



# 98%

Hotel Onsen Management Tool  
simplifies the day-to-day activities  
of the administrator.



Room 010

## Suite 2 queen beds

Suite 2 queen beds room has a seating area, ample storage, digital safe and mini fridge.

Close X

### Reservation details

Booking #123578	Date check in 17.03.2023	Date check out 23.03.2023
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### Guest information

 <b>Yuu Hoshi</b> Booking Initiator	 <b>Aiko Kobayashi</b> Affiliated Guest	Guest type VIP 1
Title Mrs.	Full name Yuu Hoshi	Languages English, Japanese
Date of birth 17 April 1965	Nationality Japanese	Allergies No
Contacts contact@gmail.com +380465748	Special requests Extra bed for toddler	

### Additional services

 Service Name Breakfast	Our Guest Say Hi! I want to have everyday breakfast during my stay in your hotel: I would like: eggs, avocado, tuna. For my child - pasta and nuggets, make sure the chunks have a crispy texture.	Responsible Assign Note Write
--	---	--

### Payment method

 Room 010 Room is reserved for 24 h.	Breakfast \$ 120 Taxes \$ 10 Chosen payment method Liqpay
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Hotel staff are often overwhelmed by the amount of paperwork, communication breakdowns, and inefficient processes.

**Managing a hotel can be a daunting task, with multiple departments, such as front desk, housekeeping, and restaurant operations.**





Aiko Kobayashi  
Administrator [Manage](#)

Dashboard

Front-desk ▾

Back-desk ▾

Monitoring ▲

Statistics

Reports

Cashiering

Integrations

Services ▾

Occupancy & Room state

Teamwork activity

Financial Stats

**Customer satisfaction**

### Customer satisfaction

Monthly ▾

Overall score — August

**80%** ↑ 1.3% VS last year

😊 Satisfied

😐 Neutral

😞 Unsatisfied

60%

15%

25%



### Net promoter score

Month ▾

NPS score

**80%** ↑ 1.1%



■ Promoters

■ Passives

■ Detractors

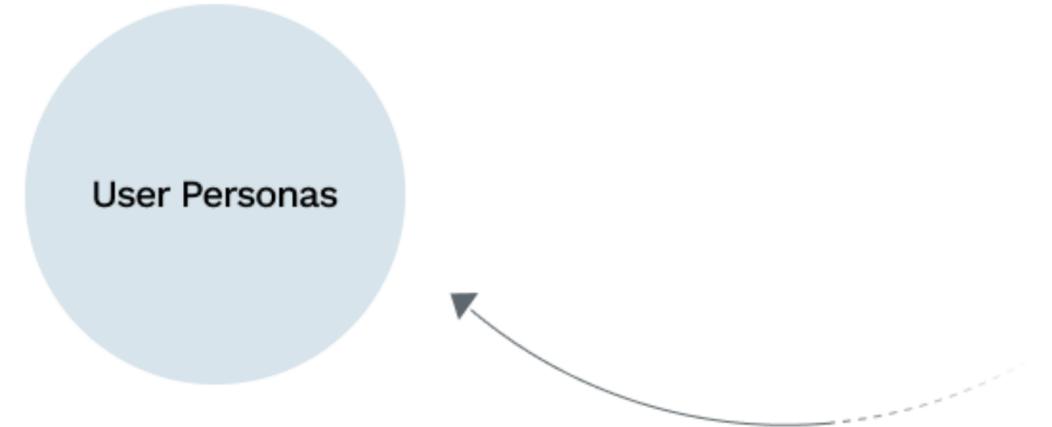
60%

25%

15%

**In the Hotel Onsen case study, we covered various types of users who are involved in the hotel day-to-day operations.**

These users include the hotel owner, admin, housekeeping staff, and maintenance personnel.





**Emiko Sato** is a 35-year-old Japanese woman who has been working as an Admin at Onsen Hotel Emiko is a detail-oriented person who takes pride in providing excellent service to the hotel's guests.

Emiko is facing multiple challenges in managing the hotel's operations effectively.



Emiko finds it challenging to manage reservations, track inventory, and handle the hotel's finances.

Also, struggles to communicate with her team effectively, which can lead to miscommunication and affect the hotel's overall performance.

### Problems

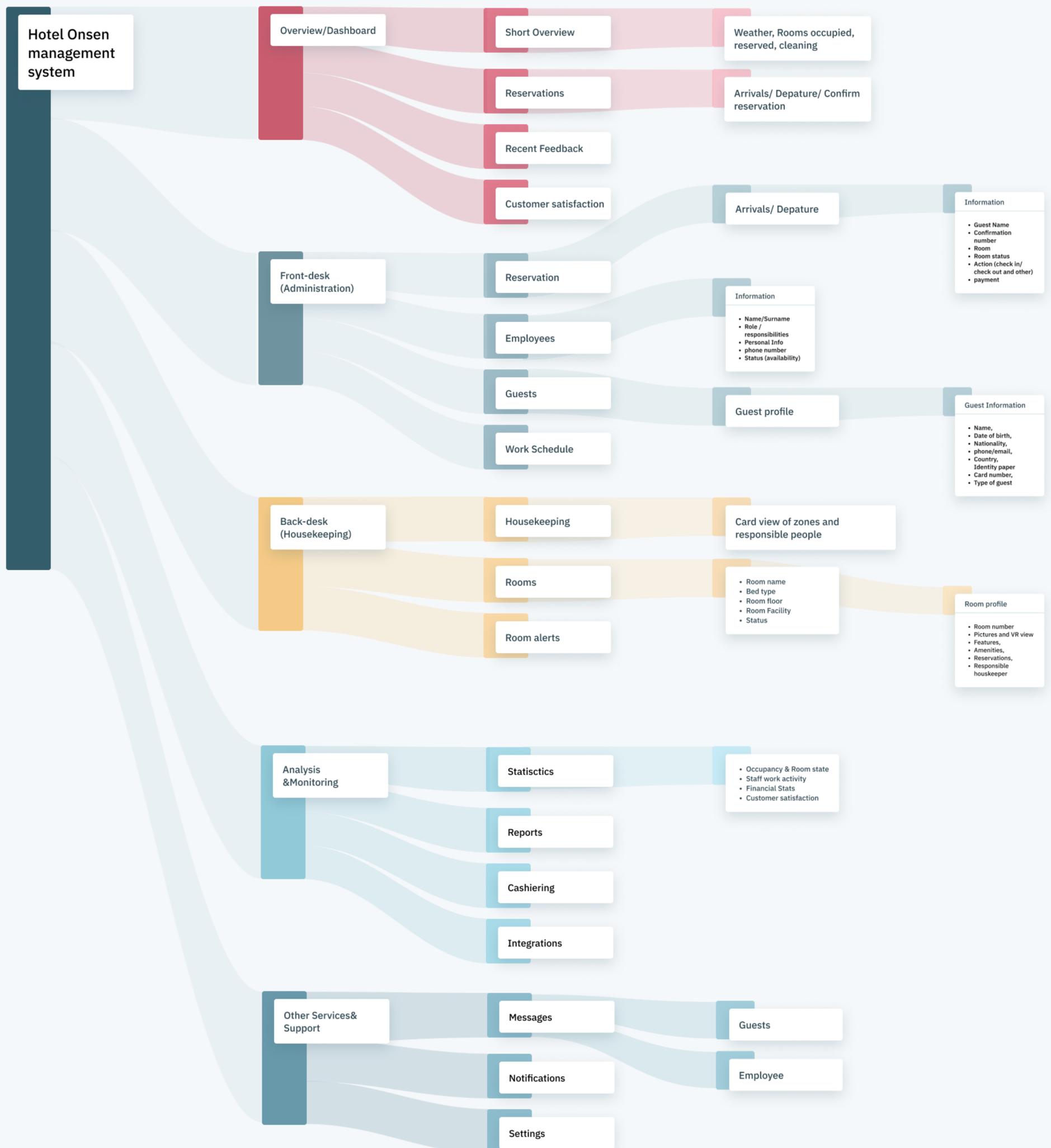
### Needs & Goals

Emiko's primary goal is to increase the hotel's occupancy rate by improving its online presence and attracting more guests.

Streamline the hotel's operations by using a management tool that can help her manage the hotel's day-to-day activities.

She needs a tool that can help her keep track of her team's tasks and improve communication within the team.

The tool is organized into logical categories such as front-desk, back-desk, and monitoring, with clear and consistent labeling to ensure ease of use.





Aiko Kobayashi  
Administrator

Manage

Dashboard

Front-desk ▾

Back-desk ▲

Housekeeping

Room Alerts

Rooms

Monitoring ▾

Services ▾

Support Center  
+380 678 49 39

+ Board — First Floor ▾



Me

Assignees



### To-Do

**Room 041** ...

Status ▾ Not started yet

Assignee 🧑 No responsible

**Room 032** ...

Status ▾ Not started yet

Assignee 🧑 No responsible

Add task

### In Progress

**Room 052** ...

Status ▾ In progress

Assignee 🧑 Miho Kobayashi

**Room 051** ...

Status ▾ In progress

Assignee 🧑 Nami Ikeda

**Room 056** ...

Status ▾ In progress

Assignee 🧑 Etsuko Tamura

**Room 059** ...

Status ▾ In progress

Assignee Etsuko Tamura

### Done

**Room 072** ...

Status ▾ Done

Assignee 🧑 Nami Ikeda

**Room 066** ...

Status ▾ Done

Assignee 🧑 Nami Ikeda

**Room 046** ...

Status ▾ Done

Assignee 🧑 Miho Kobayashi

**Room 042** ...

Status ▾ Done

Assignee 🧑 Etsuko Tamura



Recharge your mind, body & soul

The platform's user-friendly interface, real-time data analytics features make it a valuable tool for hotel management.

**Hotel Onsen's features are designed to improve hotel staff's productivity, streamline operations, and enhance guest experiences.**



# Efficient reservation system

Hotel Onsen's reservation management module allows hotel staff to manage reservations efficiently, including availability management, booking confirmations, and cancellations..

**Onsen** ホテル温泉

Search

Quick actions

New reservations 23 | Check in 12 | Check out 3 | Archive 3

Confirm. N°	Guest Name ↑	Type	Room	Res. Status	Duration	Agent	Price	Action
<input type="checkbox"/> #123465	Kristin Watson	VIP 1	#126	Waiting for pay	17.02.2023 - 28.02.2023	Airbnb	350.00	<a href="#">View</a>
<input type="checkbox"/> #123465	Kristin Watson	VIP 1	#126	Waiting for pay	17.02.2023 - 28.02.2023	Airbnb	350.00	<a href="#">View</a>
<input type="checkbox"/> #147593	Arlene McCoy	VIP 1	#126	Waiting for pay	17.02.2023 - 28.02.2023	Booking.com	450.00	<a href="#">View</a>
<input type="checkbox"/> #147593	Kathryn Murphy	VIP 1	#126	Cleaning in process	17.02.2023 - 28.02.2023	Booking.com	450.00	<a href="#">View</a>
<input type="checkbox"/> #147593	Arlene McCoy	VIP 1	#126	Waiting for pay	17.02.2023 - 28.02.2023	Booking.com	450.00	<a href="#">View</a>
<input type="checkbox"/> #147593	Kathryn Murphy	VIP 1	#126	Cleaning in process	17.02.2023 - 28.02.2023	Booking.com	450.00	<a href="#">View</a>
<input type="checkbox"/> #147593	Eleanor Pena	VIP 1	#126	Cleaned	17.02.2023 - 28.02.2023	Booking.com	450.00	<a href="#">View</a>
<input type="checkbox"/> #147593	Jane Cooper	VIP 1	#126	Cleaned	17.02.2023 - 28.02.2023	Booking.com	450.00	<a href="#">View</a>

Support Center  
+380 678 49 39

Load More

**Date**

Check-in date

Check-out date

This week | This month

**Status**

- Confirmed
- Canceled
- Waiting for pay
- Cleaning in process
- Cleaned

**Agent**

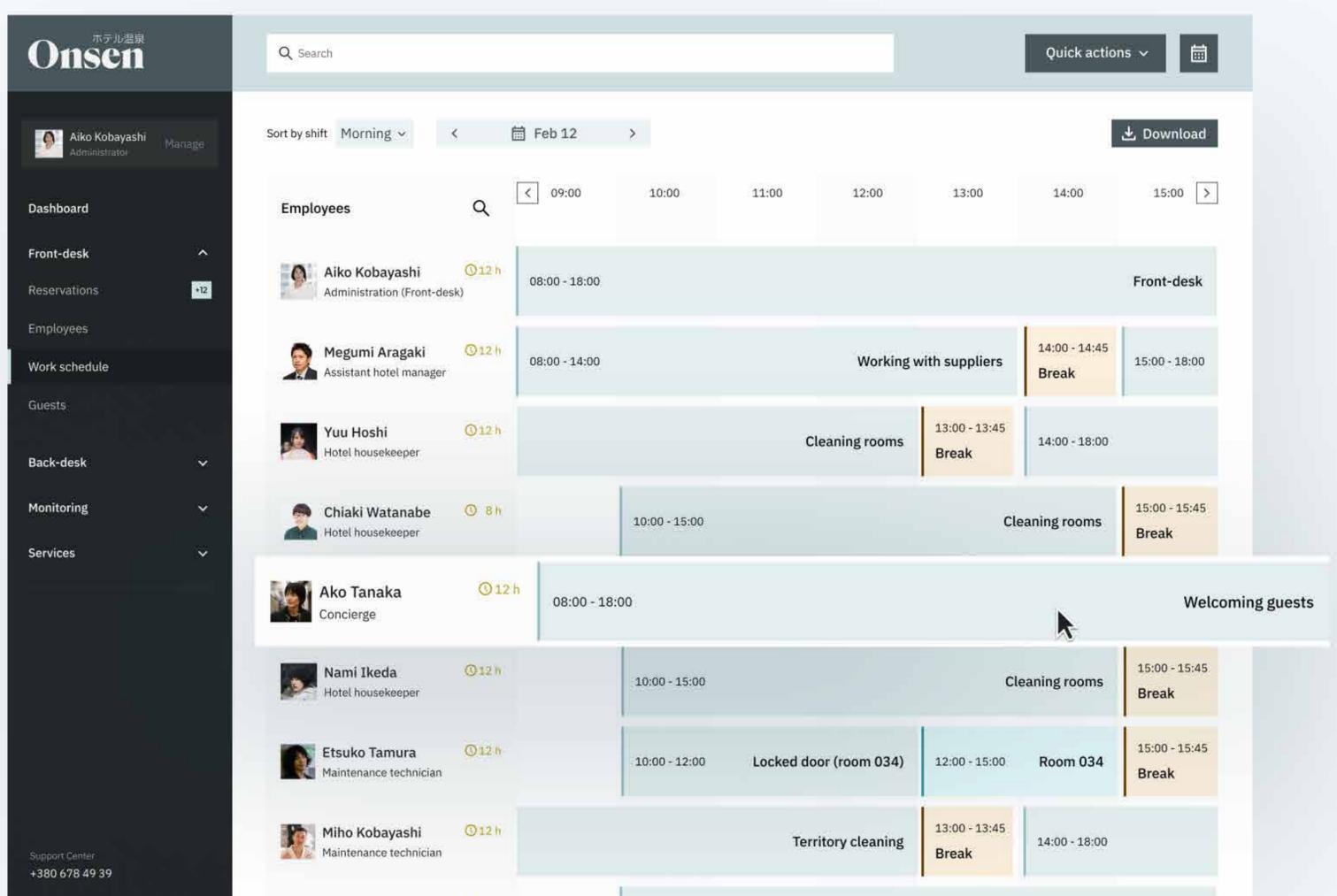
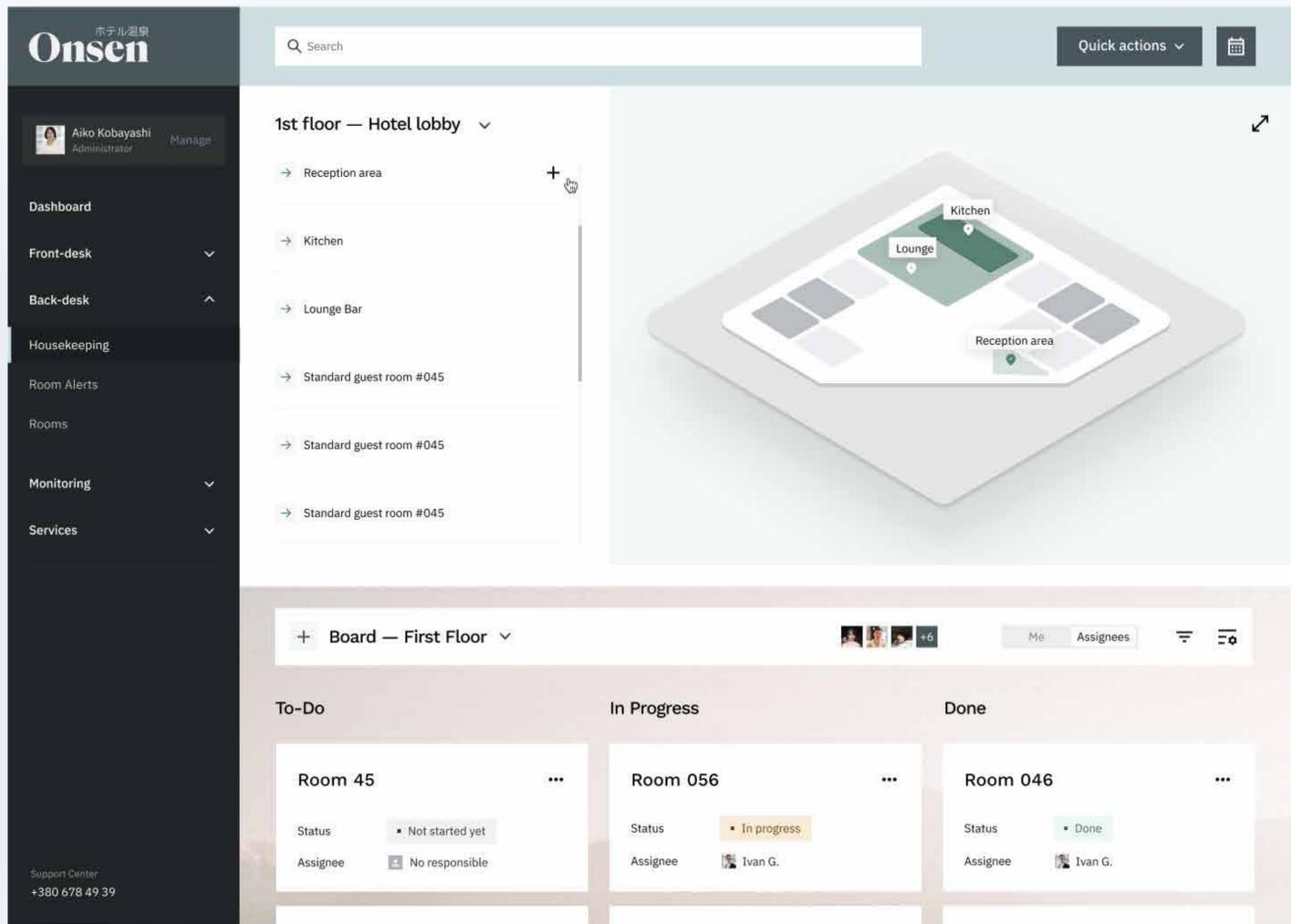
- Airbnb
- Booking.com
- Booking.com

View all...

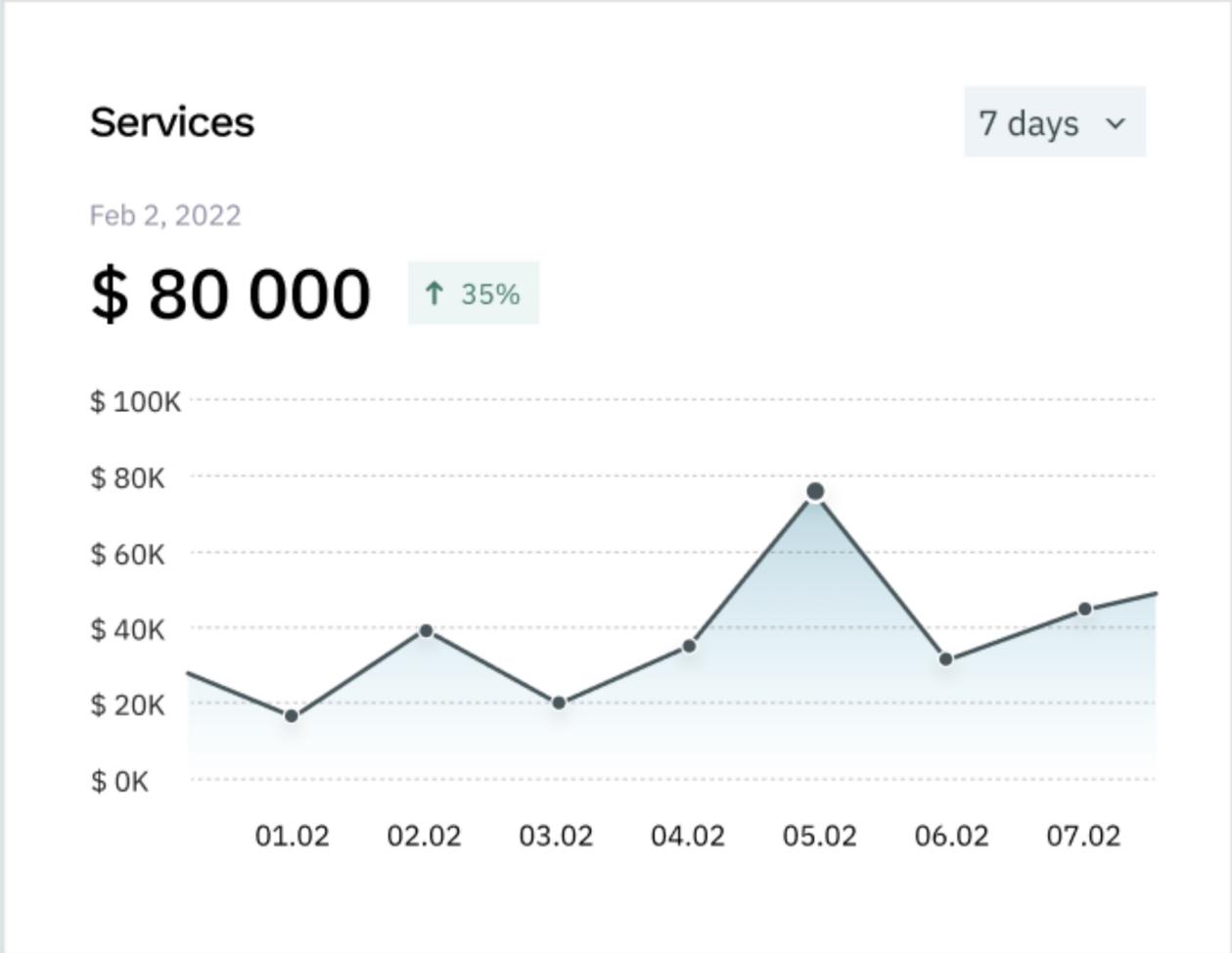
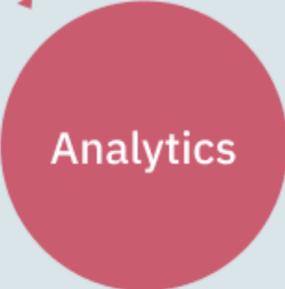
Clear filter | Apply filter

# The housekeeping board allows employees to track housekeeping tasks, including room cleaning, laundry, and maintenance.

Administration can also track cleaning schedules and room status.







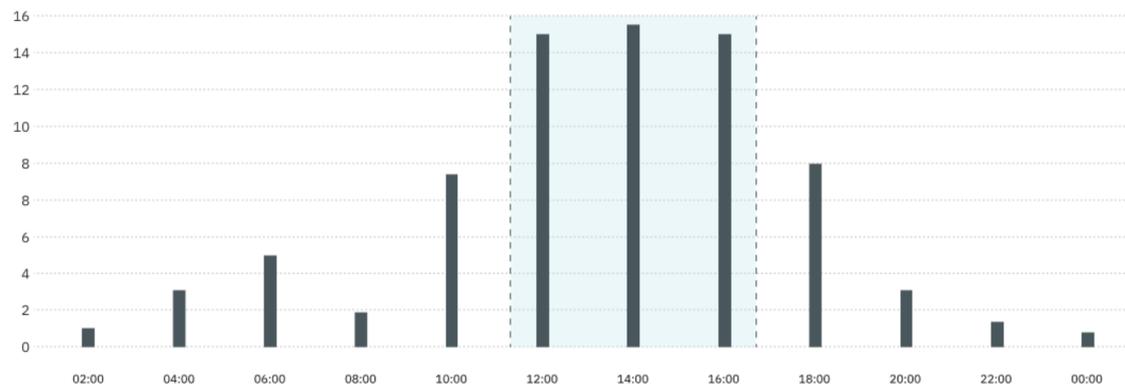
**Hotel Onsen provides real-time data and analytics that help staff perform their activities efficiently.**

Make data-driven decisions

Alerts Statistics

February

12:00 – 16:00 ↑ Peak time



Services revenue

Month

Food & Restaurant  
\$ 25.05 m

Spa, pool, bath  
\$ 20.05 m

Reservation revenue

Month

Execution amount

\$ 165.06 m ↑ 1.3% VS last year

Budget exaccutive rate 67.7%



Execution amount

\$ 45.06 m ↑ 0.3%

Food & Restaruant

\$ 25.05 m ↑ 0.3%

Generate reports from your team's activity

When you enter into any new area of science, you almost always find.

Set up report

View instruction

+15%  
Productivity

80%  
Goal completion

Overall Revenue

Annually

May

\$234 567 ↑ 1.3% VS last year



B.

Booking.com

See detailed explanations of functions, calls, formats and data.

+2% Interactions

8% Commissions

Disconnect

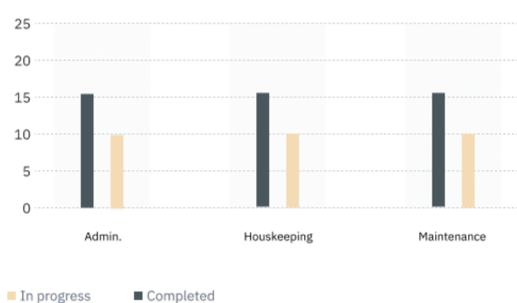
Visit site

Productivity

Month

Overall score — August

98% ↑ 2.8% VS last year



Room 040  
Suite 2 queen beds

Profit	Guest Av.	Rate Av.
\$ 8 000	890/month	4.9

Customer Growth

Month

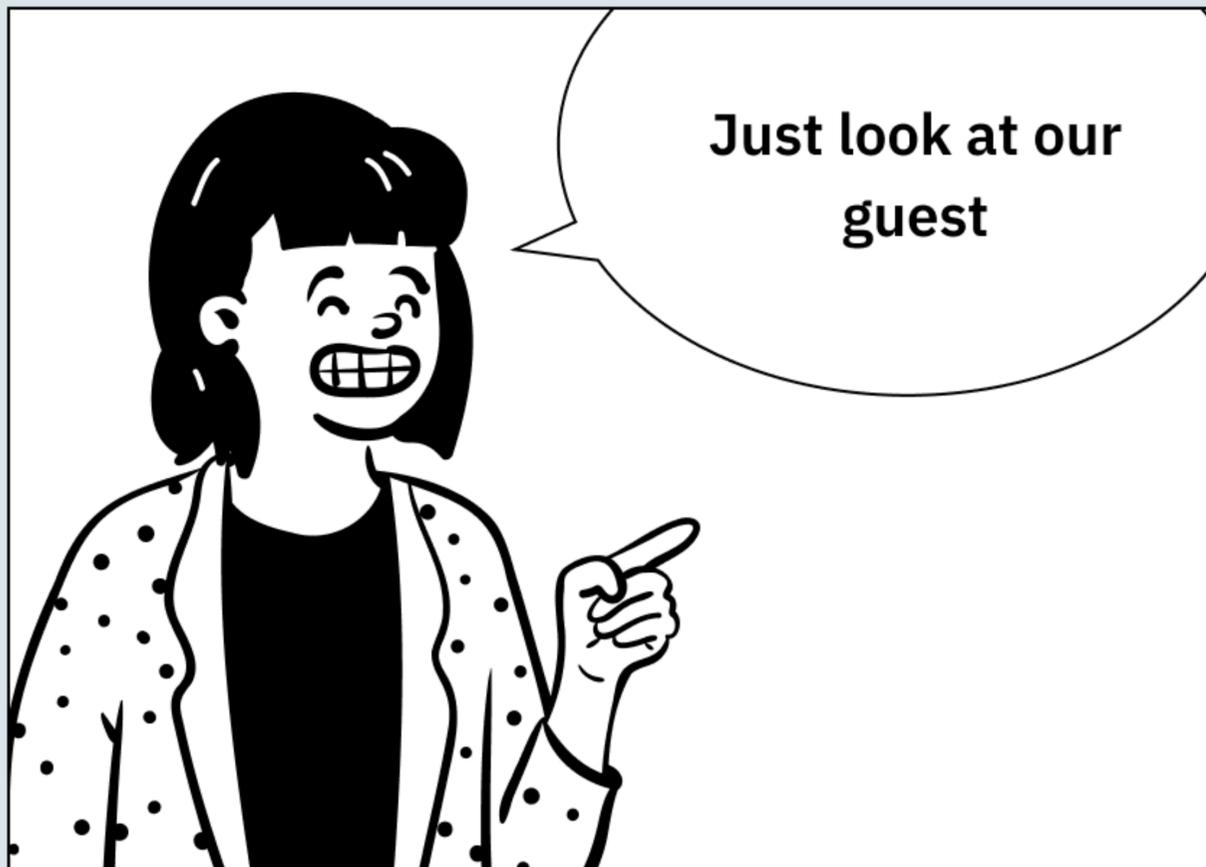
of the month based on country





The new hotel management tool has revolutionized our work!

And it's made our guests happier too!



Just look at our guest



AMAZING!!!

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[info@kit.africa](mailto:info@kit.africa)

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[www.kit.africa](http://www.kit.africa)

## **Visit Us**

Kimera Road, Ntinda, Kampala, Uganda,  
Opp Jehovah's Witness

