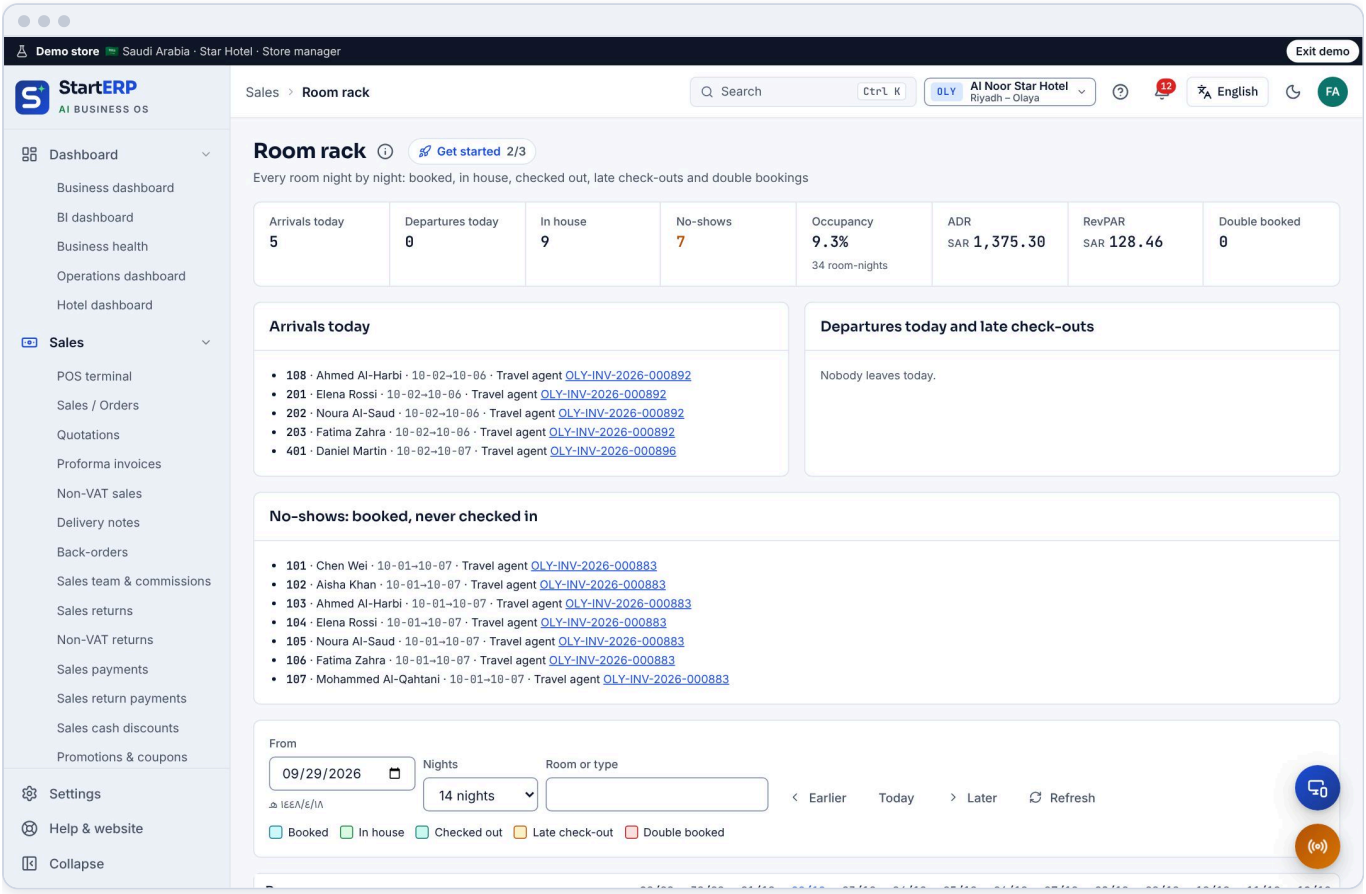
- Every room night by night
- Arrivals, departures and free rooms
- Double bookings shown in red
- Occupancy, ADR and RevPAR

GET STARTED IN 3 STEPS

1. **Add your rooms.** Room number, type and floor.
2. **Sell a stay at the POS.** Pick the room, guest and dates.
3. **Read the room rack.** Rooms by night, occupancy and ADR.

Room rack

Every room night by night for 7 to 31 days: the guest in each room, arrivals and departures, free rooms and any room sold twice for the same night, with occupancy, ADR and RevPAR. Part of the Room rack & occupancy add-on for hotels and resorts.



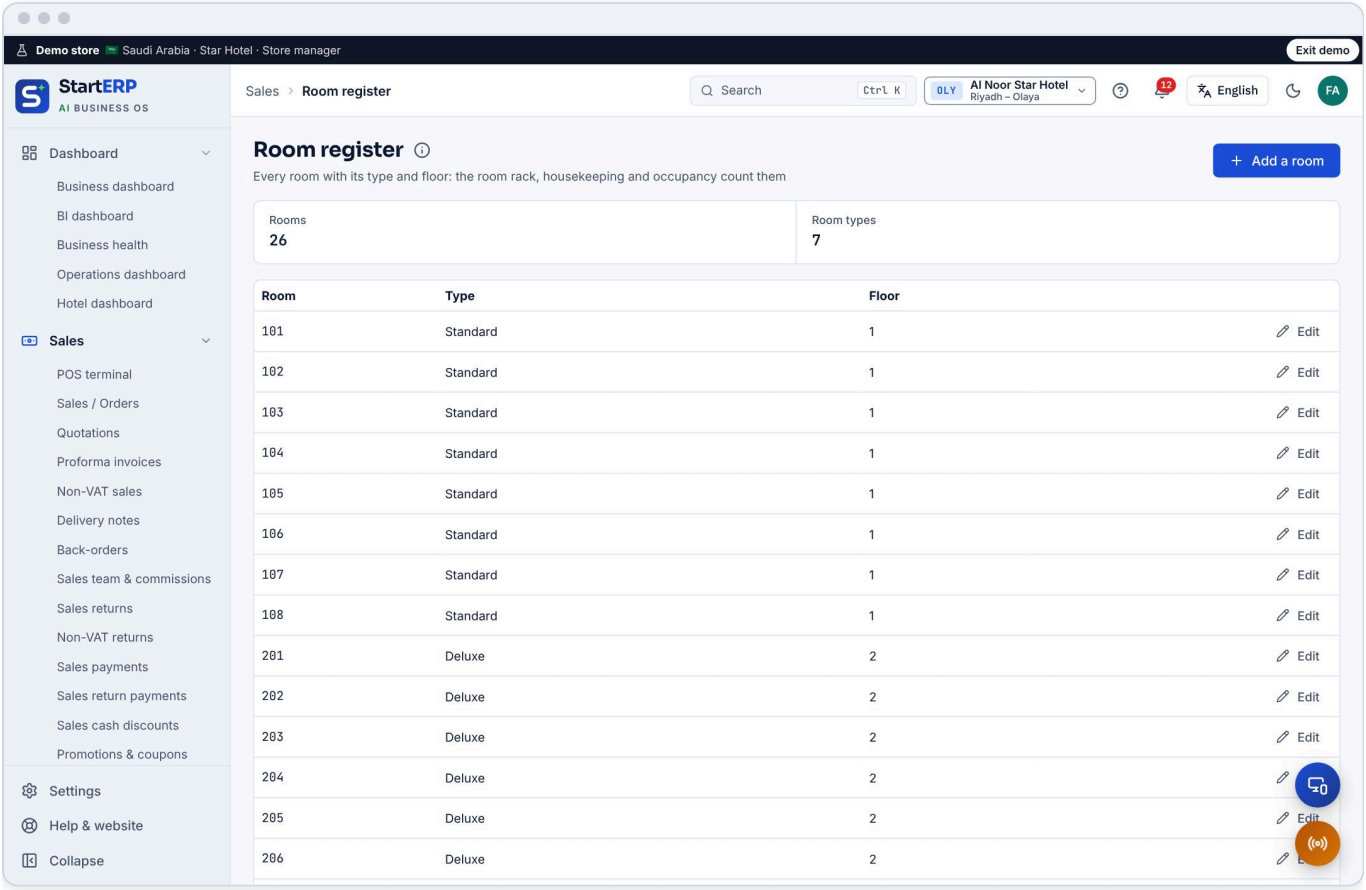
Room rack · demo store: Star Hotel

1. Sell each stay on the POS on Rooms, Suites or Villas with the guest, the room and the check-in and check-out dates; the nights are worked out from the dates.
2. Open Sales → Room rack, pick the first night and 7, 14 or 31 days.
3. Read each row: a filled night shows the guest, a red night is a double booking to fix. The totals sit above the rack.

Tips. A stay holds its room from the check-in night through the night before check-out. A guest still in house after the check-out day keeps the room until checked out on the Stays board. Cancelled stays and returned lines are left out.

Room register

Every room of the hotel or resort with its number, type and floor, and its housekeeping state. The room rack, housekeeping and the occupancy figures count the rooms kept here.



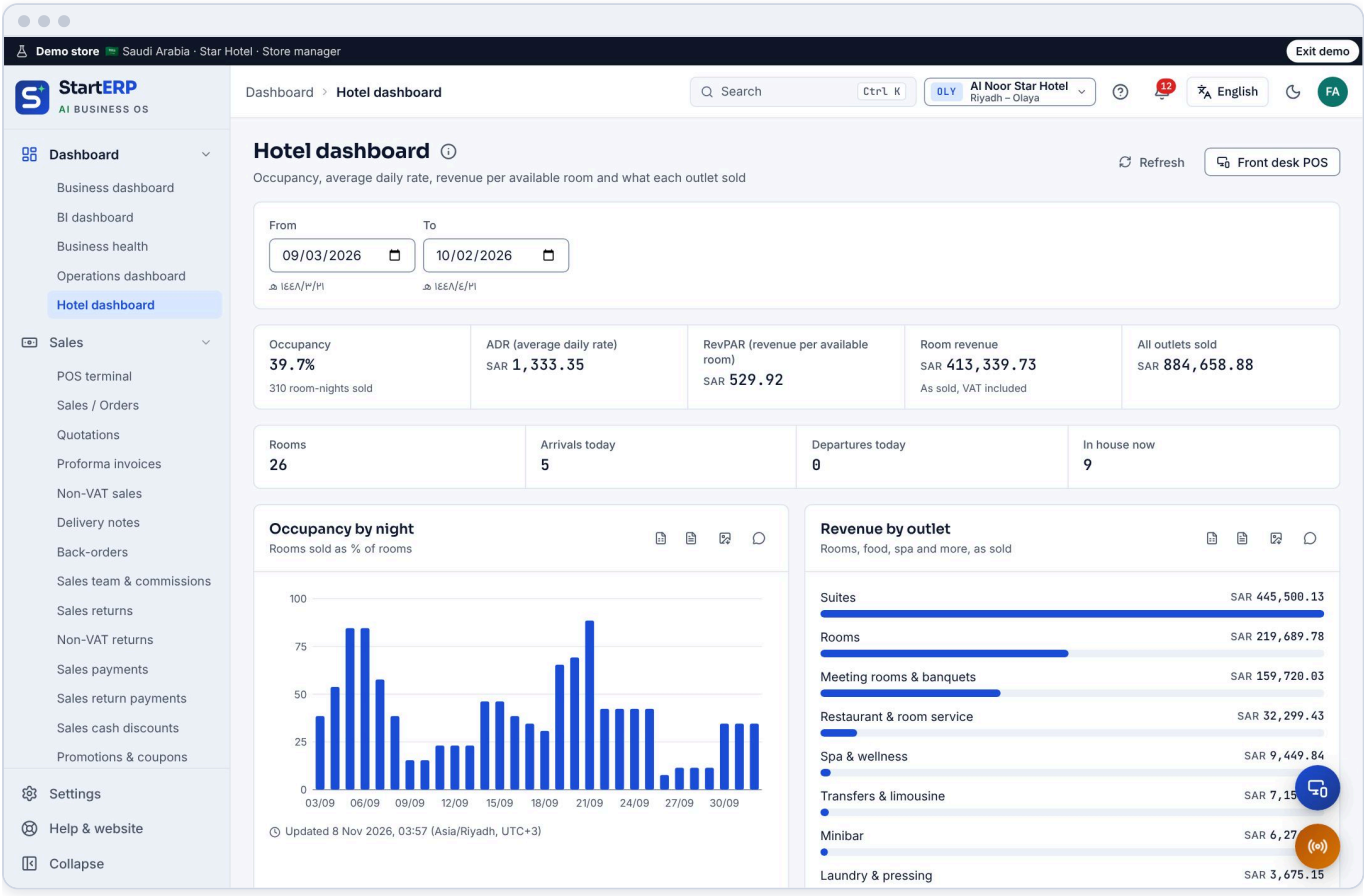
Room register · demo store: Star Hotel

1. Open Sales → Room register and tap New room.
2. Type the room number (up to 12 characters), the type (Deluxe, Suite, Villa...) and the floor, then save.
3. Use the same room number when you sell a stay at the POS, so the stay finds its room.

> **Tips.** Each room number can be added once. Spaces are dropped and letters kept in capitals, so 101a and 101 A are the same room.

Hotel dashboard

The front office of a star hotel or a hotel & resort on one page: rooms in house, arrivals, departures and late check-outs today, occupancy, ADR and RevPAR for the period, room and outlet revenue, the balance still owed, the booking channels and the rooms waiting for housekeeping.



Hotel dashboard · demo store: Star Hotel

1. Sell each stay on the hotel or resort POS with the room, the guest and the check-in and check-out dates: the dashboard counts it at once.
2. Open Dashboard → Hotel dashboard and pick the period: the figures at the top cover it, the front office lists cover today.
3. Open a guest's invoice from the lists, or go on to the room rack, folios or housekeeping from the buttons.

Tips. Occupancy is room nights sold over room nights available. ADR is room revenue over room nights sold, RevPAR is room revenue over room nights available. Revenue is as sold, VAT included. The rooms available come from the room register; until rooms are added there, the rooms named on the stays are used.

02

Guest folios

Add-on module | For: Star hotel (3 to 8 star), Hotel & resort, Serviced apartments

Every guest's bill, by room, before they check out

Charge the restaurant, minibar, laundry, spa and transfers to the room at the POS and they gather on the guest's folio with the stay. The folio shows what is charged, what is paid and what is still owed, room by room, and a bill shared between two rooms is split by what each room took, so nobody leaves owing.

What you get

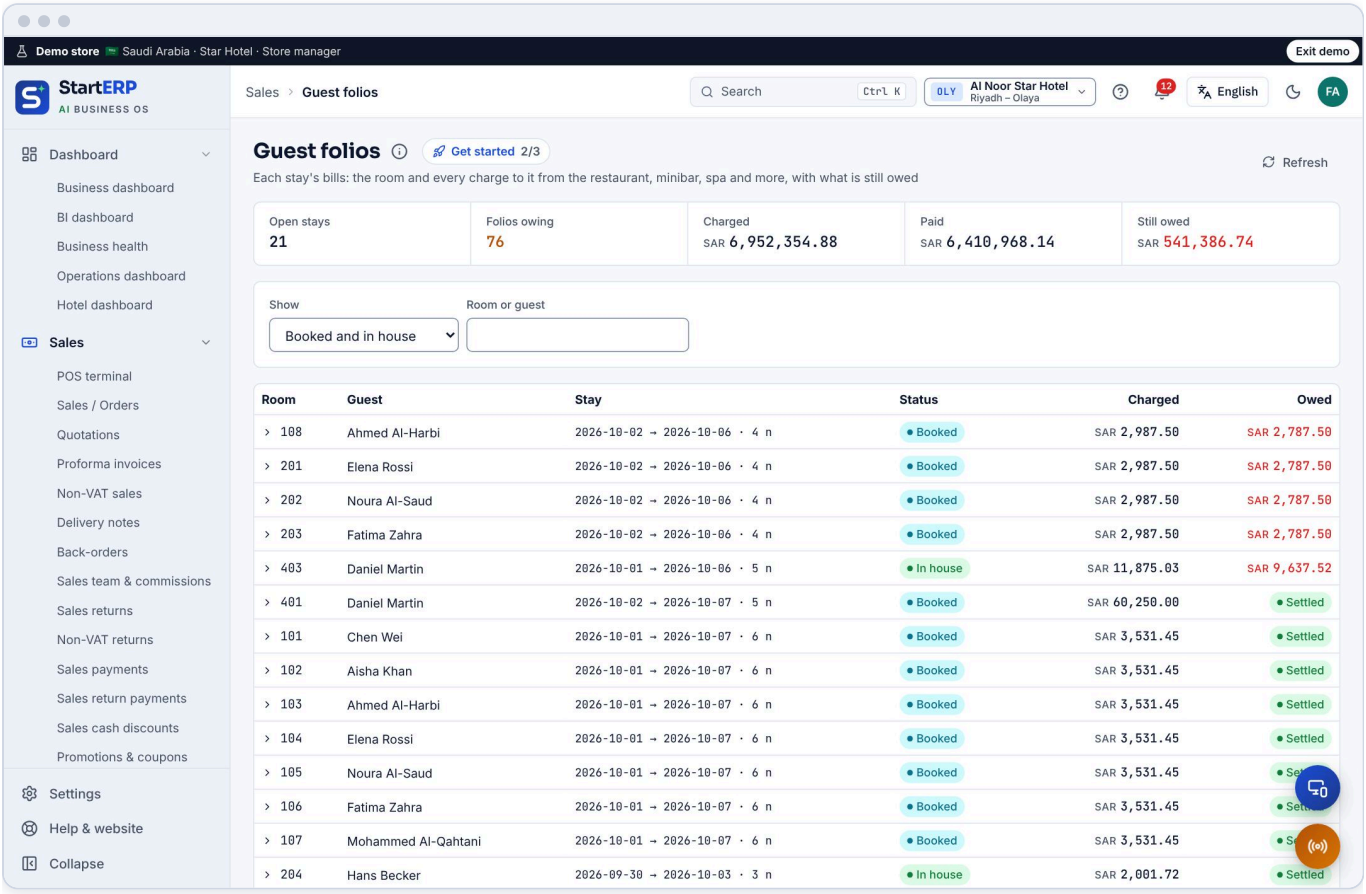
- Charges gathered by room
- Paid and still owed
- Bills split between rooms
- Open folios and folios owing

GET STARTED IN 3 STEPS

1. **Sell a stay.** The room and the guest on the stay.
2. **Charge extras to the room.** Type the room on dining or minibar.
3. **Check the folios.** Paid and owed by room.

Guest folios

Each guest's bill by room: the stay and everything charged to the room, restaurant, minibar, laundry, spa and transfers, with what is paid and what is still owed. Part of the Guest folios add-on for hotels and resorts.



Guest folios · demo store: Star Hotel

1. On the POS, type the guest's room on each dining, minibar, laundry or spa line, and bill it on account or leave it unpaid until check-out.
2. Open Sales → Guest folios: Open shows guests in house, Owing shows every folio with a balance.
3. Open a folio to see its invoices, then take the payment on the invoice before the guest leaves.

Tips. When one bill names two rooms, each room's share is worked out from its own lines, and the balance is shared the same way.

03

Housekeeping board

Add-on module | For: Star hotel (3 to 8 star), Hotel & resort, Serviced apartments

Clean rooms ready before the guests arrive

Each room in the register carries its housekeeping state: dirty, clean, inspected or out of order, with the attendant and the time it was set. The board lists the rooms leaving today and the rooms with arrivals first, so the team turns the right rooms in the right order, and the front desk sees at once which rooms can be given.

What you get

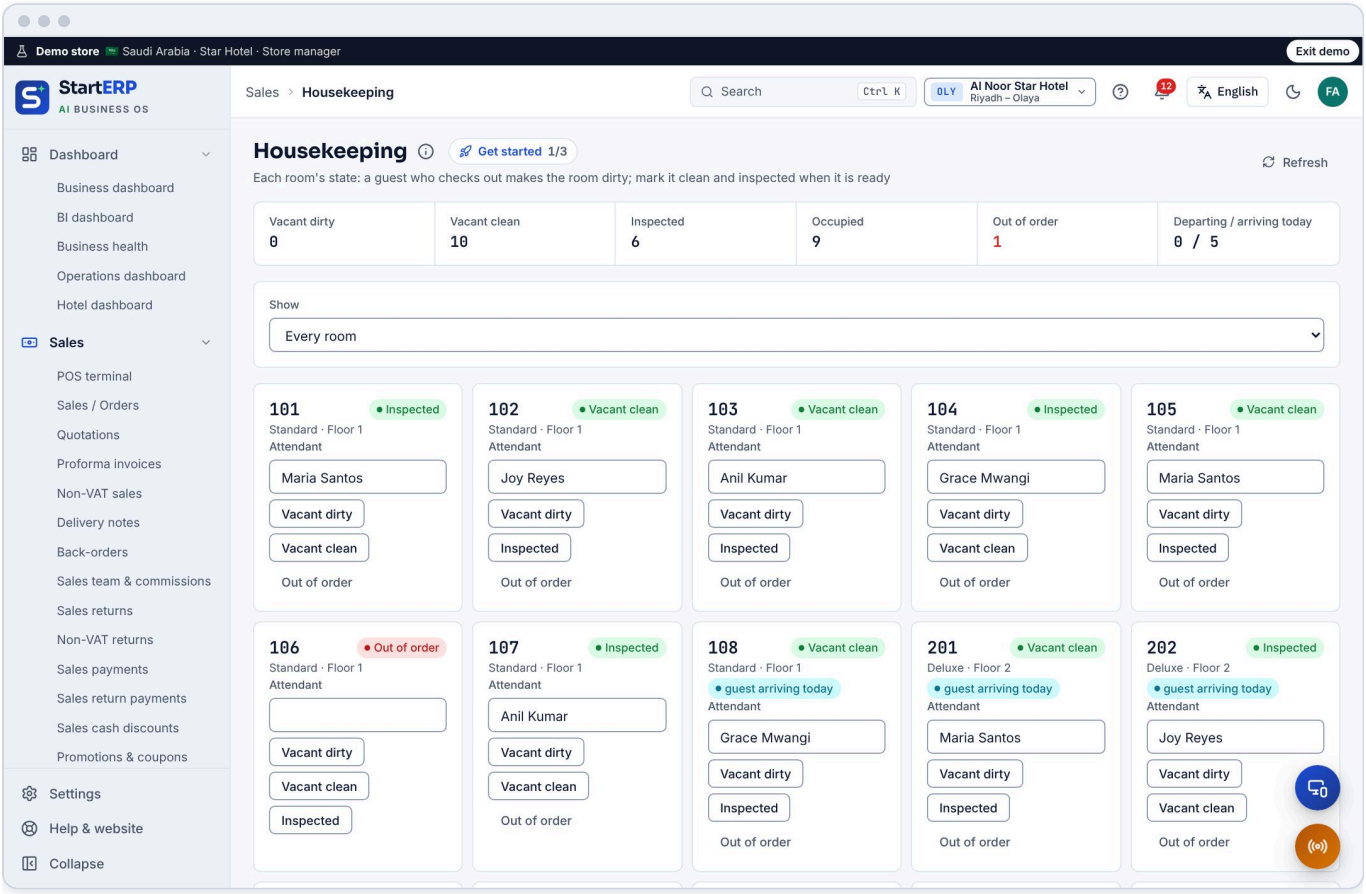
- Dirty, clean, inspected, out of order
- Attendant and time on each room
- Departures and arrivals first
- Rooms ready to give

GET STARTED IN 3 STEPS

1. **Add your rooms.** Room number, type and floor.
2. **Open the board.** Today's rooms come first.
3. **Set a room clean.** Pick the state and the attendant.

Housekeeping

Each room's housekeeping state, dirty, clean, inspected or out of order, with the attendant and the time it was set, and today's departures and arrivals first. Part of the Housekeeping board add-on for hotels and resorts.



Housekeeping · demo store: Star Hotel

1. Add your rooms in the Room register.
2. Open Sales → Housekeeping: rooms with a departure or an arrival today come first.
3. Tap a room's state to change it and type the attendant; the time is stamped when you save.

Tips. A room out of order is not counted as available in the occupancy figures.

> **Room register** is explained in the chapter “Room rack & occupancy”.

04

Night audit

Add-on module | For: Star hotel (3 to 8 star), Hotel & resort, Serviced apartments

Close each day once and keep the figures

At the end of the day the night audit works out the rooms sold, occupancy, ADR, RevPAR, room and outlet revenue, the arrivals, departures and no-shows and the amount still owed. Closing the day keeps those figures as a record nobody can change, with who closed it and when, so the month adds up from closed days.

What you get

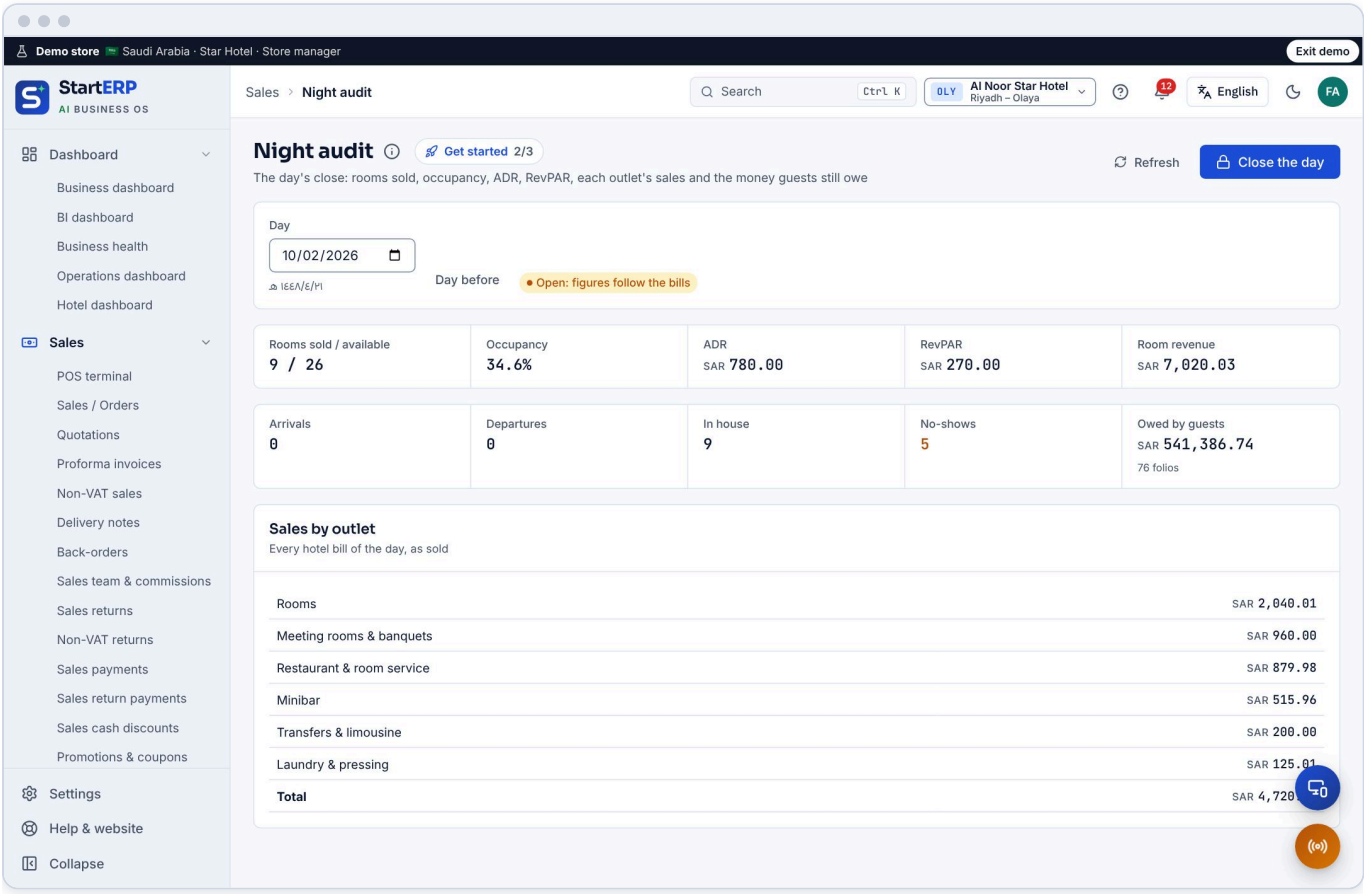
- Occupancy, ADR and RevPAR per day
- Room and outlet revenue
- Arrivals, departures and no-shows
- Closed days that cannot change

GET STARTED IN 3 STEPS

1. **Sell the day's stays.** Rooms, dining and extras.
2. **Check the day's figures.** Occupancy, ADR, RevPAR.
3. **Close the day.** Kept as a record that cannot change.

Night audit

The day's figures, rooms sold, occupancy, ADR, RevPAR, room and outlet revenue, arrivals, departures, no-shows and the balance owed, and closing the day once as a record that cannot change. Part of the Night audit add-on for hotels and resorts.



Night audit · demo store: Star Hotel

1. Open Sales → Night audit and pick the day: its figures are worked out from the stays and sales of that day.
2. Check the no-shows and the stays still booked, and fix them on the Stays board before closing.
3. Tap Close the day. The figures are kept with who closed it and when; the list shows every closed day.

Tips. A day can be closed once, and only today or a day before. The figures are worked out by the server when the day is closed.

05

Booking channels & commission

Add-on module | For: Star hotel (3 to 8 star), Hotel & resort, Serviced apartments

Know what each booking channel really costs

Pick the channel on each stay at the POS: Booking.com, Expedia, Agoda, Airbnb, a travel agent, a company or direct. The report shows each channel's stays, nights, revenue and average rate, and the commission it costs at the rates you set, so you see the revenue you keep and where direct bookings would pay.

What you get

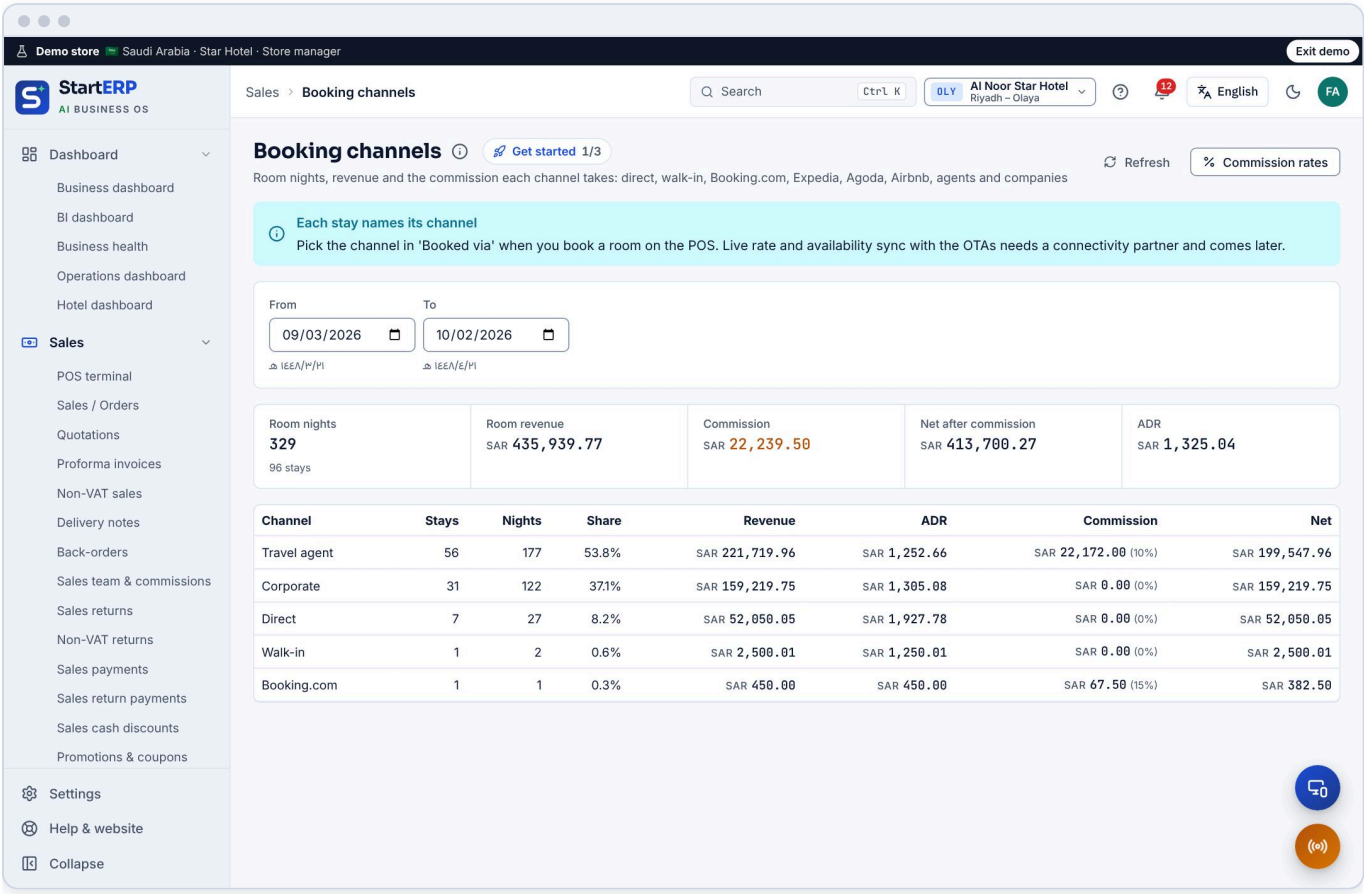
- Stays and nights per channel
- Revenue and average rate
- Commission at your own rates
- Revenue kept after commission

GET STARTED IN 3 STEPS

1. **Pick the channel on each stay.** Booking.com, Expedia, direct and more.
2. **Set your commission rates.** One rate per channel.
3. **Read the channel report.** Revenue kept after commission.

Booking channels

Stays, nights, revenue and average rate by booking channel, Booking.com, Expedia, Agoda, Airbnb, travel agents, corporate, direct and walk-in, with the commission each costs at your own rates. Part of the Booking channels & commission add-on for hotels and resorts.



Booking channels · demo store: Star Hotel

1. On the POS, pick the channel on each stay.
2. Open Sales → Booking channels and set each channel's commission % (0 to 50) once.
3. Pick the period and read the revenue kept after commission per channel.

Tips. This is a report of the stays sold here. Rates and rooms are not sent to the channels; a live channel manager needs a certified partner.

06

Banquets & events

Add-on module | For: Star hotel (3 to 8 star), Hotel & resort

Book every hall without a clash

Weddings, conferences, birthdays and meetings are booked by hall, date and time with the client, guests, menu, set-up and deposit, tentative first and confirmed when the deposit is in. A hall cannot be booked twice at the same time. The event is billed on the POS events tab and its invoice number is kept on the booking.

What you get

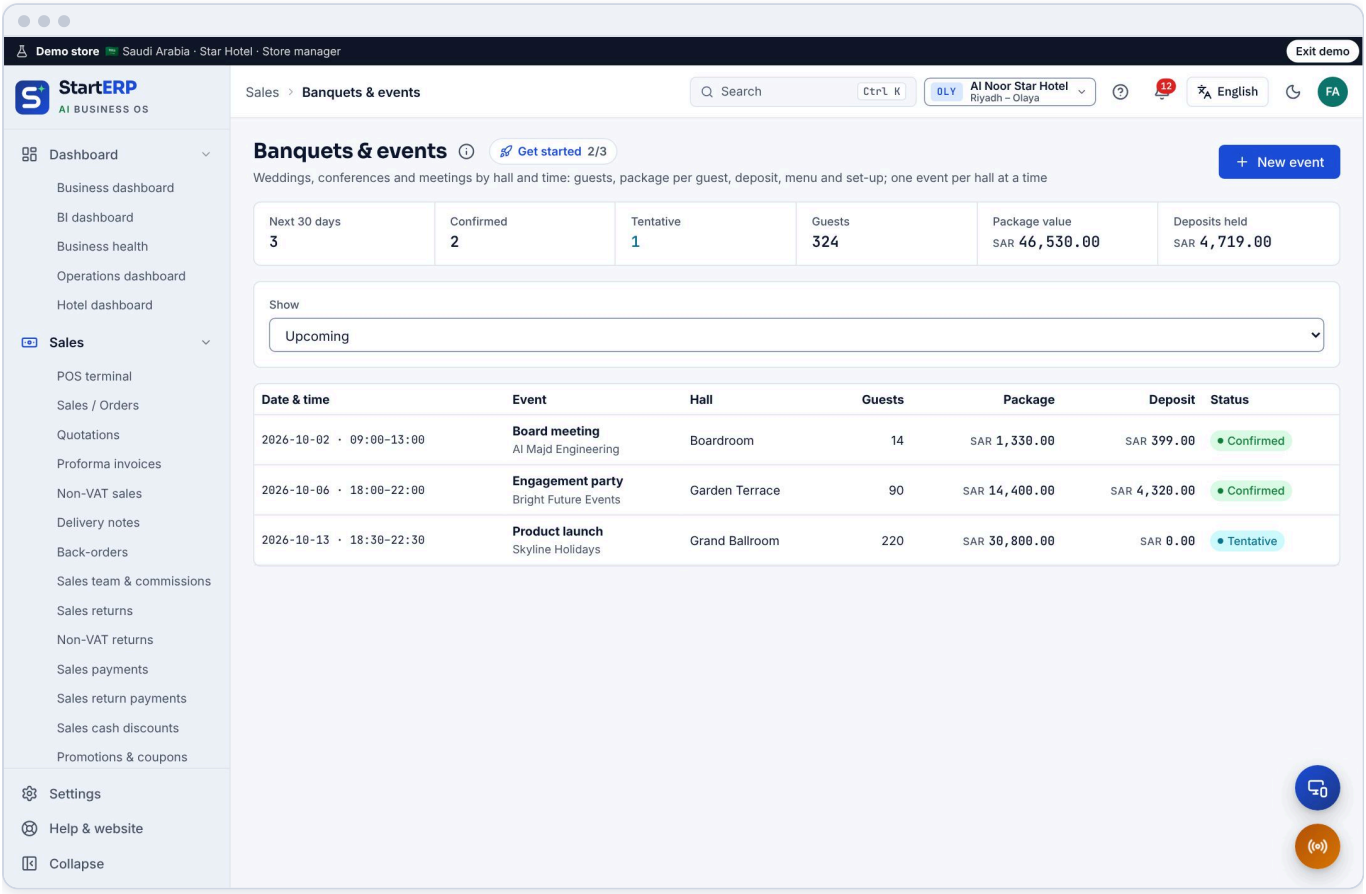
- Halls by date and time
- Guests, menu, set-up and deposit
- No double booking
- Invoice kept on the event

GET STARTED IN 3 STEPS

1. **Book an event.** Hall, date, times and guests.
2. **Bill it at the POS.** Use the events tab.
3. **Confirm and keep the invoice.** Type the invoice on the event.

Banquets & events

Weddings, conferences and parties booked by hall, date and time with the client, guests, menu, set-up and deposit; a hall cannot be booked twice at once, and the POS invoice is kept on the event. Part of the Banquets & events add-on for hotels and resorts.



Banquets & events · demo store: Star Hotel

1. Open Sales → Banquets & events and tap New event: type the title, hall, date, start and end times, guests and price per head.
2. Keep it Tentative until the deposit is in, then set it Confirmed.
3. Bill the event on the POS events tab and type the invoice number on the event; set it Done after the day.

Tips. A cancelled event frees its hall. Two events in the same hall may follow each other but not overlap.

Set-up, help and training

The StartERP team sets up your store, imports your products, customers and opening balances from Excel or CSV, and trains your users on the screens they use.

> **Need an add-on module?** Ask your StartERP contact to switch it on for your store, or write to **sirin@starterp.org** or WhatsApp **+966 50 197 1075**.

The full set of module guides

#	Guide
1	The basics every store has
2	Selling and documents
3	Customers, CRM and loyalty
4	Restaurants and cafés
5	Purchasing and inventory
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8	AI, automation and reports
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11	Hospitals, clinics, pharmacies and opticians
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13	**Hotels and resorts (this guide)**
14	Real estate agencies

All guides can be downloaded in StartERP under Help → User guides.



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