

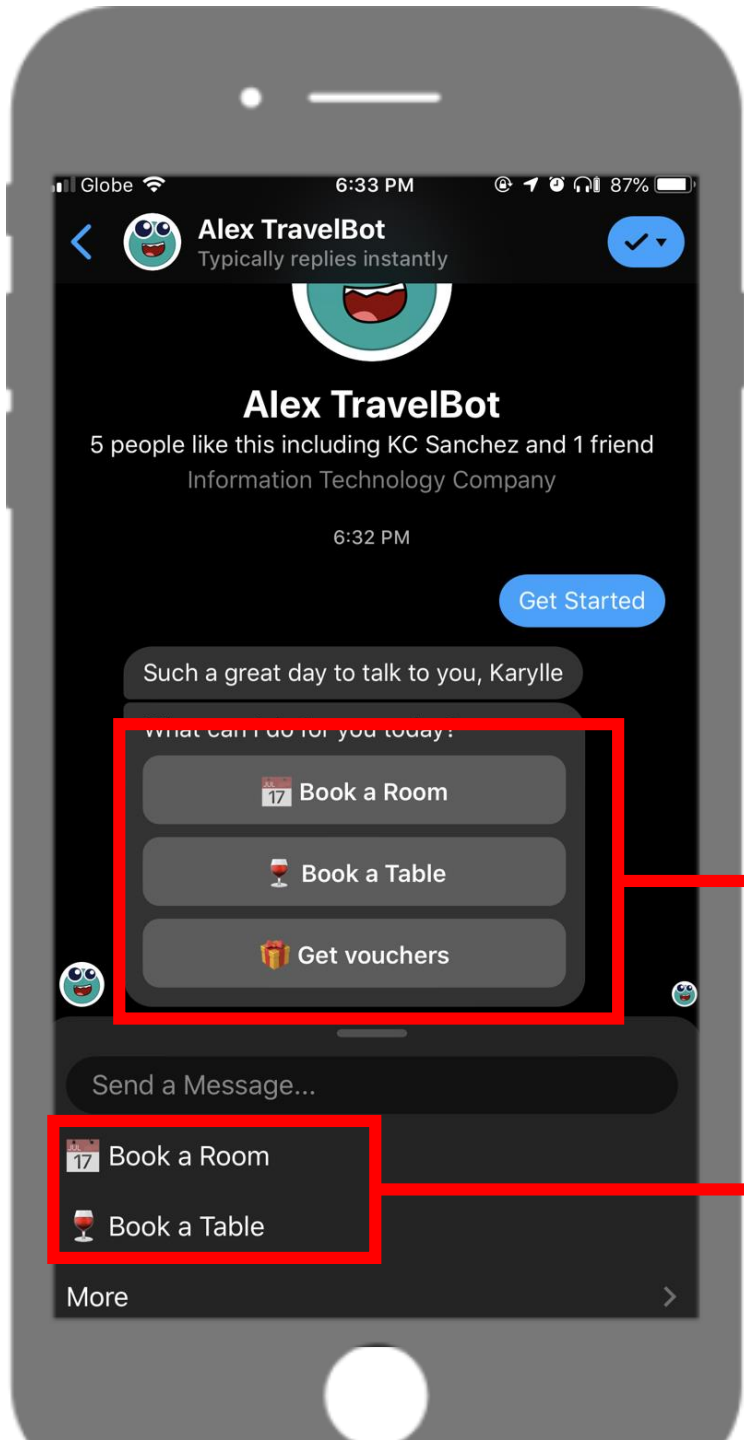


Alex

HELLO THERE,
HUMAN!

Room booking
manual

By: Global Hospitality Solutions

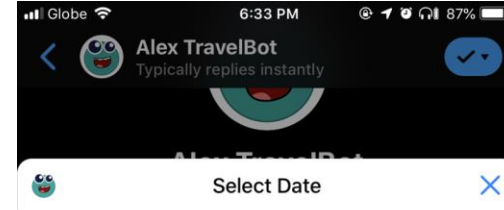
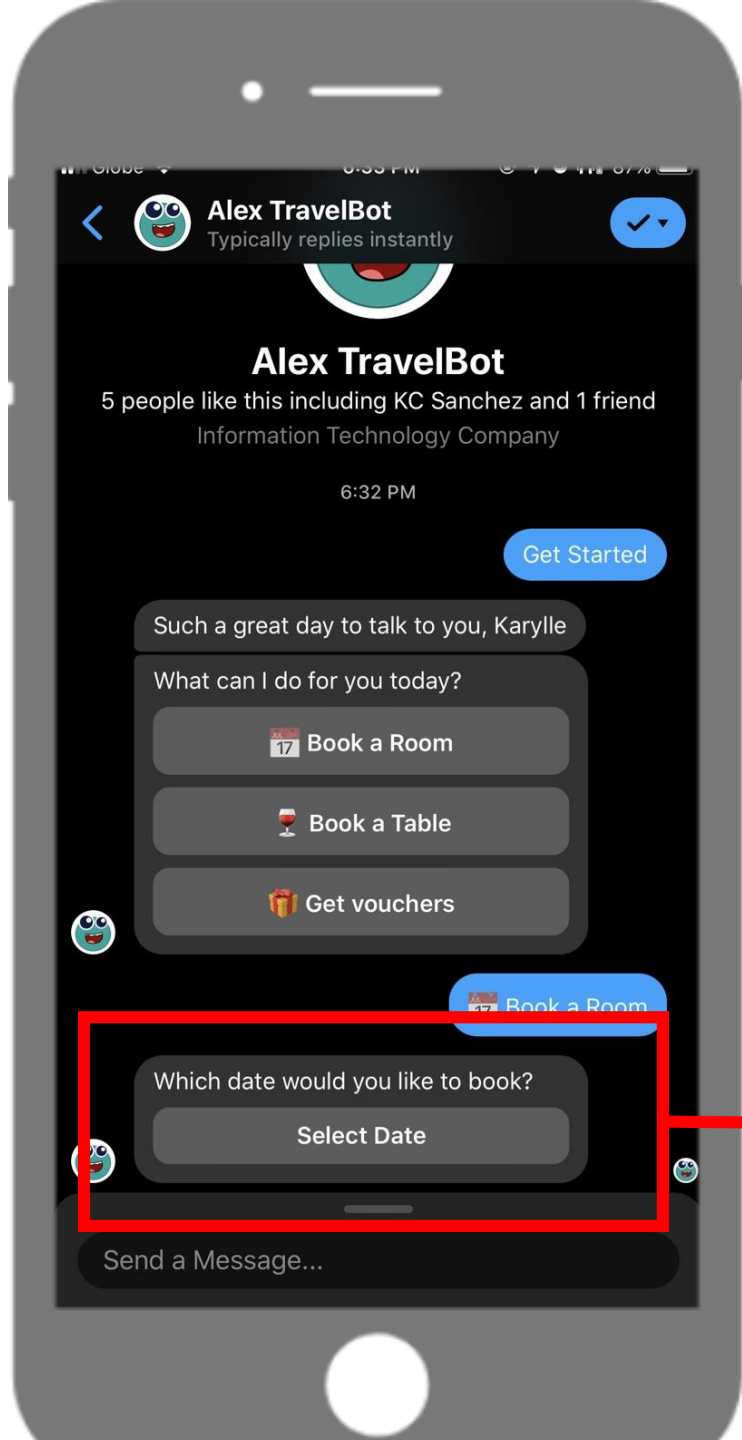


Alex room booking enables room reservation on Facebook Messenger.

2 ways to create booking

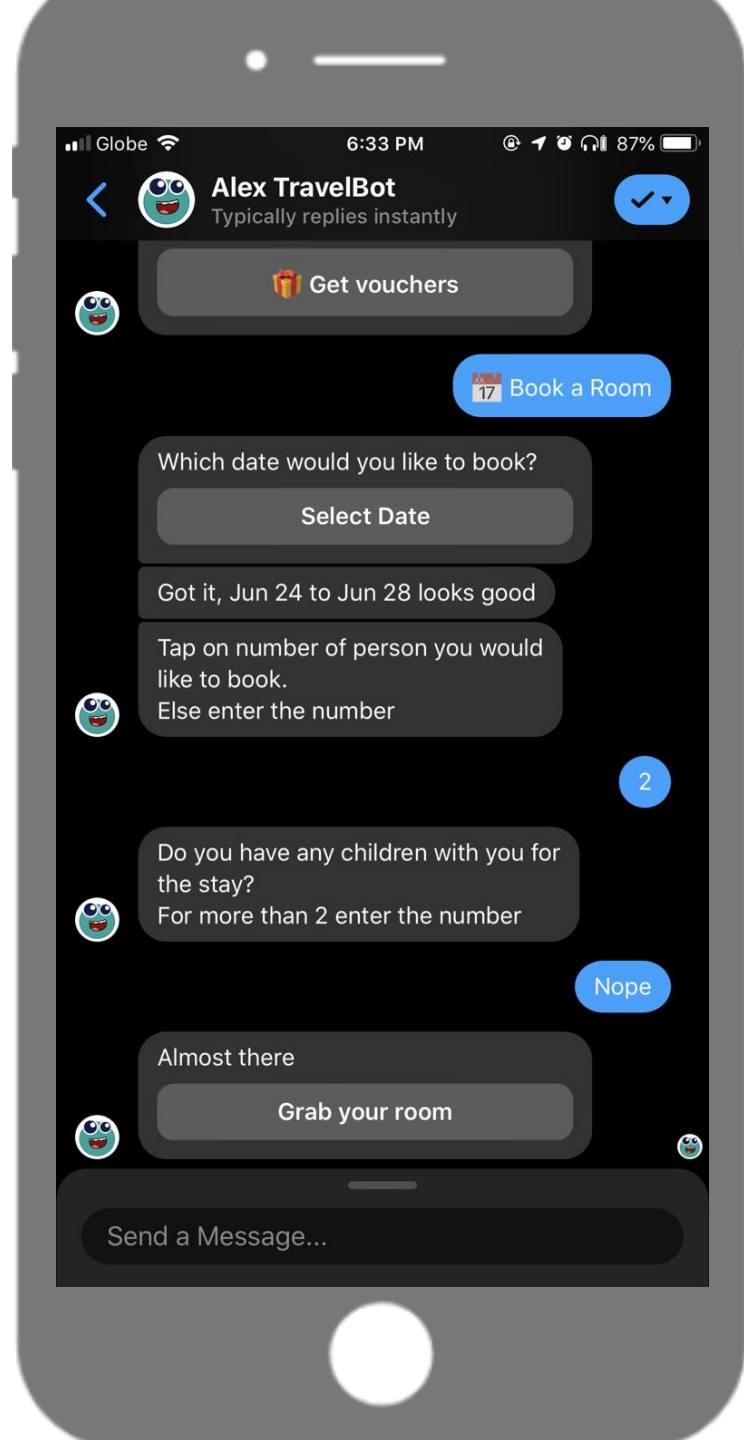
(1) Via conversation

(2) Messenger main menu

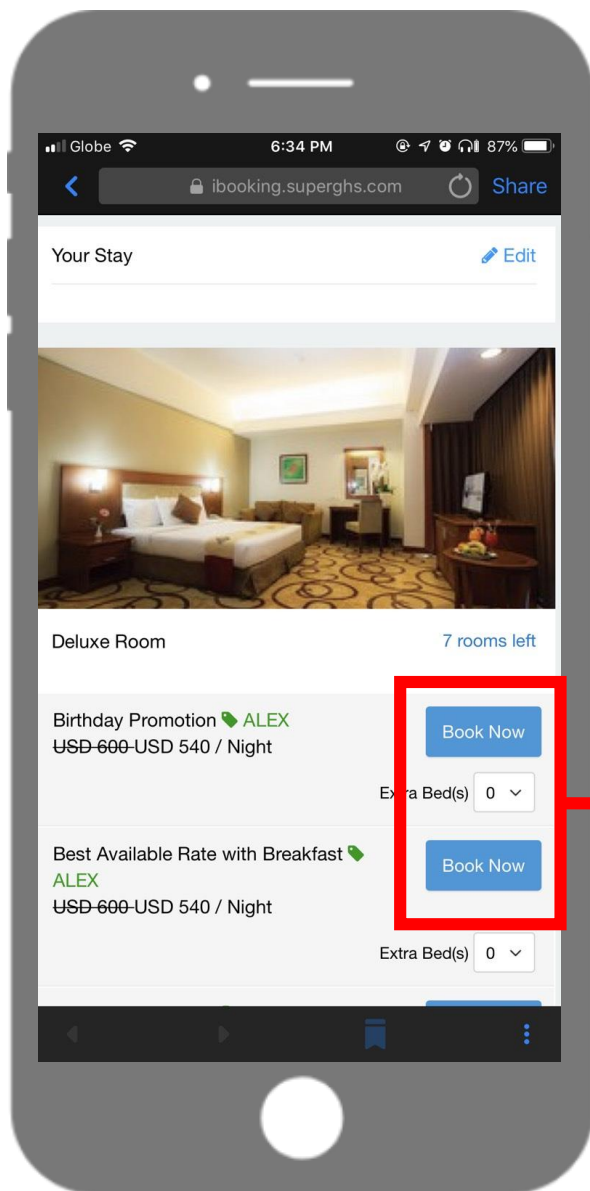


Jun, 24th — Jun, 28th 2019 →

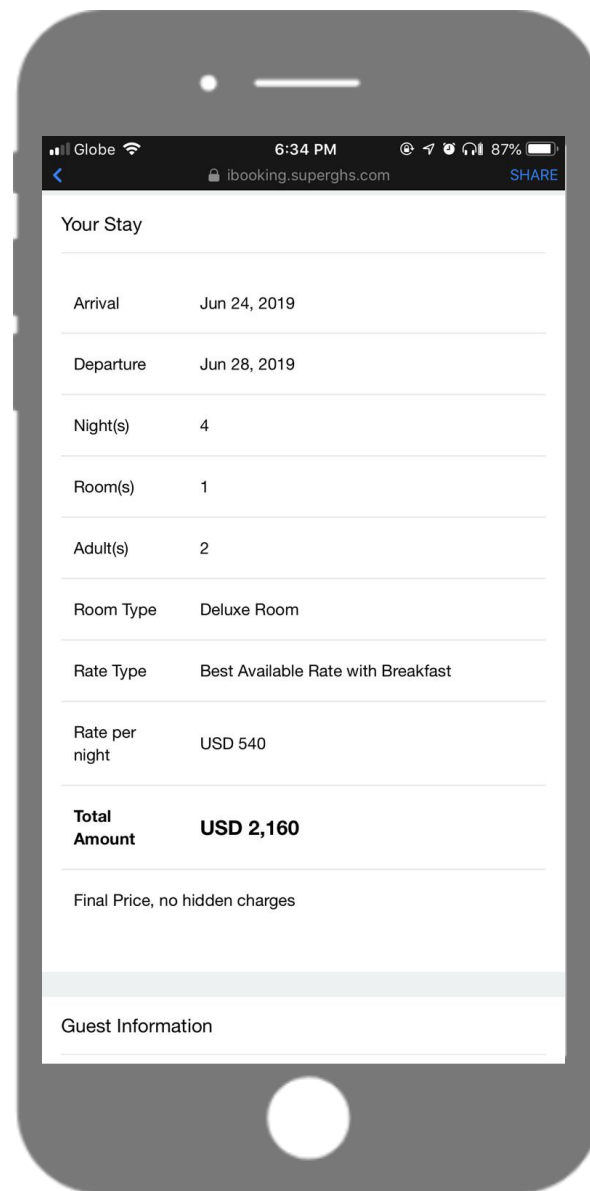
Choose arrival /
departure date



Booking details



Select type
of room



Booking summary

Update guest information
and payment

Globe 6:35 PM 87% ibooking.superghs.com SHARE

Guest Information

Title First Name Last Name

Ms. Karylle Beriso

Email Address

karylleberiso@myghs.com

Phone No.

PH (+63) 917 675 5010

Address

BGC

Nationality

Philippines

Additional Information

Request

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SUNDAY CHAMP... CILANTRO SATU... Body Massage (6...

0 - + 0 - + 0 - +

Payment

Card Holder

Card Number

CW ?

Expiry

☐ I have read and agreed with [Terms & Conditions](#) and [Privacy Policy](#)

Submit Reservation

How to view reservations

- (1) Select “Bookings” on the menu
- (2) Search confirmation no. or email on “search booking field or
- (3) Use filters for specific group of booking.

The screenshot displays the iBooking web application interface. On the left, a dark sidebar contains a menu with items like Promo Codes, Tracking, Loyalty, Corporates, Enhance my stay, Messages, Table Reservation, and Bookings. The 'Bookings' item is highlighted with a red rectangular box. The main content area is titled 'Bookings' and features a table of reservation data. Above the table, there are filter controls (All Hotels, All Rooms, All Rates, Status, Booking, All Time) and a search input field (Search booking...), both enclosed in red boxes. The table lists various bookings with details such as confirmation numbers, guest names, dates, and room types.

Confirmation	Status	Guest Name	Booking Date	Arrival	Departure	Hotel Name	Room Name	Rate
DEMO00427	Unfinished	Bernard Quek	Jul 27, 2016	Jul 27, 2016	Jul 28, 2016	Male Luxe Hotel	Villa Bungalow	Best
SINHA00042	Unfinished	Bernard Quek	Nov 25, 2016	Nov 25, 2016	Nov 26, 2016	Hotel Jakarta Indonesia	Afrika Suites	Best
DEMO900909	Unfinished	test send mail	Nov 8, 2016	Nov 8, 2016	Nov 9, 2016	Male Luxe Hotel	Villa Bungalow	Best
SINHA00197	Unfinished	Bernard Quek	Mar 7, 2017	Mar 7, 2017	Mar 8, 2017	Hotel Jakarta Indonesia	Afrika Suites	Pay
DEMO901287	Confirmed	Cha Octiva	Apr 21, 2017	Apr 29, 2017	Apr 30, 2017	Male Luxe Hotel	Deluxe Room	Seas
DEMO00363	Unfinished	Vu Viet	Sep 26, 2016	Sep 26, 2016	Sep 27, 2016	Male Luxe Hotel	Renaissance Room w/ Balcony	Best
DEMO900831	Unfinished	Yani Reynoso	Oct 27, 2016	Oct 27, 2016	Oct 28, 2016	Male Luxe Hotel	Inspiration Room	Seas

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How to update reservation details?

- (1) Resend email confirmation to guest / hotel
- (2) Modify Booking
- (3) Cancel booking

Guest details

The screenshot displays a reservation management interface for a booking identified as 'DEMOg01026'. The interface is divided into two main sections: 'Guest Information' and 'Reservation Information'. The 'Guest Information' section contains fields for Membership No (GHS12A07), Guest Name (Ca Ngo), Email Address (ngotamca@gmail.com), Phone No (Viet Nam (+84) 908 556 321), Address (HCM), Country (Viet Nam), and Remarks. The 'Reservation Information' section includes Hotel (Male Luxe Hotel), Booking Time (Dec 13, 2016 5:06:18 PM), Arrival (Dec 13, 2016), Departure (Dec 14, 2016), Room Name (Deluxe Room), Rate Name (Best Available Rate), Rooms (1), Extra Beds (0), Adults (1), and Children (0). A red box highlights the 'Guest Information' section, and a red arrow points from the text 'Guest details' to it. Another red box highlights the action buttons at the top right: '(Re)Send Confirmation', 'Modify Booking', and 'Cancel Booking', with a red arrow pointing from the list of actions above to the '(Re)Send Confirmation' button.

Bookings > DEMOg01026

Print Export PDF (Re)Send Confirmation Modify Booking Cancel Booking

Guest Information Reservation Information

Membership No GHS12A07 Hotel Male Luxe Hotel

Guest Name Ca Ngo Booking Time Dec 13, 2016 5:06:18 PM

Email Address ngotamca@gmail.com Arrival Dec 13, 2016

Phone No. Viet Nam (+84) 908 556 321 Departure Dec 14, 2016

Address HCM Room Name Deluxe Room

Country Viet Nam Rate Name Best Available Rate

Remarks Rooms 1 Extra Beds 0

Adults 1 Children 0

Save

Preferences Special Request

Update availability for non Siteminder and Rategain Channel Manager only

- (1) Select “availability” on the menu
- (2) Select room type and date
- (3) Select rate type

The screenshot shows the iBooking system interface. The left sidebar contains a menu with the following items: Dashboard, Settings, Hotel(s), Room(s), Rate(s), Availability (highlighted with a red box), Preferences, Tax & Other Charges, Geo-Pricing, Promo Codes, and Tracking. The main content area is titled 'Availability'. It features a search bar, a room type dropdown (Deluxe Room), a date range dropdown (Jun 10, 2019 - Jul 10, 2019), and buttons for 'Calendar' and 'Table'. Below these are buttons for 'Set Allotment', 'Set Rate', and 'Set Availability'. A red box highlights the rate type selection area, which includes 'Season of Love' (selected), 'GHS Corporate Rate', 'Best Available Rate with Breakfast', 'Test Rate 2', '1 Night Sale', 'K Rate', and 'Birthday Promotion'. Below this, another red box highlights the '2-Night Stay Promotion', 'Best Available Rate', 'Pay 2, Get 3', and '15%' options. The main table displays availability data for a 7-day period from Sunday to Saturday. Each day's data is organized into a grid with columns for 'Allotment', 'Single', 'Double', and 'Min LOS', and rows for the dates Jun 10 through Jun 15. The 'Allotment' column shows '30/30' for all dates. The 'Single' and 'Double' columns show '450' for all dates. The 'Min LOS' column is empty for all dates.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
		Jun 10	11	12	13	14	15
Allotment		30/30	30/30	30/30	30/30	30/30	30/30
Single		450	450	450	450	450	450
Double		450	450	450	450	450	450
Min LOS							
	16	17	18	19	20	21	22
Allotment	30/30	30/30	30/30	30/30	30/30	30/30	30/30
Single	450	450	450	450	450	450	450
Double	450	450	450	450	450	450	450
Min LOS							
	23	24	25	26	27	28	29
Allotment	30/30	30/30	30/30	30/30	30/30	30/30	30/30
Single	450	450	450	450	450	450	450
Double	450	450	450	450	450	450	450
Min LOS							

Update availability for non Siteminder and Rategain Channel Manager only

Select all dates

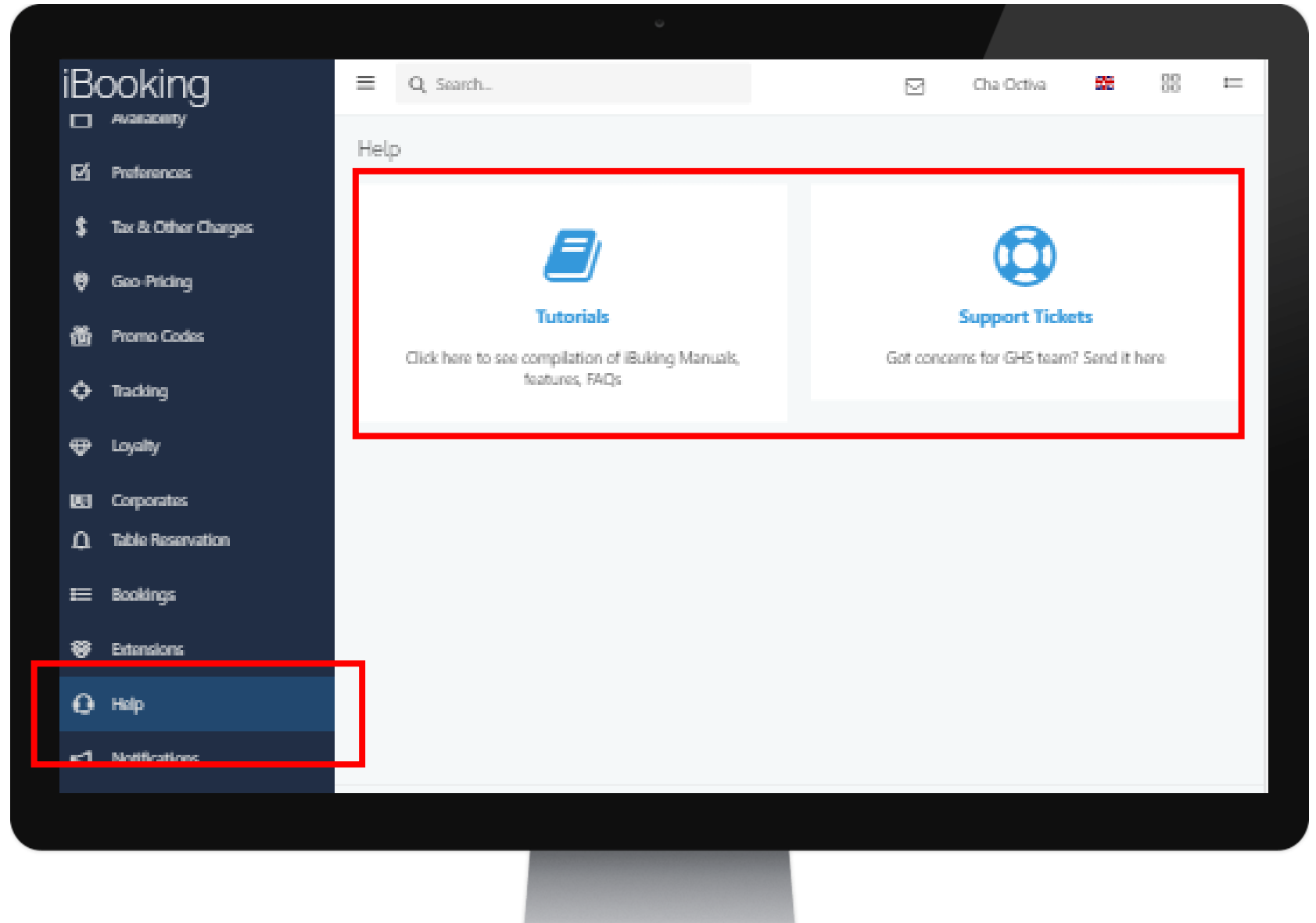
- (4) Select date
- (5) Update Allotment, rate and availability. *Right click for short cut*

The screenshot displays the 'Availability' management interface. At the top, there are filters for 'Deluxe Room' and the date range 'Jun 10, 2019 - Jul 10, 2019'. To the right, a red box highlights three buttons: 'Set Allotment', 'Set Rate', and 'Set Availability'. Below these are various rate plans like 'Season of Love', 'GHS Corporate Rate', etc. A red arrow points from the text 'Select all dates' to a small square icon in the top-left corner of the calendar grid. The calendar grid itself shows dates from Sunday to Saturday. A red box highlights the data for the first week (June 10-15), which includes columns for 'Allotment', 'Single', 'Double', and 'Min LOS' rates.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
		Jun 10	11	12	13	14	15
Allotment		30/30	Allotment 30/30	Allotment 30/30	Allotment 30/30	Allotment 30/30	Allotment 30/30
Single		450	Single 450	Single 450	Single 450	Single 450	Single 450
Double		450	Double 450	Double 450	Double 450	Double 450	Double 450
Min LOS			Min LOS	Min LOS	Min LOS	Min LOS	Min LOS
	16	17	18	19	20	21	22
Allotment	30/30	Allotment 30/30	Allotment 30/30	Allotment 30/30	Allotment 30/30	Allotment 30/30	Allotment 30/30
Single	450	Single 450	Single 450	Single 450	Single 450	Single 450	Single 450
Double	450	Double 450	Double 450	Double 450	Double 450	Double 450	Double 450
Min LOS		Min LOS	Min LOS	Min LOS	Min LOS	Min LOS	Min LOS

For customer support

- (1) Select “Help” on the main menu
- (2) Select Tutorial to update room setting
- (3) Support ticket for client concerns



THANK YOU
HUMAN!



Alex