TondeSoft Ltd
Total IT Solutions & Software Development Powerhouse
Enabling Commerce, Delivering Trust

TEL: 0539228215 | WHATSAPP: 0275498774
facebook.com/tondesoft
tondesoft.com

PROFESSIONAL HOTEL MANAGEMENT PLATFORM

HotelERP

Integrated Hotel Management & Enterprise Resource Planning

A unified digital platform for managing accommodation, guest services, food & beverage, housekeeping, events, procurement, finance, human resources, reporting and multi-branch operations.

ONE PLATFORM	ONE VIEW	ONE SYSTEM
Connected hotel operations	Management visibility	Scalable administration

© TondeSoft Ltd — Confidential Product Brochure

TONDESOFT HOTELERP • SOLUTION OVERVIEW

A smarter way to run a hotel

HotelERP is designed around the realities of modern hotel operations: multiple departments, high volumes of guest interactions, constant coordination and the need for timely management information. Its modular architecture brings these functions into one connected environment.

01 Integrated Operations
Connect accommodation, guest services, F&B, housekeeping and support departments.

02 Guest-Centric Control
Coordinate reservations, CRM, communication, feedback and concierge services.

03 Financial Visibility
Bring accounting, billing, payroll, utilities and commercial activity into one environment.

04 Management Insight
Use reports and analytics to monitor performance and support informed decisions.

05 Workforce Management
Coordinate HR, payroll, attendance and shifts for better staff administration.

06 Multi-Branch Ready
Maintain centralized visibility across multiple hotel properties or branches.

From Front Desk to Back Office

HotelERP connects the guest journey with the operational and financial controls behind it — helping teams work from a common system while giving management a clearer view of the business.

Core value delivered

VALUE AREA	HOTELERP CONTRIBUTION
Operational coordination	Departments can work within a shared hotel-management environment.
Service consistency	Guest-facing information and service activities are organized across dedicated modules.
Cost & revenue visibility	Finance, billing, utilities, procurement and marketing are represented in the same platform.
Management control	Reports, analytics, settings and multi-branch functionality support oversight and scale.

© TondeSoft Ltd — Confidential Product Brochure

MAIN

Core Hotel Operations

Core hotel operations covering the guest journey, accommodation, service departments and essential day-to-day activities.

Dashboard	Centralized operational overview giving management a quick entry point into the hotel's activities and service areas.
Reservations	Manages guest bookings and reservation activity, supporting organized stays and helping reduce booking conflicts.
Room Management	Supports room setup, status monitoring and availability management for efficient accommodation operations.
Restaurant	Supports hotel restaurant operations and the management of dining services within the property.
Bar & Lounge	Provides operational support for bar and lounge services within the hotel's food and beverage environment.
Car Park	Supports management of hotel parking activities and related vehicle operations.
Conference & Events	Helps coordinate conferences, meetings and other event-related services offered by the hotel.
Resort & Spa	Supports spa, resort and leisure services, extending the system beyond accommodation.
Store Room	Helps track hotel stores and supplies held for operational use across departments.
Housekeeping	Supports room-cleaning and housekeeping workflows, helping coordinate service requirements and room readiness.
Procurement	Supports purchasing activities and the acquisition of goods and services required by hotel operations.
Guest CRM	Centralizes guest relationship information to support consistent and personalized service.
Assets	Provides a dedicated area for tracking and managing hotel assets across departments.
Laundry & Linen	Supports laundry and linen operations and helps coordinate linen requirements linked to housekeeping.
Transport & Shuttle	Supports hotel transport and shuttle services for organized guest transportation.
Guest Feedback	Captures guest comments and feedback to identify strengths and improvement opportunities.
Lost & Found	Provides a structured process for recording, tracking and managing lost or found property.
Incident & Security	Supports the recording and management of operational incidents and security-related matters.

© TondeSoft Ltd — Confidential Product Brochure

Guest Communications	Helps organize guest communications for timely, consistent and professional service interactions.
Concierge Services	Supports concierge requests and personalized guest assistance.
Events & Banquets	Supports banquet and function operations, including event coordination and service requirements.

Operational coverage extends from reservations and room readiness to guest services, F&B, events, procurement, transport, security and service recovery.

FINANCE & HR

Finance, People & Commercial Control

Financial, workforce and commercial-support functions for controlling costs, people and revenue-related activities.

Accounting	Supports hotel accounting and the organization of financial transactions and records.
Invoicing & Billing	Supports invoice preparation, billing management and tracking of guest or departmental charges.
HR & Payroll	Supports employee information management and payroll-related processes.
Attendance & Shifts	Supports staff attendance monitoring and shift organization for workforce planning.
Utility & Bills	Helps track utilities and recurring bills, improving visibility over operating expenses.
Marketing & Promos	Supports marketing activities and promotional campaigns designed to attract guests and strengthen revenue performance.

These modules provide the administrative foundation needed to monitor financial activity, workforce processes, operating expenses and promotional initiatives.

REPORTS & ADMIN

Management Intelligence & Administration

Management information and administrative controls for visibility, scalability and system configuration.

Reports & Analytics	Transforms operational and financial information into reports and analytics for management decision-making.
Multi-Branch	Supports centralized oversight of multiple hotel branches or properties within one management environment.
Settings	Provides administrative controls for configuring system preferences and hotel-specific operational options.

These functions provide management with structured information and the controls required to configure and scale the HotelERP environment.

© TondeSoft Ltd — Confidential Product Brochure

HOTELERP • AT-A-GLANCE

One System. Multiple Hotel Functions.

The module architecture reflects a broad enterprise approach: guest-facing services, operational departments, financial controls, workforce administration and management intelligence are brought together under a single HotelERP environment.

BUSINESS AREA	MODULE COVERAGE
Guest Experience	Reservations, Guest CRM, Guest Communications, Concierge Services, Guest Feedback, Lost & Found
Accommodation & Service	Room Management, Housekeeping, Laundry & Linen, Transport & Shuttle
Food, Beverage & Leisure	Restaurant, Bar & Lounge, Resort & Spa
Events & Facilities	Conference & Events, Events & Banquets, Car Park
Operations & Supply	Store Room, Procurement, Assets, Incident & Security
Finance & Commercial	Accounting, Invoicing & Billing, Utility & Bills, Marketing & Promos
People Management	HR & Payroll, Attendance & Shifts
Management & Scale	Reports & Analytics, Multi-Branch, Settings

ONE PLATFORM
Connected hotel operations across every department, from front desk to back office.

ONE VIEW
Unified management visibility into guest activity, service delivery and performance.

ONE SYSTEM
Scalable administration that grows from a single property to a multi-branch group.

To schedule a demonstration or discuss a HotelERP deployment tailored to your property or group, reach TondeSoft Ltd on 0539228215 (call) or 0275498774 (WhatsApp), via facebook.com/tondesoft, or visit tondesoft.com.

“Enabling Commerce, Delivering Trust.”

© TondeSoft Ltd — Confidential Product Brochure

A closer look

HotelERP | Visual overview



Industry context



Product visual

BUILT AROUND YOUR OPERATIONS

HotelERP is part of the TondeSoft portfolio of practical business management solutions. The preceding catalogue outlines the functional areas and capabilities available for discussion and deployment.