

User Manual

Your guests, in good hands — how the guest app, admin panel, and staff tools work together?



1. Overview

GuestHand is an all-in-one guest experience and operations app built for hotels, resorts, vacation rentals, cruise ships, yachts, and marinas. It connects guests with the property through a mobile-friendly app, while giving reception, housekeeping, and maintenance staff a shared panel to manage everything happening on-site in real time.

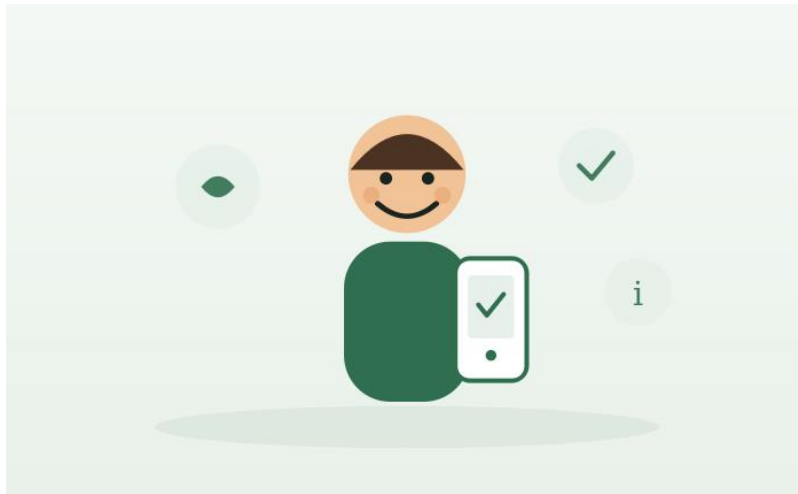
The system is made up of four connected pieces:

Guest App What guests use on their own phone — requests, digital guide, room service, and more.	Admin & Reception Panel Central dashboard for staff to see and manage every guest, room, and open issue.
Restaurant App Handles food and drink orders placed by guests through room service.	Maintenance App Routes reported problems straight to the right department for a quick fix.

No installation, no cabling, no downtime — GuestHand is a cloud solution, accessible from any phone, tablet, or computer.

2. The Guest App

Guests use GuestHand from their own device, even before they speak to anyone at reception, and even if they don't speak the local language.

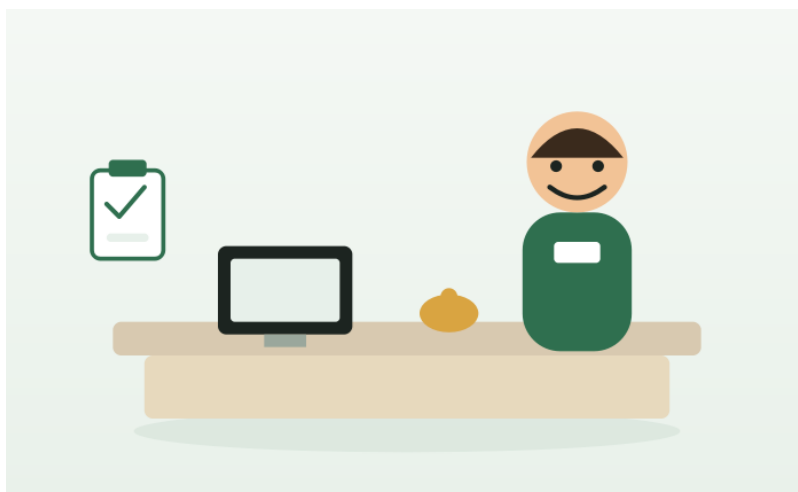


From the app they can:

Browse the digital guide Amenities, services, local recommendations, and property information, available 24/7.	Order room service Food, drinks, and services ordered from the menu with a single tap.
Report an issue A maintenance problem is logged and routed instantly to the right department.	Set room status Guests tap a GH button to show they're in, away, or don't want to be disturbed — replacing paper door hangers.
Book extras / Upselling Spa treatments, upgrades, late check-out, tours, and other add-ons, in a few taps.	Receive announcements Property-wide updates: events, facility schedules, or offers.

3. Admin & Reception Panel

The admin panel is where staff manage everything the guest app generates. It works on any device — phone, tablet, or PC — with no compatibility issues, since it's fully cloud-based.



Access levels

The panel has three staff roles, each with its own permissions and view:

Role	What they see and do
Admin / Reception	Full oversight — tasks, rooms, offers, menu, and staff management.
Housekeeping staff	Room status and cleaning checklists relevant to their assignments.
Tech / Maintenance staff	Reported issues routed to their department.

Main sections

Concierge tasks Track requests like messages, transportation, or entertainment assistance.	All tasks A full overview of pending and completed tasks, for tracking staff efficiency.
Rooms Live status of every room — which ones are ready for the next guest.	Offers Create pre-orderable services guests can book in advance.
Menu Add or remove the products guests can order through room service.	Staff Add or remove staff members and manage their access.

4. Housekeeping

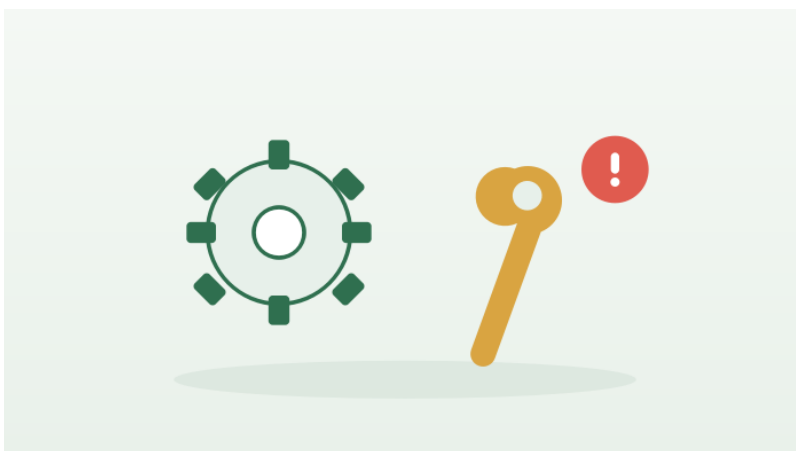
Housekeeping staff get real-time access to room status, cleaning requirements, and special requests through the admin panel.



1. A room is flagged for cleaning (checkout, guest request, or scheduled service).
2. The housekeeper opens the checklist for that room, inside the app.
3. Tasks are marked complete with a single tap as they're finished.
4. Reception is notified automatically once the room is inspected and ready.

5. Maintenance

The moment a guest reports a problem — through the app or the front desk — the right department or reception team is notified instantly, so the issue can be actioned with minimal disruption. Every reported issue stays visible under **Open & closed issues** in the admin panel, so reception can track progress until it's resolved.



6. Upselling & Revenue Tools

GuestHand also functions as a sales channel throughout the guest journey:



In-stay promotions

Spa treatments, bar and restaurant specials, room upgrades, late check-outs.

Local recommendations

Tours, activities, and exclusive offers from local partners.

Announcements

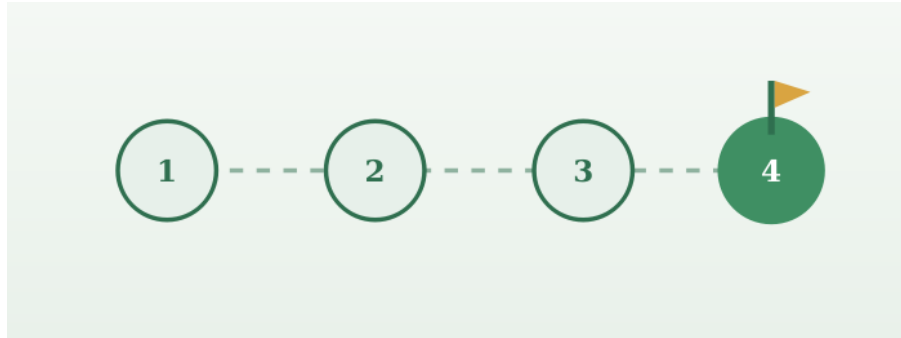
Send property-wide messages to all guests in a few clicks.

Pre-arrival sales

Guests can pre-order airport transfers, welcome packages, and more before they arrive.

7. Getting Started

New properties go live through a four-step, hands-off onboarding process:



1. Getting to know you — an initial call to understand the property and its needs.
2. Collect data — property details (rooms, menu, services) are gathered, using the order form.
3. Create solution — the GuestHand setup is configured for the property.
4. Launch project — implementation and staff training, then go-live.

Every plan includes free training and a free one-month trial, so staff and guests can try the full system before committing.

8. Frequently Asked Questions

Which license do I need?

You don't need to decide upfront — GuestHand adapts the license to fit your property during onboarding, or later if your business changes.

Can one GuestHand account cover multiple businesses?

Technically possible, but not recommended. Each business typically gets its own implementation.

Is GuestHand responsible for delivering the services guests book?

No — GuestHand facilitates the request and booking; the property itself is responsible for delivering the service.

What if something goes wrong with the software?

Support is included with every plan — issues are resolved with no extra questions asked.

Reference: guesthand.com. For account-specific setup or the order form, contact GuestHand support directly. Angelos F. Tsianos, +30 2651 083 885, info@guesthand.com | Sp. Lambrou 22B, Ioannina, Greece, 453 33.