

bamisOS Hotels — Training Manual

bamisOS Hotels — User Manual

Version 2.0 — Updated 23 September 2026 | For hotels, lodges and resorts in Africa

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Getting Started

Create Your Hotel

1. Visit <https://hotel.bamistech.com>
2. Click **“Create my hotel — free”**
3. Fill in:
 - **Hotel name** (e.g., “Webon Hotel”)
 - **Slug** (becomes webon.hotel.bamistech.com)
 - **Email & password**
4. Submit → you’re signed in at the Front Desk

Subscription Tiers

Tier	Monthly	Annual	Includes	Best For
LODGE	\$29/mo	\$290/yr (~\$24/ mo)	Full PMS for small hotels: reservations, front desk, housekeeping, departmental POS, room- charge settlement, inventory, audit trail, multi-currency, French/ Portuguese, and PDF invoices.	Lodges, guest houses and boutique hotels with 1–20 rooms.
RESORT	\$79/mo	\$790/yr (~\$66/ mo)	PMS + Booking Engine: everything in Lodge plus direct bookings, website widgets, zero commission, channel- manager workflow, multi- property dashboard, advanced reports, and API access.	Growing hotels and resorts with 20–100 rooms.
EMPIRE	\$199/mo	\$1,990/ yr (~\$166/ mo)	Enterprise hotel operations: everything in Resort plus dedicated account manager, SLA, white-label guest portal,	Large hotels, hotel groups and chains with 100+

Tier	Monthly	Annual	Includes	Best For
			custom integrations, SSO, advanced RBAC, priority support, and volume discounts.	rooms or 5+ properties.

Note: bamisOS Hotels is commission-free. Local currency billing can be prepared for African operators.

Sign In

- URL: `https://hotel.bamistech.com/app.html`
- Email: `manager@webonhotel.com`
- Password: `Webon@2024!`

Front Desk — Today Board

URL: `/app.html` (default landing page)

What You See

Card	Meaning
Occupancy %	Rooms in-house ÷ total rooms
Arrivals today	Guests checking in today
Departures today	Guests checking out today
Housekeeping	Dirty rooms + open tasks

Actions

- **Check In** (blue chip) → moves the stay to `CHECKED_IN`, flips the room to `DIRTY`, and can prompt the operator to open the current WhatsApp confirmation link. It does not send an automated welcome message.
- **Check Out** (amber chip) → settles balance, flips room to `DIRTY`

- **New booking** → opens modal, jumps to Tape Chart

Tape Chart (Room Grid)

URL: Click **“Tape Chart”** in sidebar or “New booking” from Today

Visual Guide

Room 101	[Guest A · in]	[Guest A · in]	[·]	[·]	[Guest B]	[Guest B]	...
Room 102	[·]	[·]	[·]	[·]	[·]	[·]	...
Room 201	[000]	[000]	[000]	[000]	[000]	[000]	...

Legend

Color	Status	Meaning
 Blue	RESERVED	Booked, not yet checked in
 Green	CHECKED_IN	Guest in house
 Gray	·	Available (click to book)
 Strikethrough	OUT_OF_ORDER	Maintenance / blocked

Creating a Booking

1. Click any **available cell** (gray ·) or **“New booking”**
2. Fill modal:
 - Guest name, phone/WhatsApp
 - Source: WALK_IN | WHATSAPP | INSTAGRAM | PHONE | WEBSITE
 - Room (dropdown with live rates)
 - Check-in / Check-out dates
 - Adults / Children
 - Deposit amount (฿)
3. Submit → booking created, reference generated

4. **WhatsApp confirmation** offered automatically

Drag-to-Rebook (Coming Soon)

Currently: click-to-book. Drag-and-drop rebooking is on the roadmap.

Rooms & Inventory

Sidebar → Rooms

Room Types

Define categories first (e.g., “Deluxe King”, “Standard Twin”): - Name - Base rate (₹/night) - Capacity (sleeps)

Rooms

Each room has: - Number (e.g., “101”) - Floor - Room type (links to rate & capacity) - **Live status:** CLEAN | DIRTY | INSPECTED | OUT_OF_ORDER

Status changes here instantly reflect on Tape Chart and Housekeeping.

Guests & Profiles

Sidebar → Guests

Auto-created at first booking. Shows: - Full name, phone, email - VIP flag (gold badge) - Stay count + last stay date - **WhatsApp link** (opens chat with reference pre-filled)

Add Guest Manually

Click “+ **Guest**” → name, phone, VIP toggle.

Housekeeping & Maintenance

Sidebar → Housekeeping

Task Types

Type	Badge Color	Use For
CLEAN	 Green	Standard turnover
TURNDOWN	 Blue	Evening service
MAINTENANCE	 Red	Repairs, AC, plumbing
LAUNDRY	 Purple	Linen, uniforms

Workflow

OPEN → IN_PROGRESS → DONE

Creating a Task

1. Click “+ **New task**”
2. Select room, task type, assignee (staff name)
3. Priority: NORMAL | HIGH (red flag)
4. Notes (optional)
5. Submit → appears on board

Maintenance Example

Room 102: AC not cooling → MAINTENANCE | HIGH | Assigned:
“Kunle (Engineering)” → IN_PROGRESS → DONE

Night Audit

Sidebar → Night Audit

Runs automatically at midnight. Also run manually anytime.

Metrics Shown

Metric	Source
Room revenue (₺)	Sum of departed folios
ADR	Room revenue ÷ rooms sold
Occupancy %	Rooms in-house ÷ total
Outstanding balances	Folios with unpaid amounts
Departures processed	Check-outs completed
Dirty rooms	Housekeeping status

Outstanding Balances

Each row shows: - Guest name, room, reference - Balance due (₺) - **One-tap WhatsApp reminder** (opens chat with payment details)

Warehouse & Stores

Sidebar → Warehouse

Stock Items

Each item tracks: - Name (e.g., “Bath Towels”, “Minibar Heineken”) - Category (Linens, Minibar, Toiletries, Cleaning, F&B) - Unit (pcs, cartons, litres, kg) - **On-hand quantity** - **Low-stock alert level**

Actions

Button	Action
+ In	Receive stock (delivery, purchase)
– Out	Issue to housekeeping, restaurant, etc.
alert@	Change low-stock threshold

Button	Action
×	Delete item

Low-Stock Alerts

- Red **LOW** chip on item row
- Banner on Warehouse page: "3 low – restock needed"
- Night Audit shows count

Facility Revenue

Sidebar → Facilities

Tracks **all non-room revenue** in one night audit:

Facility	Examples
GYM	Day passes, PT sessions
LAUNDRY	Wash & fold, dry cleaning
RESTAURANT	Breakfast, lunch, dinner, room service
POOL_BAR	Drinks, snacks
SPA	Massages, treatments
EVENT	Conference hall, weddings
OTHER	Miscellaneous

Recording a Charge

1. Click “+ **Record a charge**”
2. Facility, amount (¤), description, payment method (**CASH** | **TRANSFER** | **POS** | **ROOM_CHARGE**)
3. Guest name (optional — links to folio if **ROOM_CHARGE**)
4. Submit → appears in 7-day log, added to today’s total

Dashboard

- **Today total** (all facilities)
 - **Per-facility cards** (Gym, Laundry, Restaurant, Pool Bar)
 - **7-day table** with facility, item, guest, method, amount, timestamp
-

Settings & Branding

Sidebar → Settings

Property

- Hotel name, tagline (shown on booking page)
- Check-in / Check-out times

Banking (shown to guests on booking page & WhatsApp)

- Bank name (e.g., “GTBank”)
- Account name
- Account number

WhatsApp

- Hotel WhatsApp number (country code, no +): 2348012345678

Your Links

Link	Format
Booking page	<code>https://webon.hotel.bamistech.com/book/webon</code>
Front desk	<code>https://hotel.bamistech.com/app.html</code>
Hotel address	<code>webon.hotel.bamistech.com</code>

Front Desk Offline Operation

The installable Front Desk app is designed for unreliable connectivity. Successful reads can be cached, supported changes are queued locally, and the Online/Offline indicator shows the current state.

- Supported queued actions are retried when the browser reconnects.
- The Africa Ops screen shows how many actions are waiting and provides a manual sync control.
- Keep the device open until the queue returns to zero. Confirm important bookings and payments after synchronization.
- Logging out clears locally stored hotel session and queue data on that device.

Departmental Operations (POS, Kitchen, Bar, Staff Apps)

Sidebar → Departments (or visit `/department.html` directly on mobile)

bamisOS Hotels includes a dedicated, installable **mobile PWA for departmental staff**. Each staff member signs in with their own credentials and sees only the screens allowed for their role. Department transactions require an active connection in this release.

Staff Roles & Permissions

Role	Access	Typical User
RESTAURANT	Create orders, view all station queues, manage menu, settle payments	Restaurant manager / supervisor
WAITER	Create orders (tables/rooms), view ready notifications, mark items served	Floor staff
BAR	Create orders, manage Bar queue, mark drinks ready/served	Bartender / Bar manager

Role	Access	Typical User
KITCHEN	View Kitchen queue, accept/preparing/ready food items	Line cook / Kitchen staff
CHEF	Full Kitchen queue + all-station view, manage recipes	Head chef
CASHIER	Settle orders (cash, transfer, POS, room charge), view all department orders	Front desk / cashier
GYM	Record guest entries, room-charge gym passes	Gym attendant
WAREHOUSE	Receive/issue stock, low-stock alerts, inventory reports	Storekeeper

Order Lifecycle (Restaurant / Bar)

NEW → ACCEPTED → PREPARING → READY → SERVED

1. **Waiter/Restaurant/Bar** creates order: selects table/room, adds items from menu (auto-routed: food → Kitchen, drinks → Bar), sends with one tap.
2. **Kitchen/Bar staff** see station-specific queue. Tap **Accept** → **Preparing** → **Ready**.
3. **Waiter** receives push/notification when items hit READY. Delivers to guest, taps **Mark Served**.
4. **Cashier** settles the full order: cash, transfer, POS terminal, or **Room Charge** (validates checked-in guest).
5. **Inventory** auto-depletes at SERVED (fractional recipes supported). Audit trail logs every transition with staff name.

Mixed Orders (Food + Drinks)

One guest bill. Items route to correct station automatically:

- Category `Meals` / `Food` → Kitchen queue
- Category `Drinks` / `Beverages` → Bar queue

Waiter sees consolidated order; Kitchen and Bar each see only their station items.

Installable Staff PWA

- Install from the browser with **Add to Home Screen**.
- Sign in at `/department.html` with hotel slug, email and password.
- The application shell can load from cache, but orders, status changes, settlements, stock activity and gym entries currently require connectivity.
- The session token is stored on the device until logout. Use hotel-controlled devices, lock the screen and sign out before handing a device to another employee.

Staff Accounts, Password Resets & Alerts

- Authorized managers can create staff accounts, assign department roles, disable accounts and reset passwords.

- Role hierarchy prevents staff from granting permissions above their own access.
- When Kitchen or Bar marks an item `READY`, the waiter receives a ready alert and can mark it read after collection.

Menu Management (Managers)

In Front Desk: **Sidebar** → **POS** → **Menu**

- Set `preparationStation`: `KITCHEN` or `BAR`
- **Set category:** `Food`, `Drinks`, `Meals`, etc.
- **Prices and recipes managed centrally — server-authoritative totals (clients never send totals)**
- **Recipes support fractional quantities (e.g., 0.5 kg tomatoes per portion)**

Settlement Methods

Method	Use Case	Validation
<code>CASH</code>	Walk-in / cash payment	None
<code>TRANSFER</code>	Bank transfer	Reference field
<code>POS</code>	Card terminal	Terminal reference
<code>ROOM_CHARGE</code>	Charge to guest folio	Requires checked-in <code>stayId</code> + idempotency key

Idempotency: Every order/settlement carries a `clientRequestId` — safe to retry on flaky networks.

Gym Operations

- Gym staff sign in → tap “Record Entry”
- Enter guest name, amount, payment method
- For `ROOM_CHARGE` : select checked-in stay → auto-posts to guest folio
- Appears in Facility Revenue (GYM) and Night Audit

Warehouse ↔ Departmental Inventory

- POS recipes define stock items + quantities per portion
- At `SERVED` : server decrements stock per recipe (fractional, aggregated across order)
- Low-stock alerts appear in Warehouse + Night Audit
- Receive stock in Warehouse → immediately available for POS

Audit Trail & Compliance

- Every transition logs: `actorId` , `actorName` , `actorRole` , `action` , `fromStatus` → `toStatus` , `timestamp`
- Settlement creates immutable `PosSale` + `FacilityCharge` (room charge)
- Zero deletions — corrections via new entries with reason

Channel Manager & OTA Integration

The Channel Manager currently provides channel configuration, manual/periodic orchestration and a read-only rate-plan preview.

Treat it as an integration workspace, not as proof that an OTA is live.

Current Integration Status

Capability	Status
Add, enable, view and remove channel configurations	Available
Manual sync and six-hour scheduled orchestration	Available; the result reflects the configured adapter
30-day rate and availability grid	Read-only preview; the screen shows the first seven days
Airbnb/iCal event parsing	Parser available; live feed import and reservation persistence are not production-complete
Booking.com and Expedia	Adapter scaffolding only; no verified live partner connection, reservation import or rate/availability push
Bidirectional OTA synchronization	Not released

Roles & Access

- **Owner/Admin:** view, add, remove and run channel sync.
- **Manager:** view and run sync; cannot add or delete channel configurations.
- **Other roles:** no Channel Manager access.

How to use the current workspace

- 1. Open Channel Manager.**

2. **Owners/Admins can choose Add Channel, enter the configuration supplied by an approved integration partner, enable it and save.**
3. **Use Sync or Sync All to see the immediate result. The current screen does not retain a complete successful-sync history.**
4. **Use the Rate Plan Grid as a preview only. It does not publish rate changes to external OTAs.**

Production note: Do not rely on Booking.com, Expedia or iCal synchronization until Bamistech has configured official credentials and verified the selected adapter end to end for your hotel.

Door Locks & Key Issuance

Authorized Front Desk users can configure a vendor integration, choose a default lock provider and test the connection. When an enabled default integration is configured, check-in can issue a key and checkout or cancellation can revoke it.

- **Open Door Locks, add the hotel-specific connection details and run Test connection.**
 - **Key operations create audit records. If a provider call fails, follow the hotel's physical-key fallback procedure.**
 - **The built-in mock adapter is for testing. Real lock hardware requires a supported vendor account, credentials and hotel-specific verification.**
-

Africa Operations

The Africa Ops screen brings together controls commonly required by African hotel operators:

- **Transfer references:** create a payment intent/reference for matching bank transfers. A virtual account appears only when a provider is configured.
 - **Utilities & CPOR:** record generator/grid usage and review cost per occupied room.
 - **Tax estimates:** review VAT and configured consumption-tax estimates for the selected period.
 - **Police manifest:** review the count/list of relevant in-house guest records for reporting.
 - **Audit controls:** inspect operational status, queued Front Desk actions, LPO/city-ledger indicators and synchronization controls.
-

Guest Communication (WhatsApp)

Operator-Initiated WhatsApp Links

The released workflow prepares a WhatsApp `wa.me` link for an operator to review and send. It does not send Cloud API messages automatically.

- **Booking confirmation:** after a booking is saved, staff can confirm that they want to open WhatsApp with a prepared confirmation containing the reference, stay details, amount and configured bank details.
- **Check-in:** the current prompt reuses the available confirmation link; it is not an automated welcome journey.
- **Checkout, review request and scheduled payment reminder:** not released in the current operator interface.

Important: WhatsApp Cloud templates, campaigns and automated flows are not documented as live features until provider configuration and end-to-end sending are verified.

Webon Hotel — Enterprise Demo

Walkthrough

Hotel: Webon Hotel (Resort tier)

Slug: webon → <https://webon.hotel.bamistech.com>

Front Desk: <https://hotel.bamistech.com/app.html>

Login: use the administrator credentials created during your own hotel signup.

This is a mock dataset — create it by signing up as “Webon Hotel” then running the seed script below, or use this manual as a reference for your own setup.

1. Room Types (5)

Name	Base Rate (₦)	Capacity	Rooms
Presidential Suite	180,000	2	101
Deluxe King	95,000	2	102, 103, 104, 105
Executive Twin	75,000	2	201, 202, 203
Standard Queen	55,000	2	204, 205, 206, 207
Garden Bungalow	120,000	4	301, 302

Total: 12 rooms

2. Current Stays (5 Guests In-House)

Room	Guest	Status	Check-in	Check-out	Nights	Rate (₦)	Total (₦)
101	Alhaji Musa Bello (VIP)	CHECKED_IN	Sep 4	Sep 8	4	180,000	720,000
102	Ms. Chioma Okonkwo	CHECKED_IN	Sep 5	Sep 7	2	95,000	190,000
201	Mr. & Mrs. Adebayo	CHECKED_IN	Sep 3	Sep 6	3	75,000	225,000
204	Mr. Kwame Asante	CHECKED_IN	Sep 5	Sep 9	4	55,000	220,000
301	Dr. Fatima Yusuf (VIP)	CHECKED_IN	Sep 2	Sep 10	8	120,000	960,000

Occupancy: 5/12 = 42%

Arrivals today (Sep 6): 0

Departures today (Sep 6): 1 (Room 201 — Adebayo)

3. Warehouse Stock (15 Items)

Item	Category	Unit	On Hand	Low At	Status
Bath Towels (white)	Linens	pcs	48	12	✓
Hand Towels	Linens	pcs	36	10	✓
Bed Sheets (king)	Linens	sets	18	6	✓
Bed Sheets (queen)	Linens	sets	22	6	✓

Item	Category	Unit	On Hand	Low At	Status
Pillow Cases	Linens	pcs	60	15	✓
Bathrobes	Linens	pcs	14	4	✓
Minibar — Heineken	Minibar	bottles	24	12	✓
Minibar — Coca Cola	Minibar	cans	30	12	✓
Minibar — Water 75cl	Minibar	bottles	40	15	✓
Minibar — Pringles	Minibar	tubes	18	6	✓
Toiletries Set (shampoo, gel, lotion)	Toiletries	sets	25	10	✓
Toilet Rolls	Toiletries	rolls	96	24	✓
Cleaning — Multi-surface	Cleaning	litres	8	3	✓
Cleaning — Glass	Cleaning	litres	6	2	✓
Laundry Detergent	Cleaning	kg	10	3	✓

Low-stock alerts: None currently (all above threshold)

4. Housekeeping Tasks (Today — Sep 6)

#	Room	Task	Type	Priority	Assignee	Status		No
1	201	Turnover clean	CLEAN	HIGH	Blessing	OPEN		De to re 14
2	102	Mid-stay refresh	CLEAN	NORMAL	Blessing	OPEN		Gu re ex to
3	104	Deep clean	CLEAN	NORMAL	Esther	OPEN		Va pr for Se
4	205	AC repair	MAINTENANCE	HIGH	Kunle (Eng)	IN_PROGRESS		Gu re we co
5	301	Turndown service	TURNDOWN	NORMAL	Esther	OPEN		VI ch + v
6	101	Minibar restock	LAUNDRY	NORMAL	Blessing	OPEN		He x2 x4
7	202	Vacant clean	CLEAN	NORMAL	Esther	DONE		Re sa

Open tasks: 6 | In progress: 1 | Done today: 1

5. Night Audit (Last Run: Sep 5, 00:00)

Metric	Value
Date	2024-09-05
Room Revenue	₦1,485,000
ADR	₦92,812
Occupancy	58% (7/12 rooms)
Departures Processed	3
In-House (after audit)	5
Dirty Rooms	3
Outstanding Balances	2 folios — ₦590,000 total

Outstanding Folios: | Guest | Room | Reference | Balance (₦) | |
----|---|-----|-----| | Alhaji Musa Bello | 101 |
WBN-20240904-001 | 360,000 | | Dr. Fatima Yusuf | 301 |
WBN-20240902-005 | 230,000 |

Action: Click “Remind” → WhatsApp opens with payment request

6. Facility Revenue (Today — Sep 6)

Facility	Today (₦)	7-Day Total (₦)
GYM	15,000	85,000
LAUNDRY	22,500	140,000
RESTAURANT	185,000	1,240,000
POOL_BAR	45,000	310,000
SPA	0	120,000
EVENT	0	450,000

Facility	Today (₦)	7-Day Total (₦)
TODAY TOTAL	267,500	—

Recent Charges (Today): | Facility | Item | Guest | Method | Amount (₦) | Time | |-----|---|---|---|-----|---| | RESTAURANT | Breakfast buffet ×2 | Alhaji Musa Bello | ROOM_CHARGE | 18,000 | 08:30 | | RESTAURANT | Lunch — grilled fish | Ms. Chioma Okonkwo | TRANSFER | 25,000 | 13:15 | | POOL_BAR | Cocktails ×3 | Dr. Fatima Yusuf | ROOM_CHARGE | 22,000 | 16:40 | | LAUNDRY | Express wash & fold | Mr. Kwame Asante | CASH | 12,500 | 10:00 | | GYM | Day pass | Walk-in guest | POS | 15,000 | 07:00 | | RESTAURANT | Room service dinner | Alhaji Musa Bello | ROOM_CHARGE | 42,000 | 20:10 | | POOL_BAR | Snacks & beer | Mr. & Mrs. Adebayo | CASH | 23,000 | 15:30 |

7. Room Guest Chat (WhatsApp Samples)

Booking Confirmation (Sent Sep 4 to Alhaji Musa Bello)



Webon Hotel – Booking Confirmed ✓

Reference: WBN-20240904-001

Guest: Alhaji Musa Bello

Room: Presidential Suite (101)

Check-in: Wed 4 Sep, 2:00 PM

Check-out: Sun 8 Sep, 11:00 AM

Nights: 4 × ₦180,000 = ₦720,000

Deposit paid: ₦360,000

Balance due: ₦360,000



Payment:

Bank: GTBank

Account: Webon Hotel Ltd

Number: 0123456789

💬 Questions? Reply here or call +234 801 234 5678

We look forward to hosting you!

– Webon Hotel Team

Check-in Welcome (Sent Sep 4, 14:05)

🎉 Welcome to Webon Hotel, Alhaji Musa Bello!

Your Presidential Suite (Room 101) is ready.

WiFi: Webon_Guest / password: welcome2024

Checkout: Sun 8 Sep, 11:00 AM

Need anything? Just reply here – we're on WhatsApp 24/7.

🍽️ Restaurant: 7 AM – 10 PM | 🌊 Pool Bar: 10 AM – 11 PM

🧖‍♀️ Spa: 9 AM – 9 PM (book via this chat)

Enjoy your stay!

– Front Desk

Payment Reminder (Night Audit — Sep 6, 08:00)

💰 Payment Reminder – Webon Hotel

Reference: WBN-20240904-001

Guest: Alhaji Musa Bello

Room: 101 (Presidential Suite)

Outstanding: ₦360,000

Kindly settle before checkout (Sun 8 Sep, 11 AM).

Bank: GTBank | Acct: 0123456789 | Ref: WBN-20240904-001

Reply "PAID" once done or call +234 801 234 5678.

Thank you!

– Accounts

Maintenance Follow-up (Room 205 — AC Repair)

 Maintenance Update — Room 205

Dear Mr. Kwame Asante,

Our engineer Kunle has completed the AC repair in your room.
Please confirm the cooling is now comfortable.

Reply "OK" or let us know if further adjustment needed.

— Webon Hotel Engineering

Checkout Folio (Room 201 — Adebayo, Sep 6)

 Final Folio — Webon Hotel

Reference: WBN-20240903-003

Guest: Mr. & Mrs. Adebayo

Room: 201 (Executive Twin)

Stay: Sep 3–6 (3 nights)

Room: 3 × ₦75,000 = ₦225,000

Restaurant: ₦48,000

Laundry: ₦12,000

Pool Bar: ₦23,000

Total: ₦308,000

Deposit: ₦225,000

Paid at checkout: ₦83,000 (TRANSFER)

Balance: ₦0 ✓

Thank you for staying with us!

Safe travels 🙏

— Webon Hotel

Quick Reference — Keyboard Shortcuts

Key	Action
G then T	Go to Today
G then C	Go to Tape Chart
G then R	Go to Rooms
G then H	Go to Housekeeping
N	New booking (from Chart)
Esc	Close modal

Multi-language Operation

bamisOS Hotels now supports three working front-desk languages:

- English — default operating language.
- French — for Francophone West/Central Africa.
- Portuguese — for Lusophone African markets.

Change Language

1. Open `/app.html` and sign in.
2. Use the language selector in the top-right header.
3. Select English, Français, or Português.
4. The choice is saved in the browser and also used when exporting invoice PDFs.

Operational note: the current release translates key navigation, login, invoice, and operating labels. Hotel-created content such as room names and guest notes remains exactly as typed by staff.

Invoice PDF Export

Invoice PDF export is available from the front desk for stay/folio records.

Download an Invoice

- 1. Sign in to `/app.html` .**
- 2. Open the stay, folio, or invoice action shown in the front desk workflow.**
- 3. Click Invoice PDF.**
- 4. The system downloads a PDF with hotel name, booking reference, guest details, room, dates, total, deposit paid, balance due, and bank transfer details if configured.**

Invoice Language

The invoice follows the selected interface language:

- English invoice when English is selected.**
- French invoice when Français is selected.**
- Portuguese invoice when Português is selected.**

Invoice Payment Details

To show payment details on invoices, go to Settings and save the hotel bank name, account name, account number, and WhatsApp number. These details also support the online booking payment instructions.

Support

- WhatsApp: +234 703 353 2662 (Bamistech Support)
- Email: support@bamistech.com
- Hours: Mon-Fri 9 AM-6 PM WAT, Sat 10 AM-2 PM

bamisOS Hotels — Hotel PMS built for modern African hotels

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