

Tower Guest House Web App

Business Objective

Most guests possess a smart phone these days and the business objective was to provide useful functionality that could easily be accessed by the guest on their smart phone that would facilitate a more comfortable and relaxing stay.

Tony has utilised his skills in IT and software development to develop a cloud based, customer focused mobile web application available to all guests staying at the Tower Guest House.

The application is truly innovative in that it provides a customised experience for each guest. This is not simply an extension of our website. The application brings together useful functionality such as pre-check-in, room climate control, the ability to view and pre-order breakfasts, the ability to reserve seats on our free shuttle service and includes a messaging module to live chat with reception.

All this can be achieved through a user-friendly interface that runs in a web browser on their mobile phone.

Email and SMS text messaging services are utilised to send links to the guest's mobile phone to launch the App.

Since the app is web-based and runs in any web browser, there is nothing to download other than a simple webpage.

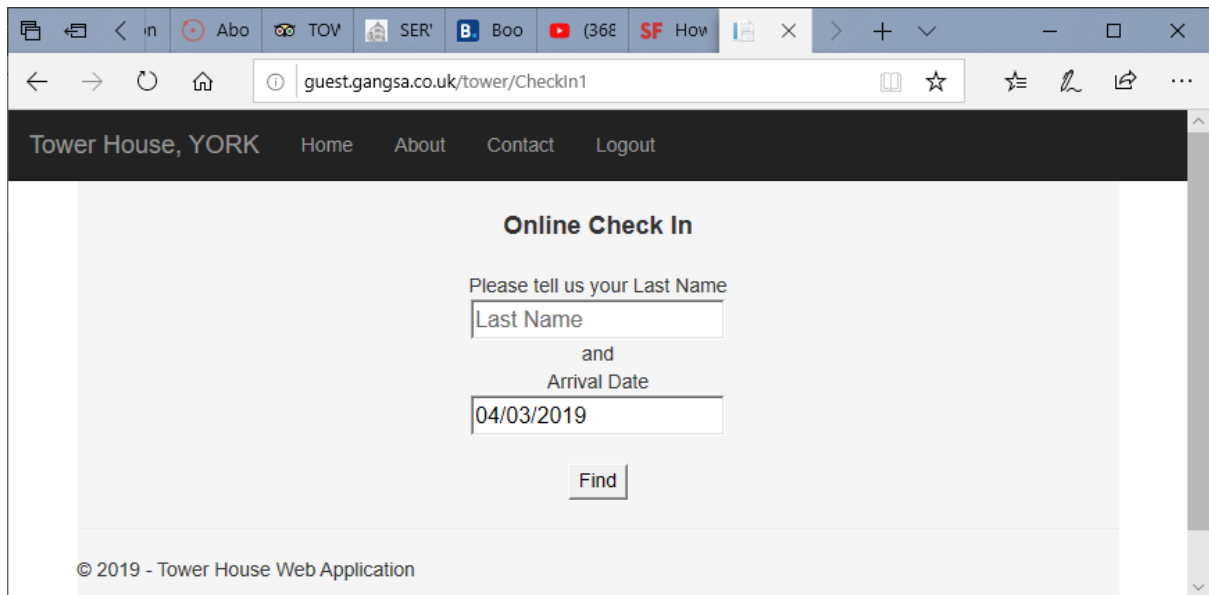
Functionality

Guest Engagement

A confirmation email is sent to the guest after making a reservation

Using Email and SMS messaging services, messages are automatically sent to each guest at intervals of 2 weeks, 1 week, and two days prior to their check-in date. The final text message invites the guest to pre-register and check in online.

The application walks the guest through the registration and check in process.



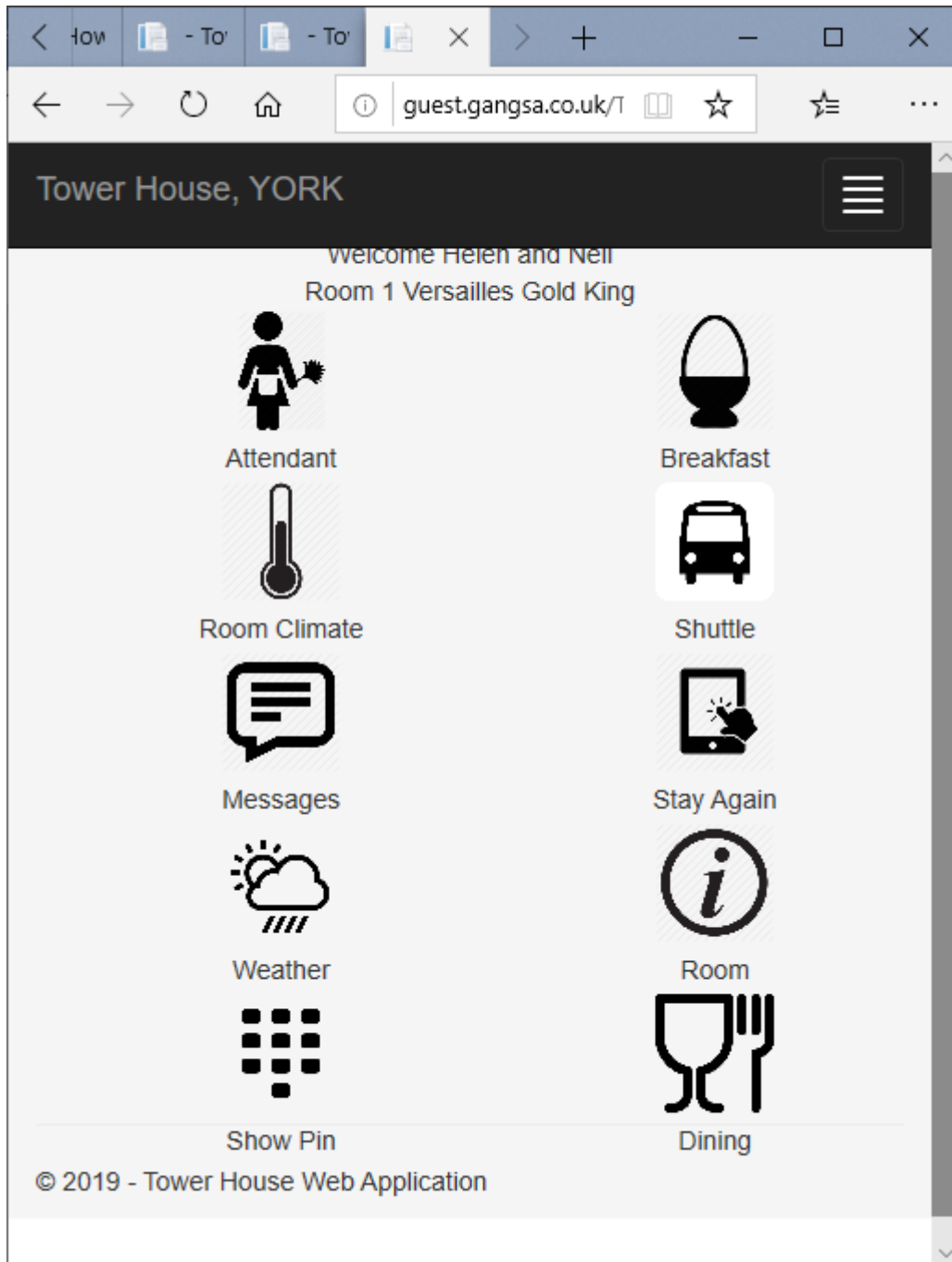
The screenshot shows a web browser window with the URL `guest.gangsa.co.uk/tower/Checkin1`. The page title is "Tower House, YORK" and the navigation menu includes "Home", "About", "Contact", and "Logout". The main content area is titled "Online Check In" and contains the following form:

Please tell us your Last Name

and
Arrival Date

© 2019 - Tower House Web Application

Once registered the guest receives a text message with a unique link to the web application. The web application is launched in a web browser by simply clicking the link in the text message.



Functions

Breakfast

Each room can pre-order breakfast from their phone.

Tower House, YORK

Back

Breakfast Order for **Tuesday 05/03/2019**

Please make your breakfast selection below, preferably the night before or 8:45am at the latest.

Time: [Split Times](#) **No Breakfast**

[Add Note](#) Helen Neil

Full English

<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	customise
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	customise
<input checked="" type="checkbox"/>	<input type="checkbox"/>	customise
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	customise
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	customise
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	customise
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	customise

Choice of Eggs

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	customise
<input type="checkbox"/>	<input type="checkbox"/>	customise
<input type="checkbox"/>	<input type="checkbox"/>	customise

Vegetarian

<input type="checkbox"/>	<input type="checkbox"/>	customise
--------------------------	--------------------------	---------------------------

Alternative Menu

<input type="checkbox"/>	<input type="checkbox"/>	customise
--------------------------	--------------------------	---------------------------

Climate Control

Each room can control room heating and cooling.

The screenshot shows a web browser window with the URL `guest.gangsa.co.uk/T`. The page header is "Tower House, YORK" with a hamburger menu icon. The main content area displays the room name "Room 1 The Versailles Gold King" and the occupants "Helen and Neil". A red message states "Changes will take effect after 2 or 3 minutes." Below this, the current room temperature is shown as "Current Room Temperature: 21.4". The "Set Temp" is currently set to "21", with "+" and "-" buttons for adjustment. The "Air Conditioning" is set to "Auto", with "Off" and "Auto" buttons. A "back" link is visible in the top left. The footer contains the copyright notice "© 2019 - Tower House Web Application".

back

Room 1 The Versailles Gold King
Helen and Neil

Changes will take effect after 2 or 3 minutes.
Current Room Temperature: 21.4

Set Temp **21** + -

Air Conditioning Off **Auto**

© 2019 - Tower House Web Application

Shuttle Service

Seats on the shuttle service can be pre-booked

Tower House, YORK

[back](#)

Room 1 The Versailles Gold King

Helen and Neil

Shuttle Schedule

Check each box to be added to the run.

Today

Out	Return
10:00 AM <input type="checkbox"/>	10:30 AM <input type="checkbox"/>
4:00 PM <input type="checkbox"/>	4:30 PM <input checked="" type="checkbox"/>
7:00 PM <input checked="" type="checkbox"/>	7:30 PM <input type="checkbox"/>

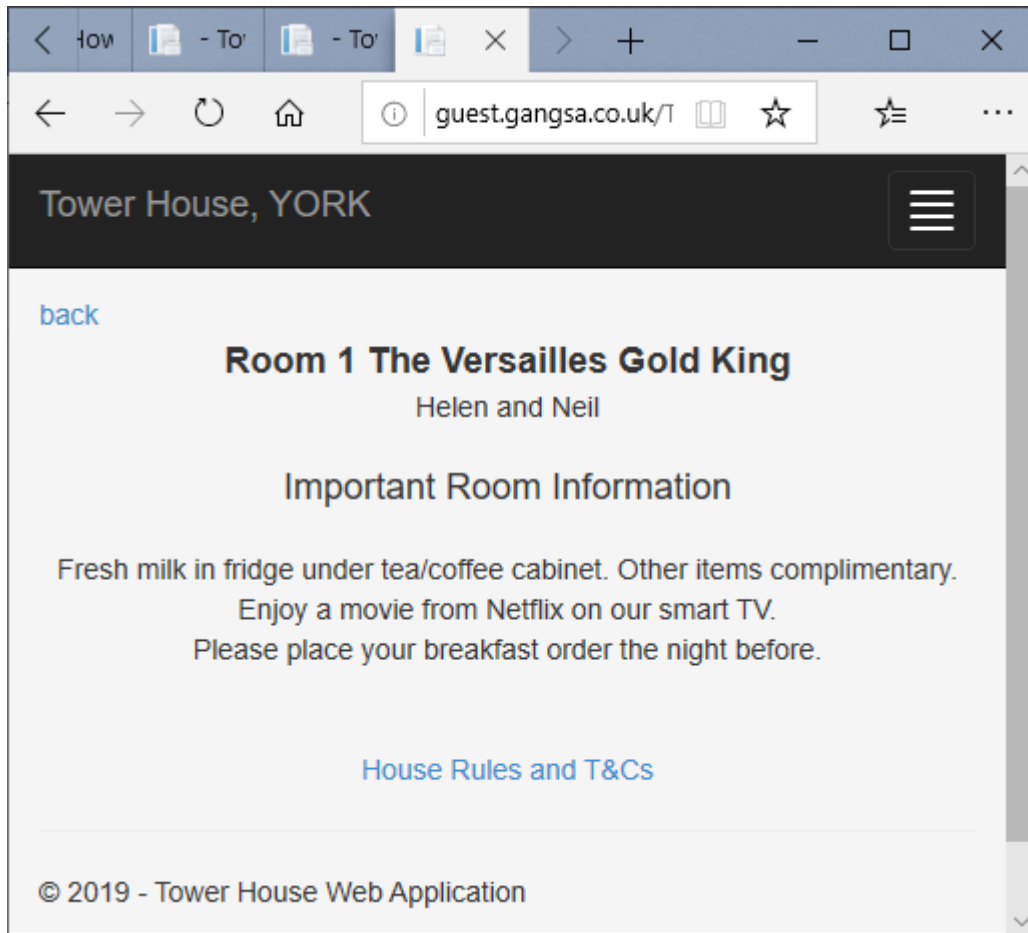
Tomorrow

Out	Return
10:00 AM <input type="checkbox"/>	10:30 AM <input type="checkbox"/>
4:00 PM <input type="checkbox"/>	4:30 PM <input type="checkbox"/>
7:00 PM <input type="checkbox"/>	7:30 PM <input type="checkbox"/>

© 2019 - Tower House Web Application

Room Information

Room information is just a click away.



The screenshot shows a web browser window with the address bar displaying 'guest.gangsa.co.uk/T'. The page content is as follows:

Tower House, YORK

[back](#)

Room 1 The Versailles Gold King
Helen and Neil

Important Room Information

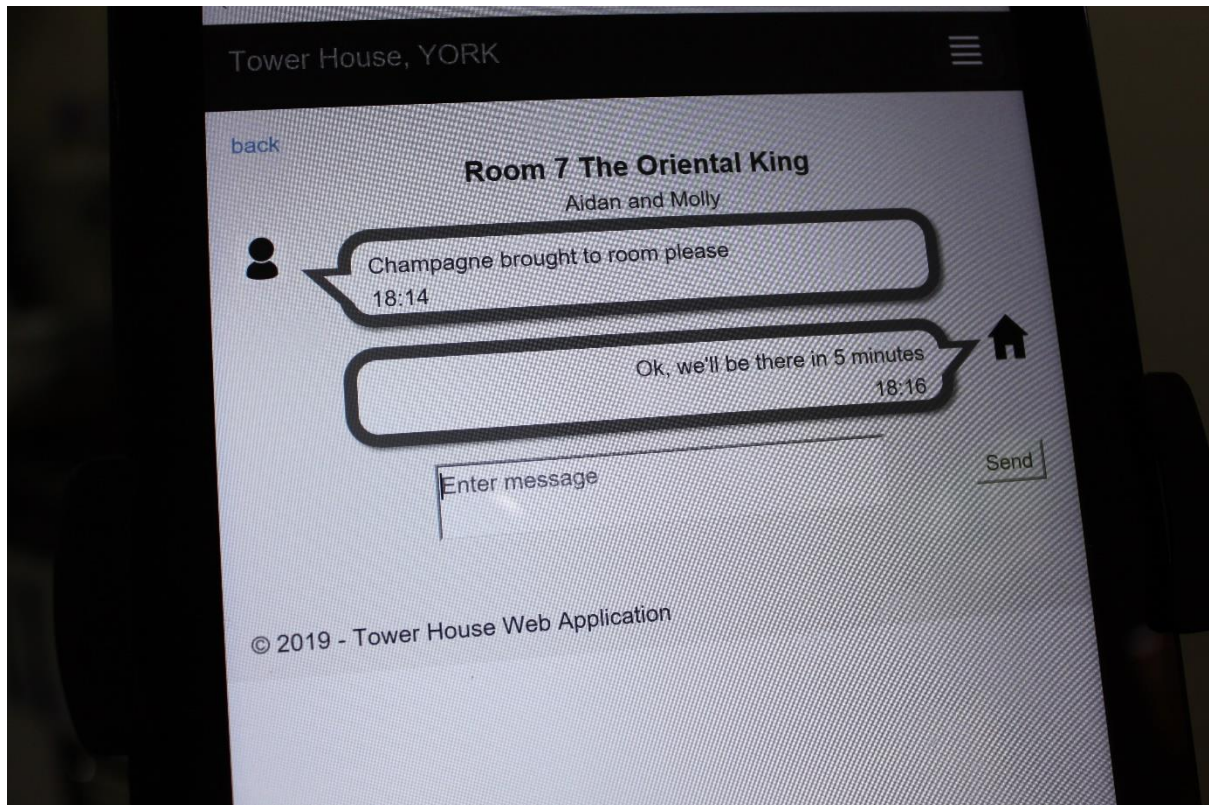
Fresh milk in fridge under tea/coffee cabinet. Other items complimentary.
Enjoy a movie from Netflix on our smart TV.
Please place your breakfast order the night before.

[House Rules and T&Cs](#)

© 2019 - Tower House Web Application

Messaging Module

Guests can send instant messages to reception and receive replies real time.



Management Functionality

Kitchen

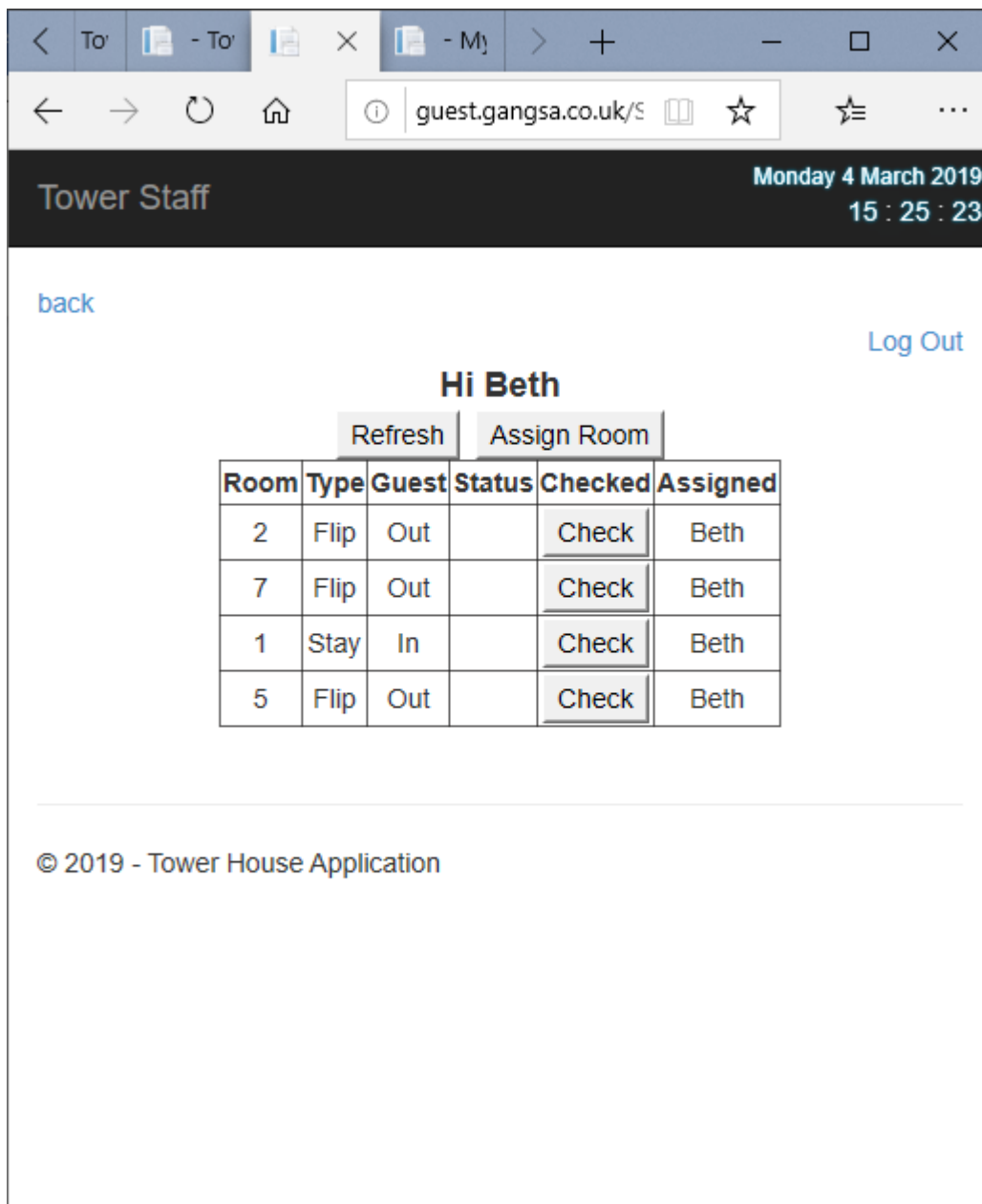
Serving and kitchen staff can instantly see breakfast orders on a mounted screen in the kitchen or on their mobile device.

The screenshot displays a web browser window with the URL `guest.gangsa.co.uk/tower/ServeBreakfasts`. The page header includes navigation links: Home, About, Contact, and Logout. The main content area is organized into four vertical columns:

- Waiting:** A vertical list of times from 7:00 AM to 9:30 AM.
- Queued:**
 - Room 3 8:30, Staff: Tim, Sally
 - Order: Full English (Bacon, Large Sausage, Black Pudding, Mushroom, Hash Brown, Grilled tomato, Baked Beans), Vegetarian (Vegetarian Sausage), Choice of Eggs (Fried Egg, Scrambled Egg, Poached Egg), Alternative Menu (Eggs Benedict, Eggs Florentine, Eggs Royale, Eggs Diana, Tower Breakfast Burger), Beverages (Tea, Coffee, Hot Chocolate), Toast (White Toast, Brown Toast).
- Serving:**
 - Room 1 8:30, Staff: Helen, Neil
 - Order: Full English (Bacon, Large Sausage, Black Pudding, Mushroom, Hash Brown, Grilled tomato, Baked Beans), Vegetarian (Vegetarian Sausage), Choice of Eggs (Fried Egg, Scrambled Egg, Poached Egg), Alternative Menu (Eggs Benedict, Eggs Florentine, Eggs Royale, Eggs Diana, Tower Breakfast Burger), Beverages (Tea, Coffee, Hot Chocolate), Toast (White Toast, Brown Toast).
- Served:** An empty column for completed orders.

Room Attendants

Room attendants can see which rooms have been assigned to them and whether the guest has left the room or not.



The screenshot shows a web browser window with the URL `guest.gangsa.co.uk/5`. The page header displays "Tower Staff" on the left and "Monday 4 March 2019 15 : 25 : 23" on the right. Below the header, there is a "back" link on the left and a "Log Out" link on the right. The main content area features a greeting "Hi Beth" and two buttons: "Refresh" and "Assign Room". Below these buttons is a table with the following data:

Room	Type	Guest	Status	Checked	Assigned
2	Flip	Out		Check	Beth
7	Flip	Out		Check	Beth
1	Stay	In		Check	Beth
5	Flip	Out		Check	Beth

At the bottom of the page, there is a copyright notice: "© 2019 - Tower House Application".

Room Check List

A room check list is available to attendants and management to check the status of each room.

back Log Out

Hi Tony
Room 2 QA Check

Bathroom	<input checked="" type="checkbox"/>
Clean Shower Area	<input checked="" type="checkbox"/>
Clean Bath	<input checked="" type="checkbox"/>
Clean Basin and Taps	<input checked="" type="checkbox"/>
Clean Floor	<input checked="" type="checkbox"/>
Wipe Towel Warmer	<input checked="" type="checkbox"/>
Clean Toilet	<input checked="" type="checkbox"/>
Clean Shelves	<input checked="" type="checkbox"/>
Replace Towels and Shower Mat	<input checked="" type="checkbox"/>
Replace Glass Cups	<input checked="" type="checkbox"/>
Replace bin bag	<input checked="" type="checkbox"/>
Top up shampoo	<input checked="" type="checkbox"/>
Top up shower gel	<input checked="" type="checkbox"/>
Clean Shower Head	<input checked="" type="checkbox"/>
Two spare toilet rolls	<input checked="" type="checkbox"/>
Top up cotton buds	<input checked="" type="checkbox"/>
Bedroom	<input checked="" type="checkbox"/>
Strip bedding	<input checked="" type="checkbox"/>
Make bed	<input checked="" type="checkbox"/>
Check mattress protector	<input checked="" type="checkbox"/>