

PRISM ERP

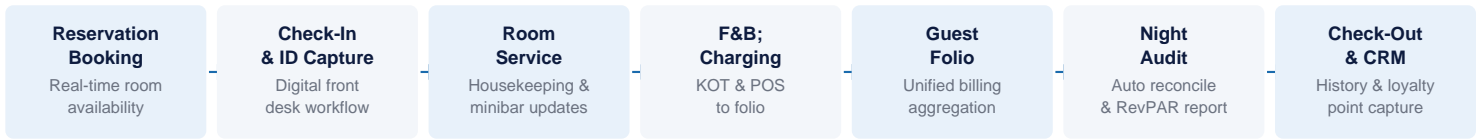
10
Core Modules

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ISO Standards

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Best Practices

An end-to-end property operations management platform covering centralized reservations, front desk lifecycle management, integrated guest folios, housekeeping coordination, F&B; control, room dining, maintenance scheduling, guest CRM, multi-outlet POS, and automated night auditing — built to ISO 9001, 22000, 14001, and 45001 standards with full operational transparency and compliance traceability. This document provides a comprehensive specification of all modules, operational best practices, ISO compliance clauses, and technical architecture layers.

GUEST-TO-CHECKOUT LIFECYCLE



CORE FUNCTIONALITY — 10 MODULES

<p>Centralized Reservation System</p> <p>Real-time booking engine for rooms and venues with dynamic status tracking (Available, Occupied, Dirty, Maintenance).</p>	<p>Front Desk Operations</p> <p>Streamlined guest lifecycle management including digital check-in, guest identification capture, and automated check-out.</p>
<p>Integrated Guest Folio</p> <p>Unified billing core that aggregates charges from F&B; Laundry, Minibar, and Room Service in real-time.</p>	<p>Housekeeping Management</p> <p>Digital task allocation for room cleaning with mobile status updates and linen inventory tracking.</p>
<p>Food & Beverage (F&B;) Control</p> <p>Kitchen Order Ticket (KOT) automation with direct POS integration and recipe-based ingredient depletion.</p>	<p>Room Dining & Minibar</p> <p>Specific workflows for service delivery and automated replenishment alerts for minibar stock levels.</p>
<p>Maintenance & Asset Registry</p> <p>Preventive and corrective maintenance scheduling for HVAC, elevators, and room equipment.</p>	<p>Guest History & CRM</p> <p>Detailed profiles capturing preferences, loyalty points, and historical stay patterns.</p>
<p>Point of Sale (POS)</p> <p>Multi-outlet transaction management for restaurants, bars, and retail shops within the property.</p>	<p>Night Audit & Reporting</p> <p>Automated reconciliation of daily transactions with instant generation of RevPAR and occupancy reports.</p>

OPERATIONAL BEST PRACTICES

- 01 Seamless Billing**
 Enforce real-time posting from F&B; and other outlets to the Guest Folio to prevent 'lost revenue' during fast check-outs.
- 02 Proactive Housekeeping**
 Utilize the mobile portal for instant room status communication, reducing guest wait times during peak check-in periods.
- 03 Just-In-Time Kitchens**
 Link KOTs directly to inventory depletion to maintain lean ingredient stock and minimize food waste.
- 04 Yield Management**
 Periodically review occupancy reports to implement dynamic pricing strategies based on seasonal demand.
- 05 Preventive Guest Care**
 Schedule room maintenance during low-occupancy periods based on the system's 'Days Since Last Deep Clean' log.
- 06 Staff Empowerment**
 Provide housekeeping and floor managers with mobile access to guests' special requests to enhance personalized service.
- 07 Automated Night Audit**
 Move away from manual reconciliation; run the system-automated audit to ensure 100% fiscal accuracy before the morning shift.

ISO STANDARDS COMPLIANCE

<p>ISO 9001:2015 Quality Management System <small>Clause 8.5.1 & 9.1.2</small> Service provision managed through digital room status cycles and automated front-desk workflows. Customer satisfaction facilitated by integrated guest feedback loop and complaint resolution tracking.</p>	<p>ISO 22000:2018 Food Safety Management Traceability Recipe management and ingredient tracking ensure food safety compliance from supplier to table, with full KOT-to-depletion audit trails.</p>	<p>ISO 14001:2015 & ISO 45001:2018 Health, Safety & Environment Sustainability Capture of water and energy consumption patterns per occupied room to support eco-label certifications and occupational safety reporting.</p>
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TECHNICAL ARCHITECTURE LAYERS

<p>ROOMS Reservations & Front Desk Real-time booking engine with dynamic room status cycles and digital check-in/check-out guest lifecycle management.</p>	<p>BILLING Guest Folio & Night Audit Unified charge aggregation from all outlets with automated daily reconciliation and RevPAR/occupancy reporting.</p>	<p>F&B Kitchen & POS KOT automation with recipe-based ingredient depletion and multi-outlet POS transaction management for restaurants and bars.</p>
<p>HOUSEKEEPING Room Operations Digital task allocation with mobile status updates, linen tracking, and minibar replenishment alert workflows.</p>	<p>GUESTS CRM & Loyalty Detailed guest profiles capturing stay history, preferences, and loyalty points for personalized service delivery.</p>	<p>ASSETS Maintenance & Compliance Preventive and corrective maintenance scheduling for property assets, with sustainability consumption tracking per occupied room.</p>