

Hotel Bar Digital Ordering & Management System — Spec v2

Revised after review. Changes from v1 are marked [CHANGED], [NEW], or [REMOVED].

1. Overview

A responsive web application replacing the hotel's manual bar ordering process. Full-screen, touch-friendly, native-app feel. Runs on tablets, phones, and desktop/touchscreen computers in the bar.

Waiters take orders digitally; orders appear instantly on the bartender's screen. Reception maintains guest data. The Bar Manager runs drinks and staff. The F&B Manager handles exceptions and reporting.

2. Roles & Account Creation [CHANGED]

A strict creation hierarchy — nobody creates their own peers.



Why two login types: Managers and Reception have personal accounts with real security. Waiters and bartenders share a tablet on a busy shift — they pick their name from a list and tap a 4-digit PIN. No email, no typing passwords at 8pm.

Permissions

	Super Admin	Reception	F&B Manager	Bar Manager	Waiter	Bartender
Create manager accounts	✓					
Create waiter/bartender accounts				✓		
Create/manage bars			✓	✓		
Import guest data		✓				
Edit guest board type		✓	✓			
Set guest waivers		view	✓		view	view
Manage drinks & prices			✓	✓		
Take orders					✓	
Prepare orders						✓
View reports & charts	✓	✓	✓	✓		
Generate end-of-day report		✓	✓			

3. Bars as First-Class Entities [NEW]

Bars are **not hardcoded**. Currently two, but it may become three or four.

The Bar Manager or F&B Manager creates each bar in the system. Then:

Every waiter is assigned to a bar

Every bartender is assigned to a bar

Every order is tagged with its bar

Every drink can be available at some bars and not others

This makes per-bar reporting and comparison work automatically.

4. Guest Data Import [CHANGED]

Two input paths, because the reception system only exports in-house guests.

Path A — In-House (CSV / Excel)

Reception exports directly from the reception system. **CSV is preferred** — plain text, nothing to go wrong. Excel accepted. PDF accepted but least reliable.

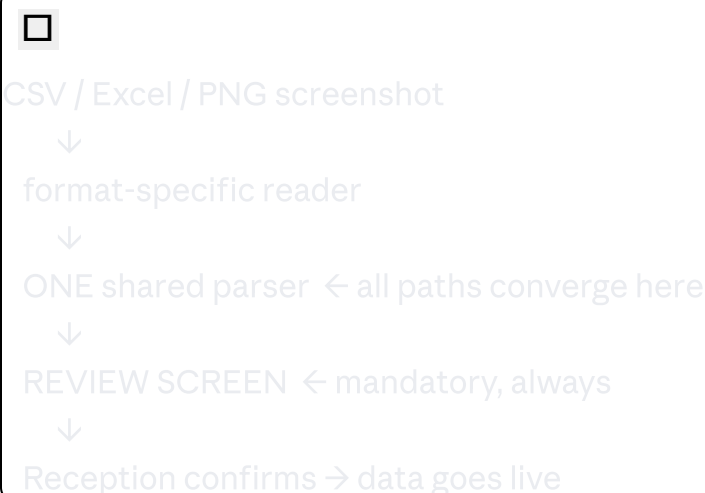
Path B — Arrivals (Screenshot) [NEW]

The reception system has no arrivals export. Reception takes a screenshot (PNG) of the arrivals list on screen. The app runs it through a vision model and converts it to structured rows.

[REMOVED] Print-and-scan

Scanning paper produces an image-based PDF. It needs OCR, it misreads room numbers, and it's slower than a screenshot. Dropped entirely.

Shared pipeline — non-negotiable



The review screen is mandatory, not optional. It shows: rows parsed, rows failed, and the full table for eyeballing. Room numbers are the thing you cannot get wrong.

Re-import behaviour

Imports **update existing guests**, never wipe-and-replace. Reception can re-import at any time during the day to pick up late arrivals without losing anything.

Same room, two guests

Kept from v1 — this was right. Room 111 can hold John Smith (departing) and Sarah Brown (arriving) as separate records. Waiter search shows both, labelled by name and status.

5. Board Types & Drinks Inclusive [CHANGED]

Two separate fields on the guest record, not one list:

Field 1 — Board type: ☐ AI (All Inclusive) · ☐ HB (Half Board) · ☐ BB (Bed & Breakfast) · ☐ DAY_PASS

Field 2 — Drinks Inclusive: yes / no

Drinks Inclusive is an **add-on**, not a board type. A guest on Half Board can buy the drinks package on top. Keeping these separate avoids an explosion of combined categories.

Mid-stay changes [NEW]

Reception can change a guest's board type **directly in the app**, not in the reception system. Search by room number → change → live immediately at the bar. No waiting for the next import.

Every change is logged with **who changed it and when**. The bar view shows this:

(changed from HB by Reception at 15:42)

If a guest disputes something, the waiter can see it genuinely changed rather than assuming the system is wrong.

6. Pricing Rules [NEW]

The guest's board type drives what the waiter sees. One lookup, no thinking required.

Guest type	What the waiter sees
AI or Drinks Inclusive = yes	No prices. Included drinks are free.
HB / BB / Day Pass	Price per drink + running order total
Any guest, always-paid item	Price shown clearly, regardless of board type

Drink flag

Every drink carries one flag:

☐ ALWAYS_PAID — premium spirits, bottled wine, imported beer, non-alcoholic beer. Chargeable to everyone.

`INCLUDED_WHERE_APPLICABLE` — free for AI/DI guests, charged to others.

Per-guest waivers **[NEW]**

Some guests get an exception — e.g. a guest with an alcohol allergy drinks non-alcoholic beer, which is normally `ALWAYS_PAID`, but the hotel waives it for them.

Set by the **F&B Manager** (they're the ones who hear it at the bar; Reception is slammed at check-in)

Visible to Reception and waiters in case the guest raises it elsewhere

Free text + affected drinks

Shows on the guest card when the waiter opens it; price drops to zero automatically

7. Drinks Management **[CHANGED]**

Each drink has: **name, price, available on/off, paid flag, bar(s)**.

No stock counting. The manager does not enter "10 bottles of beer." They add "Beer — €5" and flip it to unavailable when it runs out. Simple, and waiters never promise something that isn't there.

Prices are editable in the app by the Bar Manager — seasonal changes shouldn't require a deploy.

8. Ordering Flow

Waiter can search by **room number, guest name, or drink name**. Selecting a guest shows board type, waiver (if any), and today's order history for that room.

Order: pick drinks → set quantity → optional note → submit.

Statuses: `New → Preparing → Ready → Delivered` (+ `Cancelled`)

Same-day room history **[NEW]**

Tap a room number to see everything ordered by that room today. Settles the "I've already had my two included drinks" conversation without argument. Disappears at end of day with the rest of the guest data.

9. Offline Handling **[NEW]**

Pool bar, garden, terrace — signal is always weakest where the guests are. An order that silently fails to send makes the system worse than paper.

Order is written to the device's local browser storage **first**

Then sent to the server

On failure: retries quietly in the background, order shows a clear **Pending** marker

On reconnect: sends automatically, marker flips to **Sent**

The order survives a tablet lock, an app reload, or a browser crash. The waiter never guesses whether it went through.

10. Sounds [NEW]

Two distinct sounds:

Bartender — ding when a new order lands. They're pouring, not watching the screen. Mutable if it gets annoying.

Waiter — different ding when their order is marked Ready. The "go collect it" ping.

Even with a big wall screen showing the order queue, the sound is the difference between a drink going out in two minutes or ten.

11. Hardware Compatibility [NEW]

The bar may end up with a touchscreen or a normal monitor and mouse. Build for both:

Large tap targets everywhere

Every action reachable by mouse click

No hover-only menus

No keyboard-required actions

12. End of Day [CHANGED]

[REMOVED] The **END OF DAY** button

Bars run past midnight. A manual button creates ambiguity about which day an 00:30 order belongs to, and someone will forget to press it.

[NEW] Automatic close on next-morning import

☐

Reception opens the app in the morning



System shows yesterday's report ← import button LOCKED



Reception prints / downloads it



Import button UNLOCKS



Reception uploads today's files



Yesterday is closed & locked · today begins

Why the lock: if someone imports first, yesterday's report is gone. The lock makes the wrong order impossible.

Override: the F&B Manager can unlock manually — printer jams, genuine need to skip. Default is locked.

After close

Closed days are **locked from editing**. Nobody edits yesterday's numbers.

Guest records are **deleted** (see §14).

Order data is retained, anonymised.

13. Reports & Charts [CHANGED]

The daily report contains **no guest names**. It is operational, not personal.

Report contents

Total orders, total drinks served

Items by quantity, broken down by time block — Morning / Afternoon / Evening / Night

Per-bar breakdown — pool bar vs main bar

Chargeable revenue separated from included drinks — one is money, the other is cost

Order status summary (delivered / cancelled)

Output

Viewable on screen

Printable

Downloadable as PDF — backup if the printer fails, or to email to management

Charts [CHANGED — kept, but capped]

Four maximum. More than that and nobody looks at them.

Drinks by time of day

Bar comparison

Top selling items

Chargeable vs included

Time filters: today · this week · this month · custom range.

Build order: ship the ordering flow first and run it in the bars for a week, *then* build the charts. Not because it's slow to build — but so the charts answer what the manager actually asks, rather than what we guessed he'd ask.

14. Data & Retention [CHANGED]

[REMOVED] Separate archive database

Not needed. A `businessDate` column on the orders table plus an index handles years of bar orders in Postgres without breaking a sweat. "Archived data" is a reporting view, not a storage tier.

`businessDate` also makes every chart time filter trivial. Get this column right from day one.

[NEW] Guest deletion at end of day

When a day closes, **guest records are deleted**. Names, room numbers, everything personal.

Orders are retained with quantities, prices, times, and bar — but no name attached.

This is the cleanest possible GDPR position (Cyprus, EU): no personal data sitting around, no retention policy to manage, no purge job to maintain.

Reports still work because they only ever needed quantities and money.

15. Open Questions

Does an order need to be editable after the bartender starts Preparing, and who can cancel it? Waiters mistype.

Where do the F&B Manager and Bar Manager roles overlap? Right now both manage drinks — is that intended, or should one own it?

What identifies a guest across days? If each import creates fresh records, a guest's stay can't be followed. A reservation number in the export would solve it — does the CSV have one?

Which time boundaries define Morning / Afternoon / Evening / Night for the report?