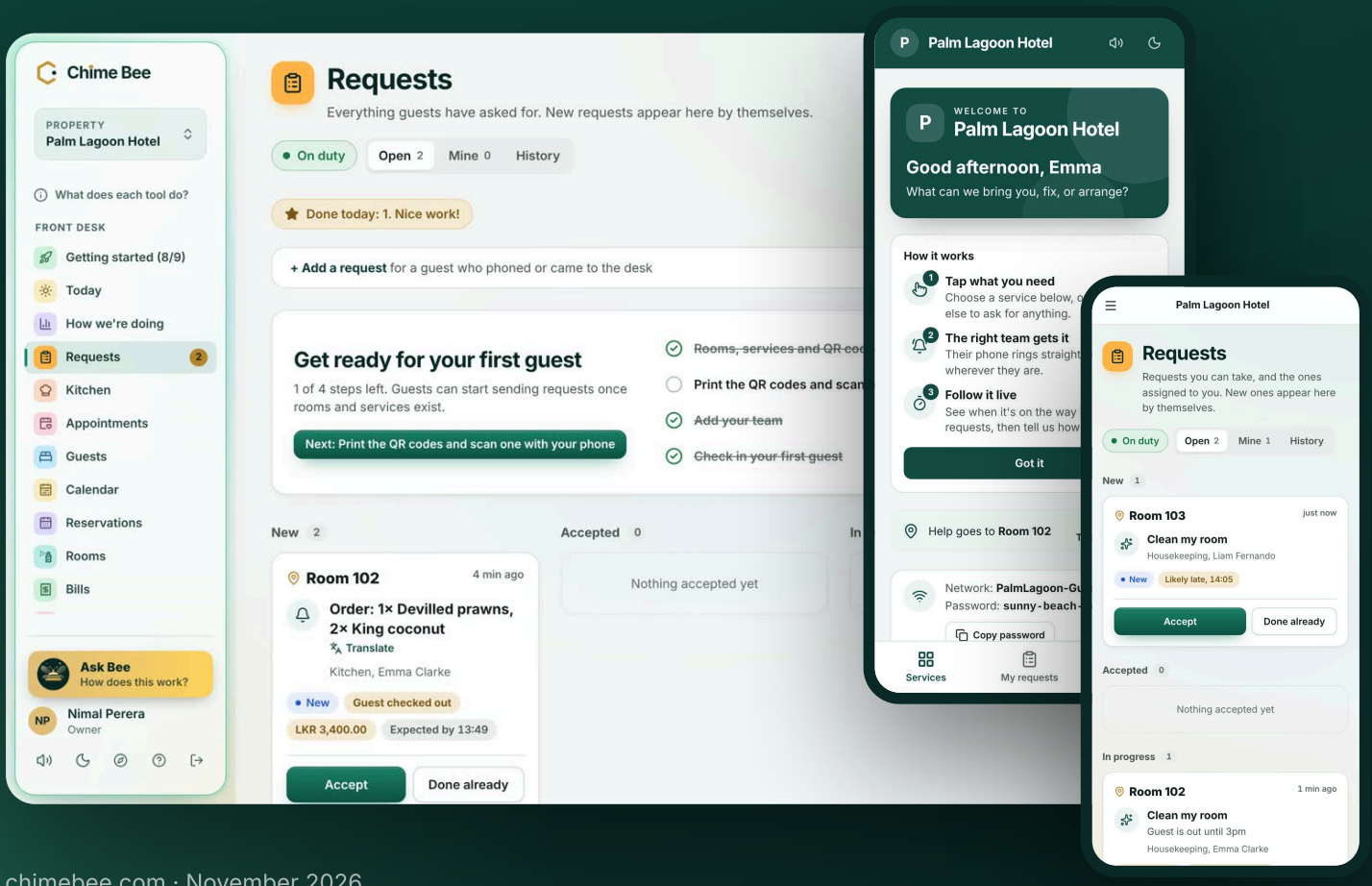
Chime Bee

**Guests ask. Your team delivers.**

# User manual

Every task, step by step, with pictures of the real screens.
For owners, managers, the front desk and every team member.



# Start here

You don't need to read this whole manual. Find your job below and read those chapters. Every task shows where to tap, numbered steps, and a picture of the real screen. **The red numbers on each picture match the numbered steps.**

**Owner, starting out**
Chapters 1, 2 and 3, once. Then chapter 8.

**Front desk / reception**
Chapters 1 and 4 (your day), and 5 (what guests see).

**Housekeeping, kitchen, maintenance**
Chapter 6. You only need your phone.

**Manager**
Chapters 4, 7 and 8.

**Restaurant, café, salon, spa**
Chapters 1 to 3, then chapter 9.

**Stuck?**
Tap **Ask Bee** in the app, or see chapter 10.

## How Chime Bee works, in one picture

1. **Guest scans** the QR code in the room
2. **Taps** "Extra towels"
3. **Staff phone rings** with the room number
4. **Guest sees** "On the way, 10 min"
5. **Done** timed and on record

The same app also runs your bookings, calendar, room cleaning, bills, team, stock and reports. Guests never download an app: everything opens in their phone's normal web browser. Staff sign in once on their phone or computer.

## Contents


1 **The screen and its icons**
Signing in, Today: your day at a glance, The screen, explained, The buttons at the bottom of the menu

2 **Getting started**
Sign up, Getting started: your steps, in order, Practice mode, and starting from examples, Your progress

3 **Setting up, once**
Your property's details, Wi-Fi for your guests, Departments (your teams), Rooms and areas

4 **Front desk, every day**
Check a guest in, Handle a request on the board, A guest writes to you, A guest phones or comes to the desk

5 **What your guest sees**
The guest's page, They follow it live, Room service, the bill and feedback

6 **Staff on their phone**
Your first time: your personal link, Taking a request, Clock in, and the shift log, Lost and found

7 **Running the team and supplies**
The roster, Hours and leave, Payroll: pay details, once per person, Payroll: each month

8 **The owner's view**
Overview and reports, Predictions, guest recovery and work done, Your own booking page, Nearby places

9 **Restaurants, cafés, salons and spas**
Restaurants and cafés, Salons, spas, gyms and clinics: appointments

10 **Daily checklist and help**
The daily routine, Common questions, Getting help

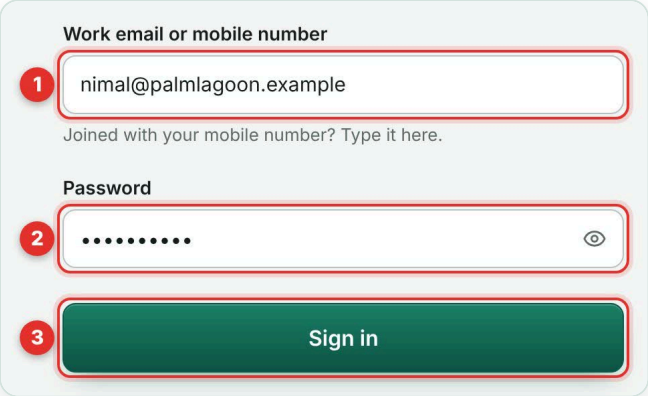
# 1 The screen and its icons

Learn this once and every page makes sense. It takes five minutes.

## Signing in

WHERE Open chimebee.com on your phone or computer › Sign in

1. Type your work email.
2. Type your password.
3. Tap **Sign in**. You go straight to **Today**, your property's day at a glance.




The sign-in page

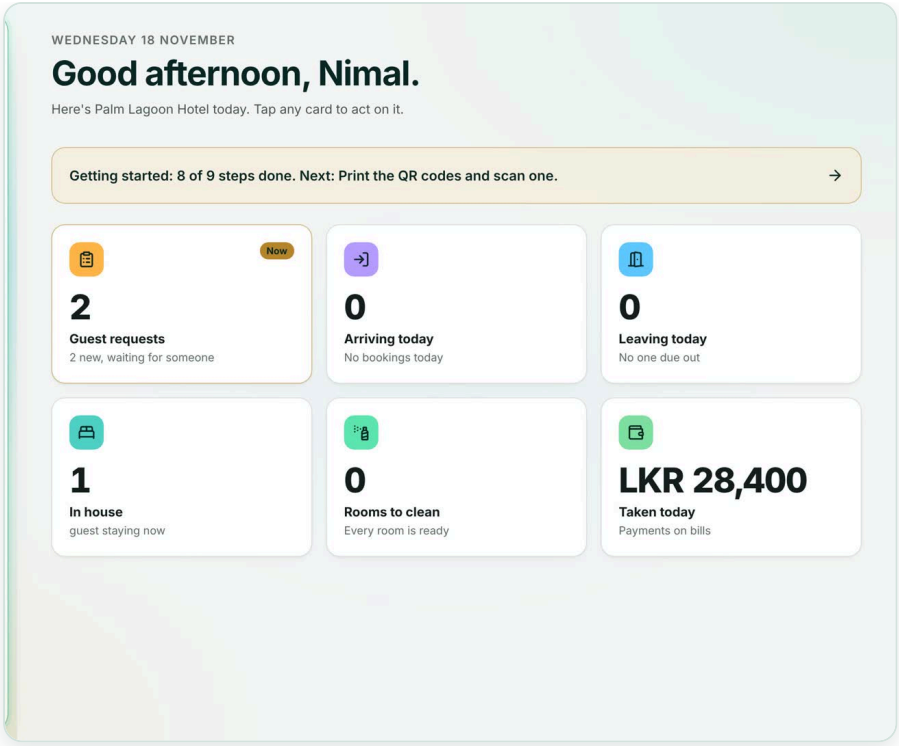
**Tip** New team members don't choose a password here. They get a personal link from their manager (see "Add your team" in chapter 3), open it, and choose their own password.

**Good to know** Forgot your password? Tap "Forgot password?" on this page, and a reset link comes to your email.

## Today: your day at a glance

WHERE Today, at the top of the menu

Today shows what needs you now: guest requests waiting, guests arriving and leaving, guests in house, rooms to clean and money taken today. Tap any card to act on it. While setup isn't finished, a card at the top shows the next Getting started step.

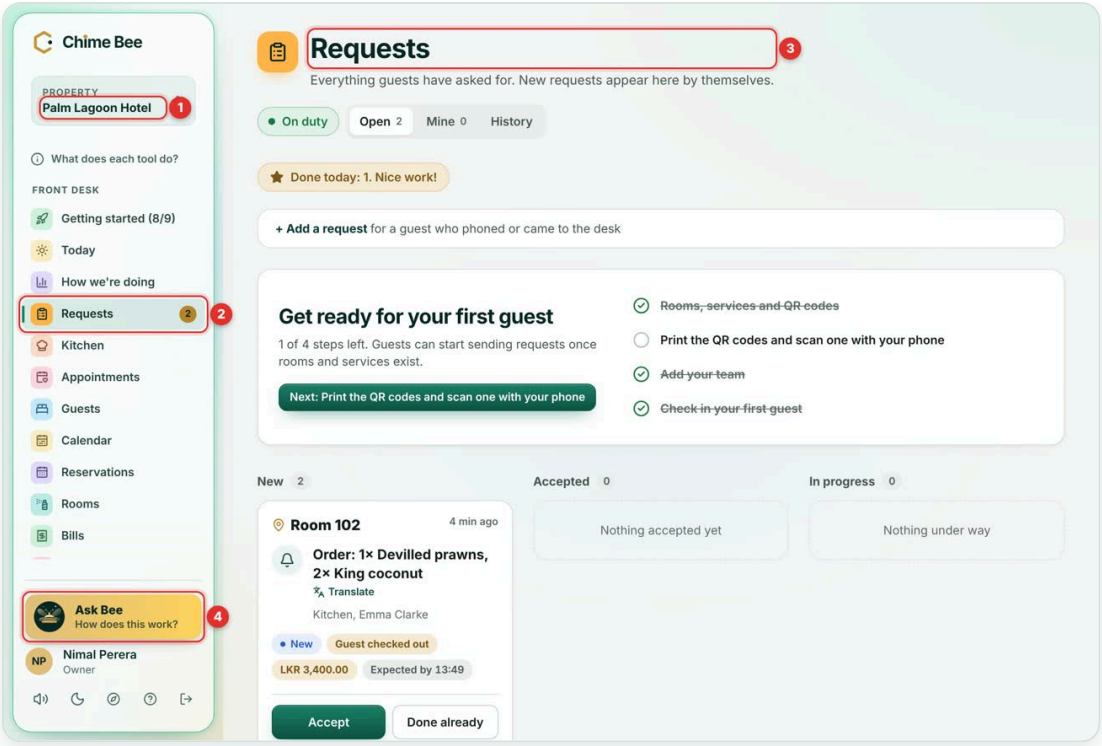



Today, the first page you see

## The screen, explained

Every page has the same layout: the menu on the left (on a phone it's behind the ☰ button at the top) and the page itself on the right.

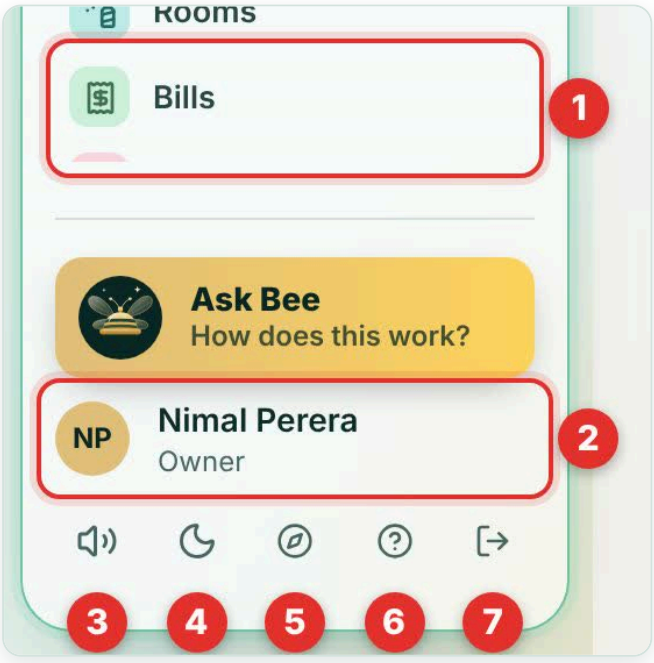
1. **Your property.** If you run more than one property, tap here to switch between them.
2. **The menu.** Every item has its own colour and icon. Tap one to open that page. The gold number is how many things are waiting there. Groups you use now and then (Stock and upkeep, setup and administration) are folded: tap a group's name to open it, and Chime Bee remembers.
3. **The page title**, with the same coloured icon, so you always know where you are.
4. **Ask Bee.** Ask how anything works, in your own words (see the next pages).




The Requests board

## The buttons at the bottom of the menu

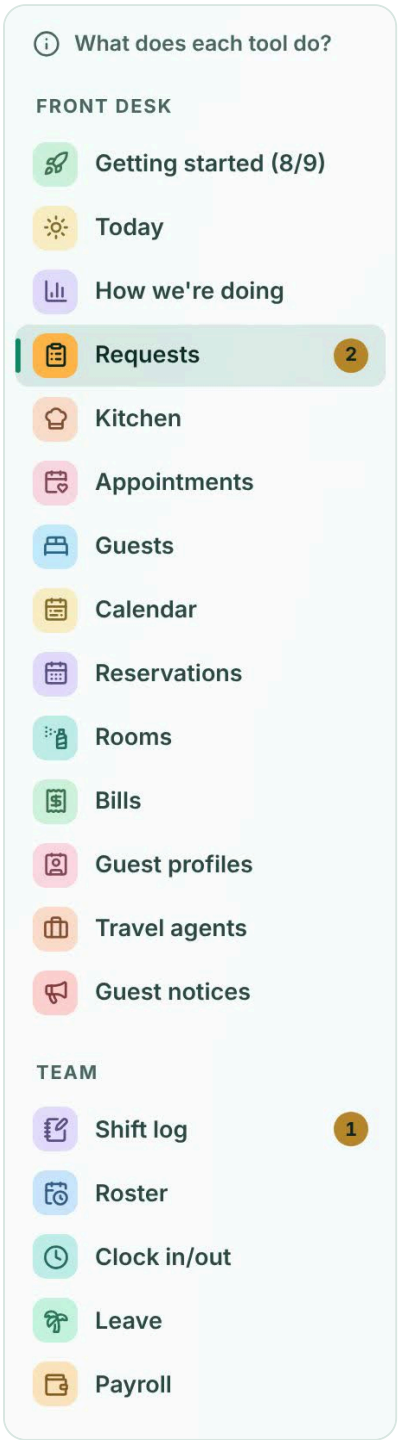
1. **Ask Bee**: questions about any page or button.
2. **Your name**: your account, password, phone number and two-step login.
3. **Sound**: turns the request bell on or off.
4. **Dark mode**: easier on the eyes at night.
5. **Tour**: a guided walk around the screen.
6. **Help**: the help centre, with answers and guides.
7. **Sign out**: always sign out on a shared computer.




The bottom of the menu

## Every menu item, explained

Tap **What does each tool do?** at the top of the menu and every item shows one line about what it's for. The menu starts simple: just the everyday pages. Tap **More tools** at the bottom to see every page (and **Fewer tools** to go back); your choice is remembered. You only see the items your role and your type of business need: a café has no Rooms page, and staff see fewer pages than managers.

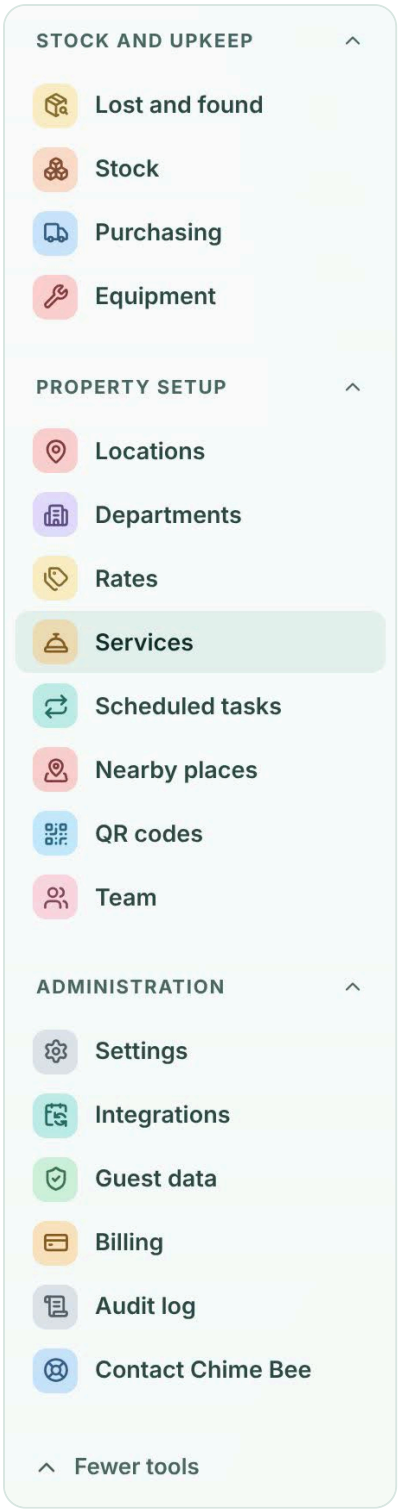



FRONT DESK

| | |
|---|---|
| **Getting started** | Your setup steps, in order, with how many are done. It goes away when setup is finished. |
| **Today** | Your day at a glance: requests, arrivals, departures, rooms to clean, money taken. |
| **How we're doing** | Overview, reports, predictions, guest recovery and work done, in tabs (chapter 8). |
| **Requests** | Everything guests asked for, as cards. Your main screen. |
| **Kitchen** | Food and drink orders, for a screen in the kitchen. |
| **Appointments** | Massages, treatments and other bookings by the hour. |
| **Guests** | Check guests in and out. Who is staying now. |
| **Calendar** | Every room, night by night: who stays where. |
| **Reservations** | Bookings for guests who haven't arrived yet. |
| **Rooms** | Which rooms are clean, to clean, or out of order. |
| **Bills** | Each guest's bill: charges, payments, printing. |
| **Guest profiles** | Returning guests and their past stays. |
| **Travel agents** | Agents who send you guests, and what they owe. |
| **Guest notices** | Short messages every guest sees on their phone. |

TEAM

| | |
|---|---|
| **Shift log** | Notes for the next shift. |
| **Roster** | Who works which day and time. |
| **Clock in/out** | Staff tap in and out; hours go to payroll. |
| **Leave** | Ask for days off; managers approve them. |
| **Payroll** | Salaries with overtime, contributions such as EPF and ETF, and payslips. |




**STOCK AND UPKEEP**

| | |
|---|---|
| **Lost and found** | Things guests left behind. |
| **Stock** | Towels, water, soap: what's left, what's running low. |
| **Purchasing** | Order from suppliers, receive deliveries, pay their bills. |
| **Equipment** | ACs, pumps, generators: services and repairs. |

**PROPERTY SETUP**

| | |
|---|---|
| **Locations** | Your rooms and areas (pool, restaurant, reception). |
| **Departments** | Your teams: Housekeeping, Kitchen, Maintenance... |
| **Rates** | Room types, prices, taxes and seasons. |
| **Services** | What guests can ask for, order or book. |
| **Scheduled tasks** | Jobs that repeat (pool check every morning). |
| **Nearby places** | Your tips for guests: beaches, restaurants, sights. |
| **QR codes** | Codes to print for each room and area. |
| **Team** | Add staff, give them roles and access. |

**ADMINISTRATION**

| | |
|---|---|
| **Settings** | Name, address, Wi-Fi, currency, features. |
| **Integrations** | Booking.com, Airbnb and Agoda calendars. |
| **Guest data** | Download or erase a guest's details if asked. |
| **Billing** | Your Chime Bee plan and payments. |
| **Audit log** | Who did what, and when. |
| **Contact Chime Bee** | Write to us for help. |

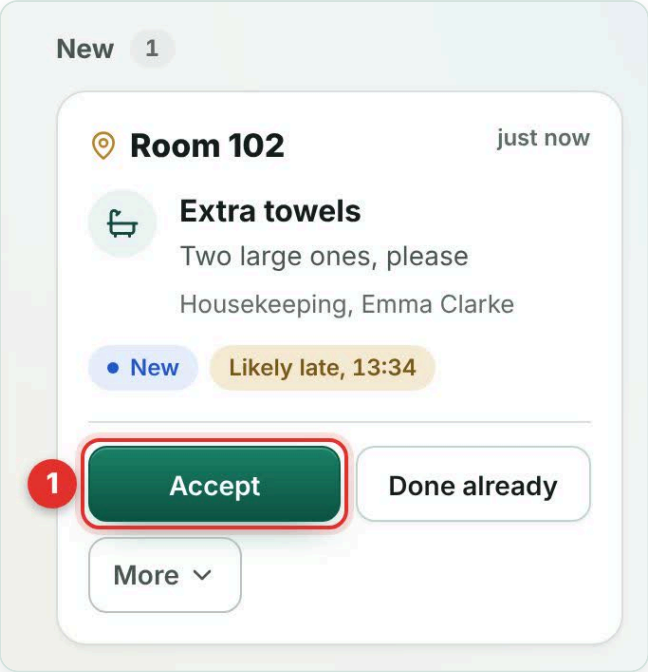
## What the labels on a request mean

Every request is a card on the Requests board. Small coloured labels tell you where it stands:

| | |
|---|---|
| New | Nobody has taken it yet. Someone needs to tap Accept. |
| Accepted | Someone has it, but hasn't set off yet. |
| In progress | Someone is on the way. The guest is told the time. |
| Done | Finished. It moves to History. |
| Likely late, 21:36 | Chime Bee expects it to miss its time. Act now. |

LKR 3,400.00 A food or drink order, with its price. It goes on the guest's bill.

Guest checked out The guest has left. Finish it, or decline it.




A new request, with its labels

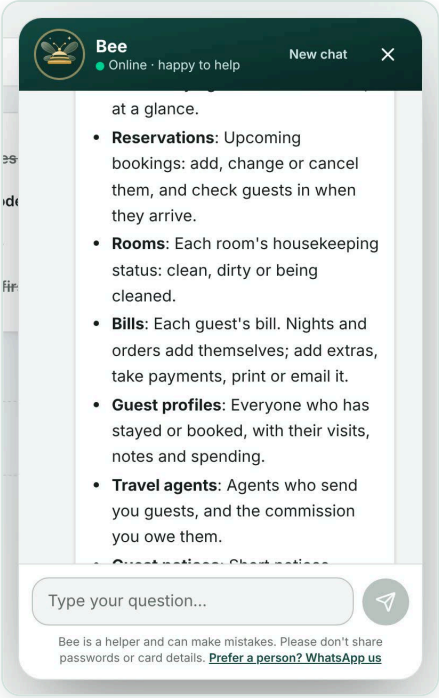
**The tabs at the top of the board.** On duty: green means your phone rings for new requests; tap it when you go home. **Open**: everything still to do. **Mine**: only the ones you took. **History**: everything finished.

> **Tip** The board updates by itself. You never need to refresh it. When a new request arrives, the bell rings and the card appears.

## Ask Bee: help inside the app

WHERE Ask Bee, at the bottom of the menu

Not sure what a page or button does? Tap **Ask Bee** and ask in your own words, or tap one of the suggested questions. Bee knows every page of Chime Bee and answers straight away, with a link to the help article when there is one.




"What does each menu item do?"

**Good to know** Bee is a helper and can make mistakes. For anything about your account or a payment, or if you'd rather talk to a person, use **WhatsApp us** at the bottom of the chat.

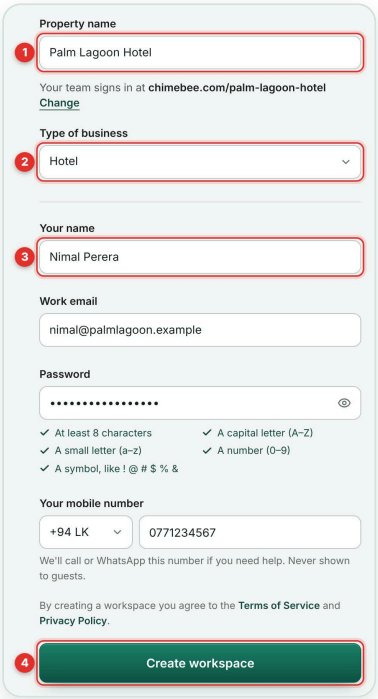
# 2 Getting started

From signing up to your first real guest. Everything you set up while practising stays when you go live.

## Sign up

WHERE chimebee.com › Start free

1. Type your property's name, e.g. Palm Lagoon Hotel.
2. Choose your type of business: hotel, villa, guesthouse, restaurant, café, salon, spa, gym, clinic... Chime Bee uses the right words for it.
3. Type your name, then your work email, a password and your mobile number.
4. Tap **Create workspace**. Your workspace opens on **Getting started**.



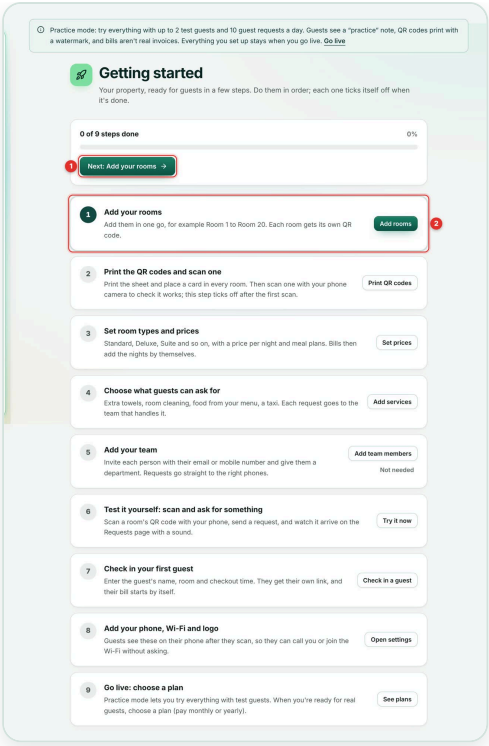

Signing up takes about a minute

## Getting started: your steps, in order

WHERE Getting started, at the top of the menu

Getting started lists the steps for your kind of business, in order. A hotel adds rooms, prints the QR codes, sets room prices, chooses what guests can ask for, adds the team, tests a request, checks in a first guest, adds phone, Wi-Fi and logo, then goes live. A restaurant starts with tables and a menu; a salon with services and opening hours.

1. **Next** opens the next step that isn't done.
2. Each step has its own button, to the page where you do it. Each one ticks itself off when it's done.



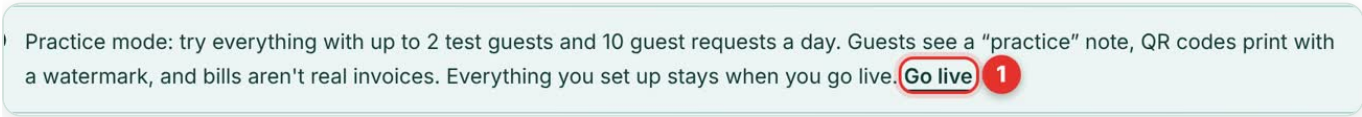

Getting started, on a new hotel

> **Tip** A step you don't need, such as adding a team when you work alone, has a **Not needed** button. It then counts as done; **Undo** brings it back.

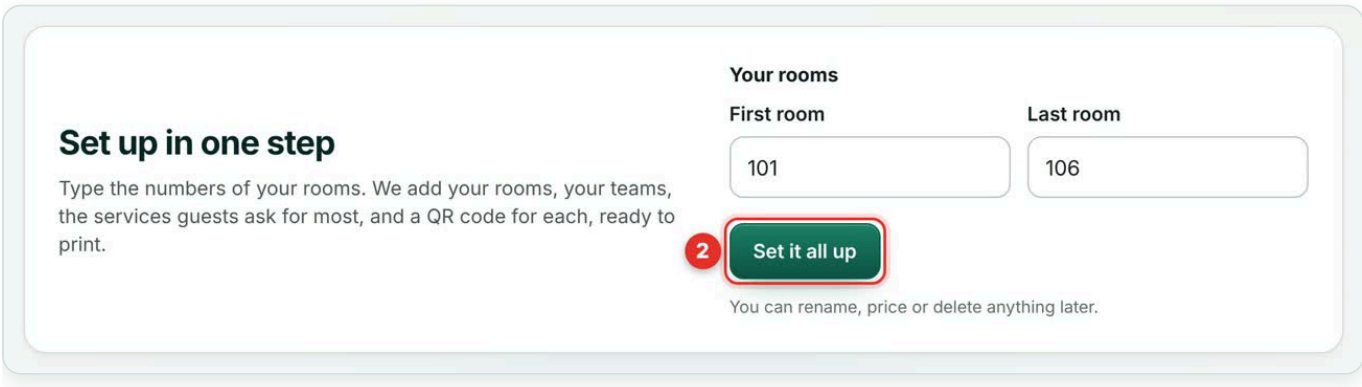
## Practice mode, and starting from examples

A new workspace starts in **practice mode**. It's free and has no time limit. You can set up everything and try it with up to 2 test guests and 10 requests a day. Guests see a small "practice" note, and QR codes print with a watermark.

1. **Go live** in the practice note takes you to Billing when you're ready to pay.
2. Type your room numbers (say 101 to 120) and press **Set it all up**: your rooms, teams, the services guests ask for most and a QR code for every room, ready to print. Rename, re-price or delete anything later.



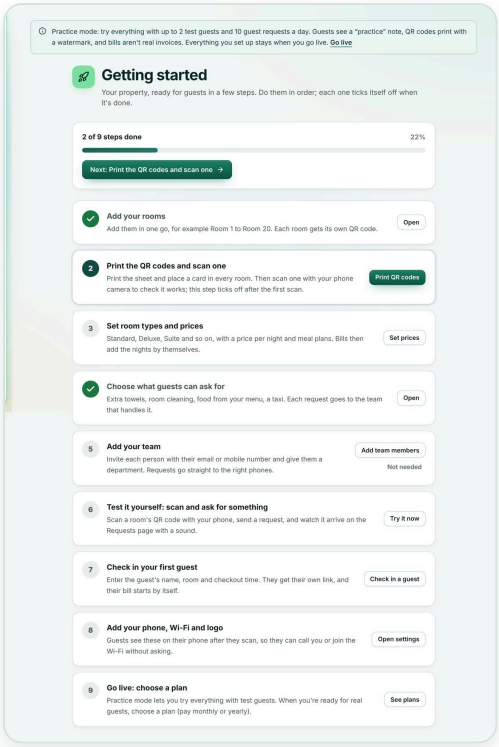

The practice mode note




One step sets everything up

## Your progress

After that one step, most of Getting started is already ticked. Follow what's left with **Next**: print the QR codes and scan one with your phone, add your team, check in your first guest. Today shows the next step too, until setup is finished.

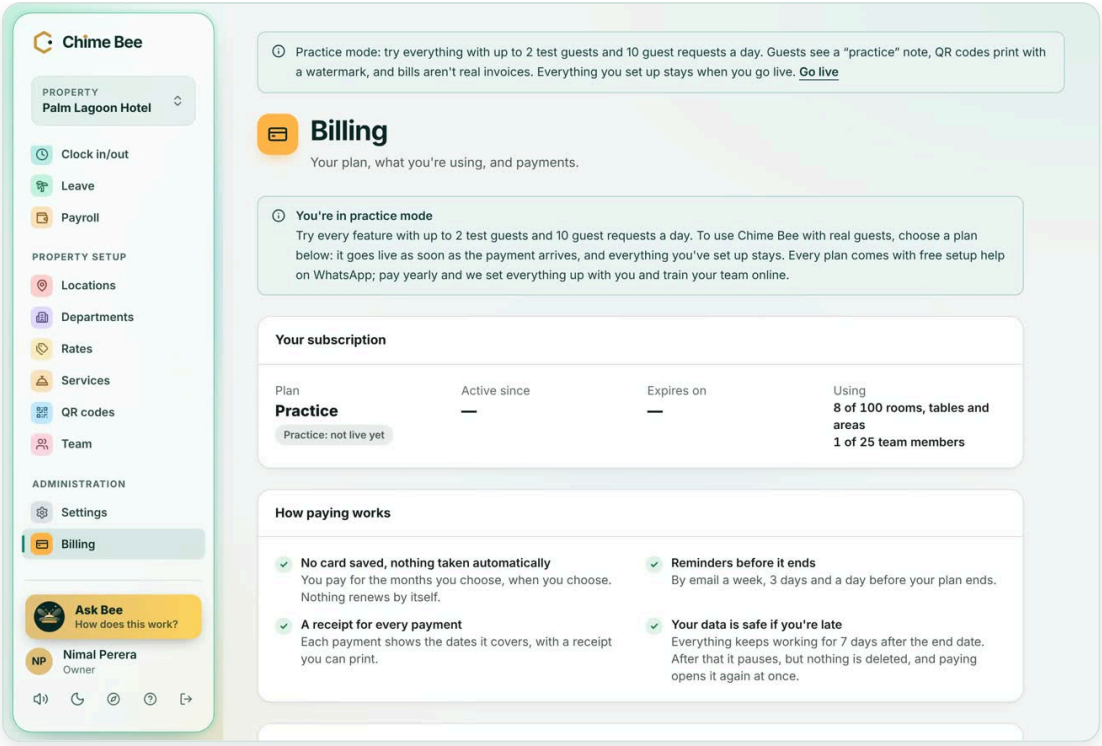



After "Set it all up", most steps are already done

## Go live: choose a plan

WHERE Billing, or Go live in the practice note

- **Choose your plan.** It depends on how many rooms, tables or areas you have: Starter (up to 10), Growth (up to 40) or Pro (up to 100). Every plan has every feature.
- **Monthly or yearly.** Starter is just **LKR 163 a day**. Pay yearly and get 2 months free, plus full setup and team training on a video call.
- **Then pay by bank transfer**, from Sri Lanka or any other country, as below.



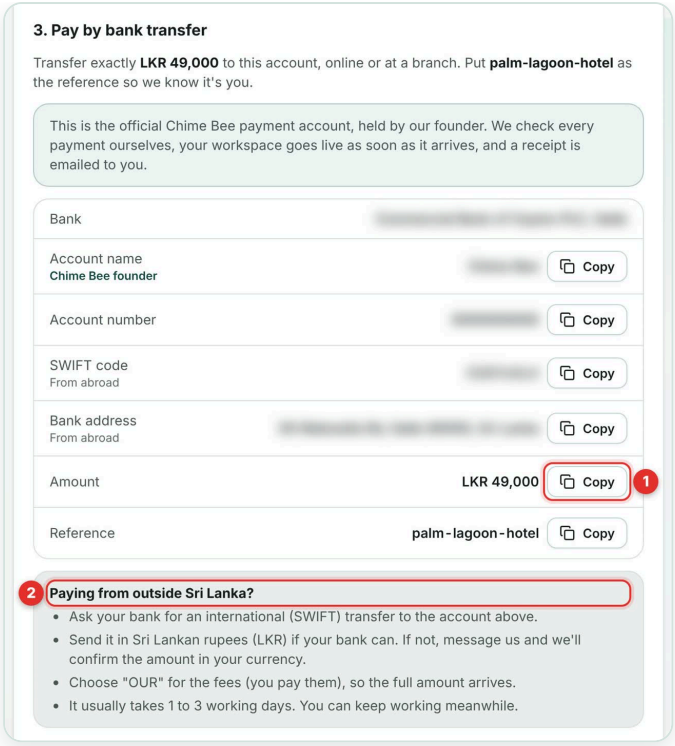

The Billing page: plans and prices

**Good to know** Nothing renews by itself, and there's no contract. When your paid time ends you get reminders. Payments aren't refundable, which is why practice mode comes first.

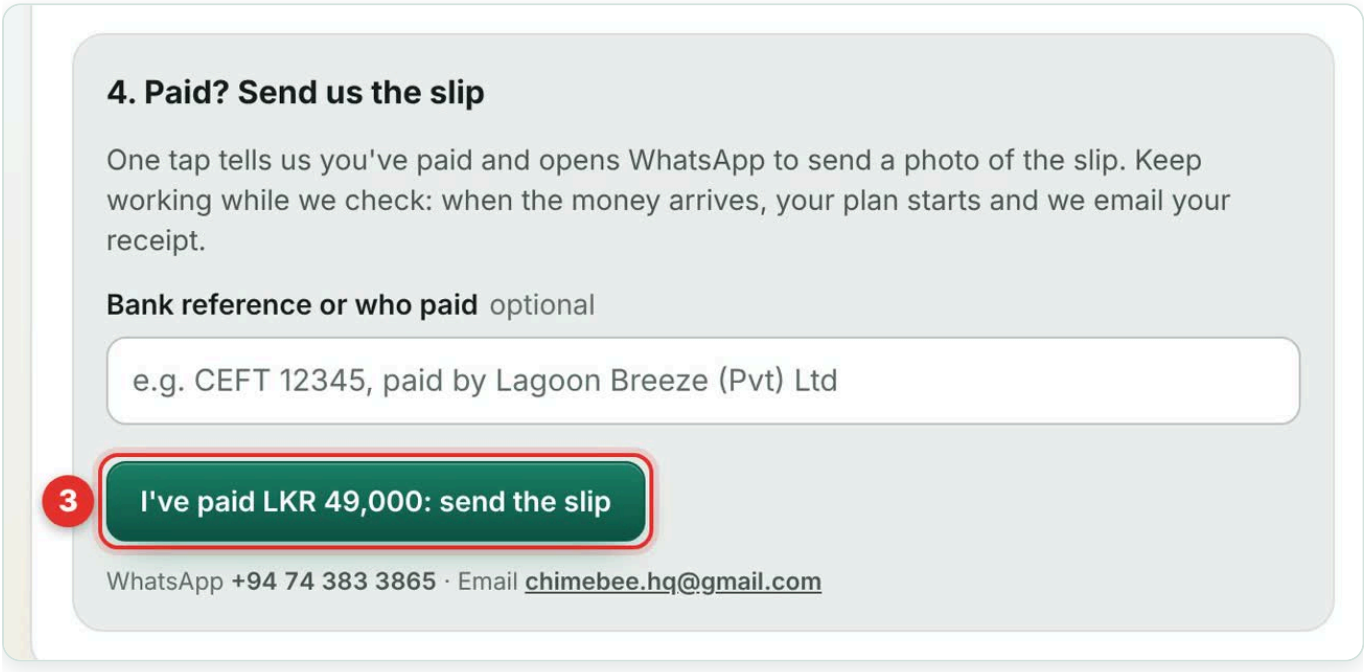
## Pay, send the slip, and you're live

WHERE Billing, under your plan

1. Transfer exactly the **Amount** to the account shown, from any bank, online or at a branch. Put the **Reference** (your workspace name) on the transfer. Each **Copy** button copies one detail.
2. **From another country:** ask your bank for an international (SWIFT) transfer, using the **SWIFT code** and **Bank address** shown. Send it in Sri Lankan rupees if your bank can, and choose OUR for the fees so the full amount arrives.
3. Take a photo or screenshot of the transfer receipt (the slip) and tap **I've paid: send the slip**. We're told at once, and WhatsApp (or your email) opens to send the photo. Keep working while we check: when the money arrives, your plan starts and a receipt is emailed to you.




Step 3 on Billing: the account, the amount and your reference (account details blurred here)




Then one tap: I've paid, and send the slip

**Tip** International transfers usually take 1 to 3 working days. If your bank can only send another currency, message us first and we'll confirm the amount.

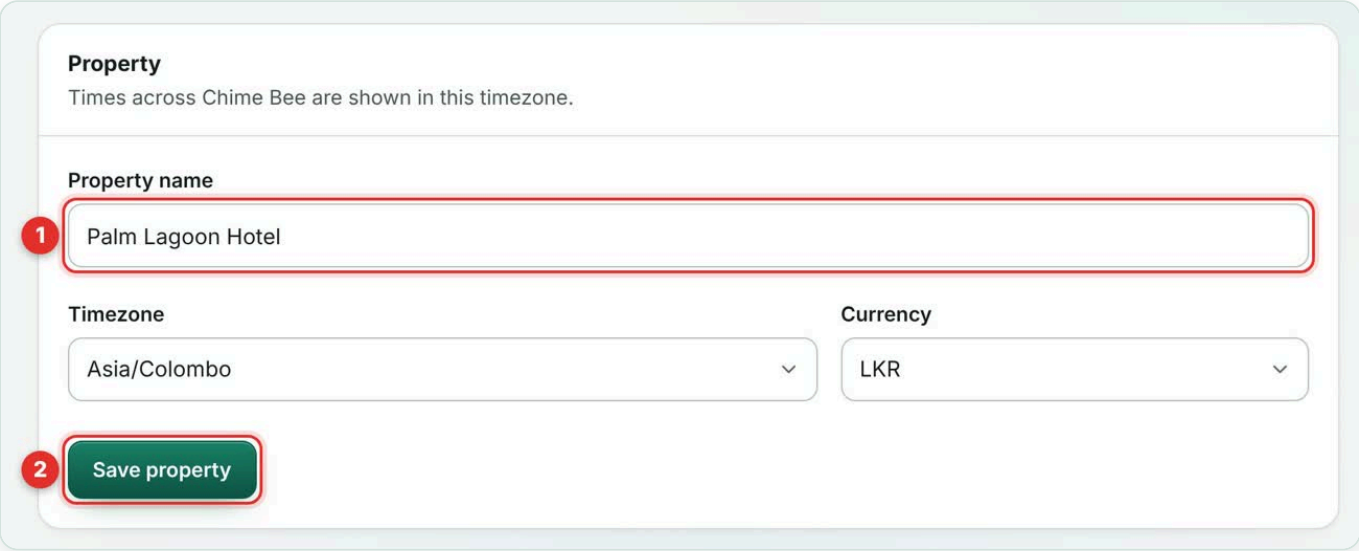
# 3 Setting up, once

Do these once when you start. You can change any of them later. If you used "Set it all up", most of this is filled in already: just check it.

## Your property's details

WHERE Settings

1. Check your property name (and further down: address, phone and email). Guests see these on their bill and their phone.
2. Tap **Save property**.




Settings: your property

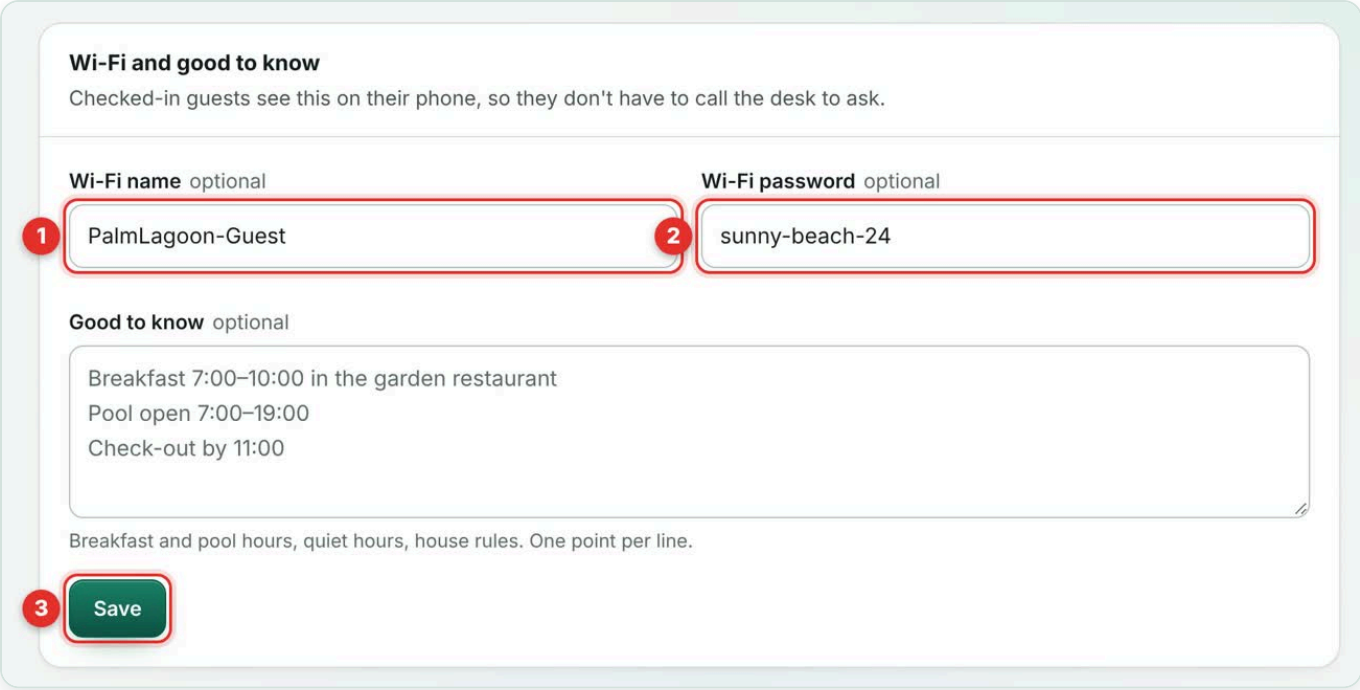
**Good to know** Settings is also where you choose your **time zone and currency** . Prices, menus and bills use your currency, so a hotel in Dubai can use dirhams and a villa in Bali US dollars.

## Wi-Fi for your guests

WHERE Settings › Wi-Fi and good to know

Guests see your Wi-Fi on their phone with a Copy button, so they stop asking reception.

1. Type the Wi-Fi name.
2. Type the Wi-Fi password.
3. Tap **Save** under that box.




Wi-Fi, and "Good to know" for breakfast times or pool hours

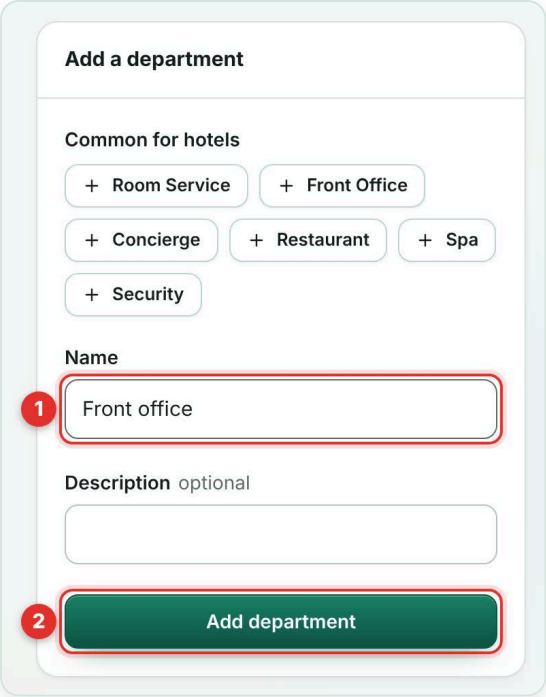
**Tip** The same Settings page has the welcome message, your logo and colour, review links, and which features are switched on.

## Departments (your teams)

WHERE Departments

Departments are your teams: Housekeeping, Kitchen, Maintenance, Front office. Each request goes to the right department, so only that team's phones ring.

1. Type the department's name, e.g. Front office.
2. Tap **Add department**.



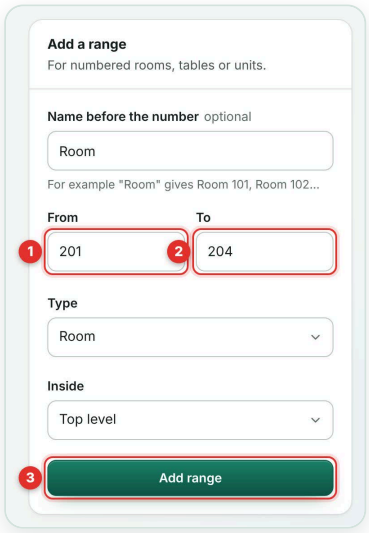

Adding a department

## Rooms and areas

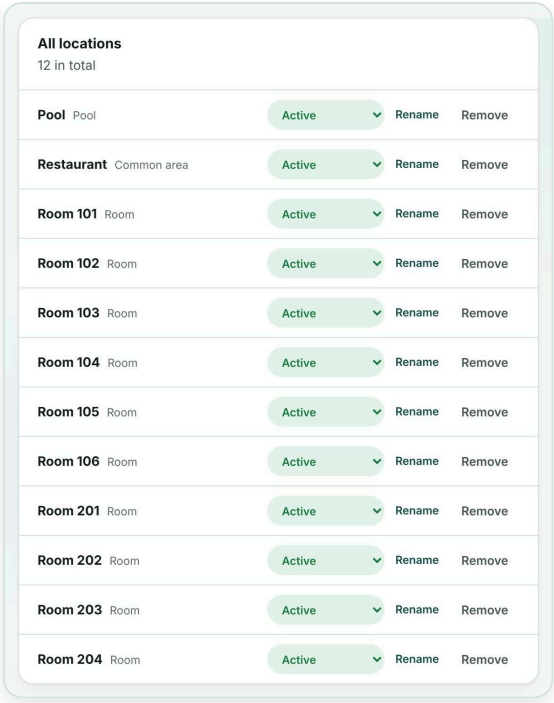
WHERE Locations

Add every place a guest can ask for help from: each room, plus areas like the pool, restaurant or reception. Add many rooms at once with a range.

1. From: the first room number, e.g. 201.
2. To: the last room number, e.g. 204.
3. Tap **Add range**. Rooms 201 to 204 appear in the list.




Adding rooms 201 to 204 in one go



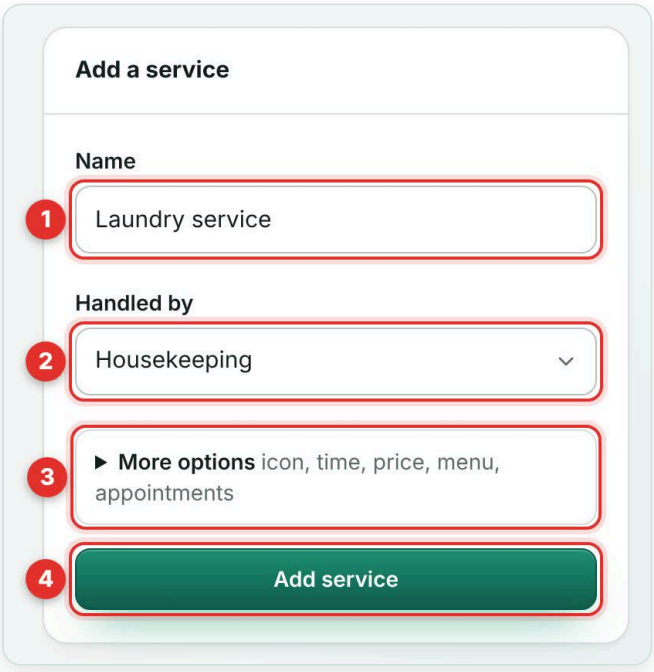

All your places

## Services: what guests can ask for

WHERE Services

Services are the buttons guests see on their phone: Extra towels, Clean my room, Taxi, Wake-up call... Food and drinks with a price are services too: they make your room-service menu.

1. Type the service's name, e.g. Laundry service.
2. Handled by: the department whose phones should ring.
3. **More options** (if you want them): an icon, the expected time, a price, a menu section, or booking as an appointment.
4. Tap **Add service**.




Adding a service

**Good to know** Without an icon, Chime Bee picks one from the name (towels for "Extra towels"). Each service has an expected time (towels in 15 minutes): the guest sees it, and the card says "likely late" if it's running behind. Under **More options** , give a service a **price** and a **menu section** to put it on the menu, or tick **Customers book this as an appointment** for massages and treatments (chapter 9).

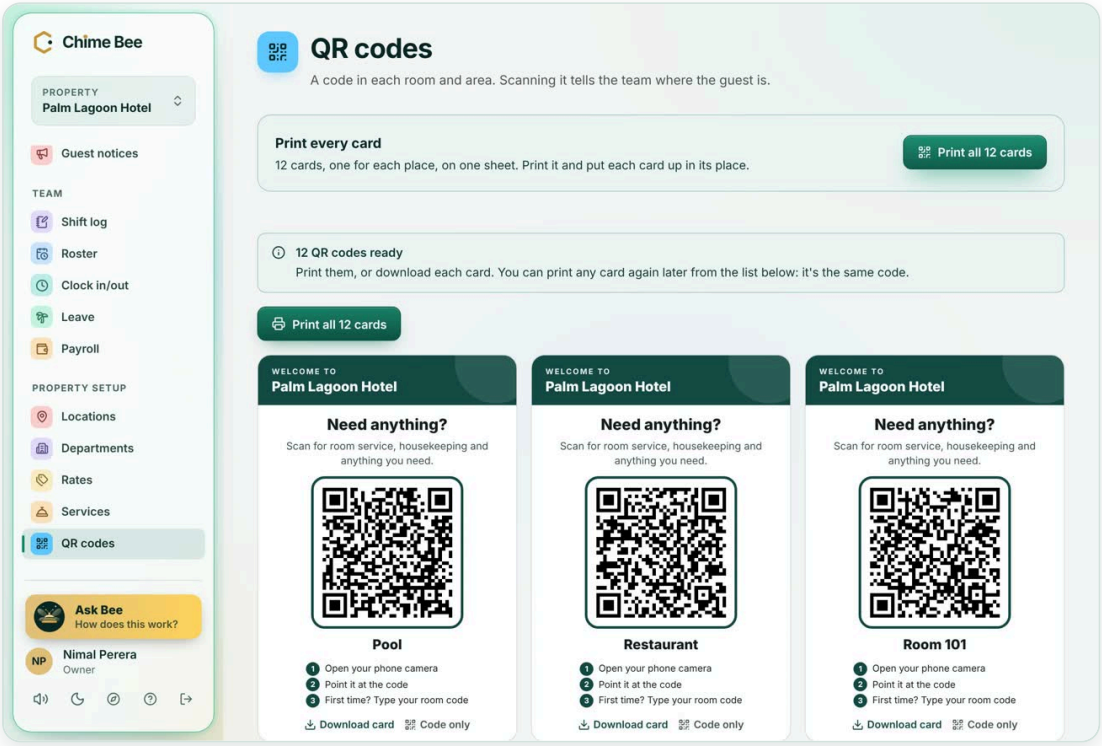
## QR codes for every room

WHERE QR codes

1. Tap **Make codes**. Every room and area without a code gets one.




One tap makes a code for every place




Ready to print: one card per room

Print the cards, cut them, and put one in each room: on the bedside table, or on the back of the door. Each place keeps the same code, so you can print it again any time.

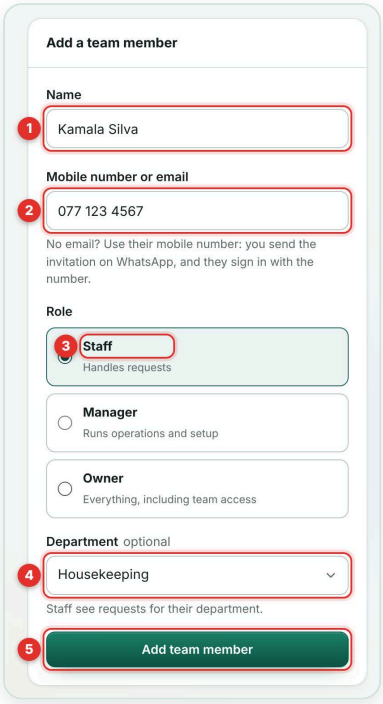
**Careful** A room's code only works for the guest checked in to that room. A photo of the code is useless after checkout.

## Add your team

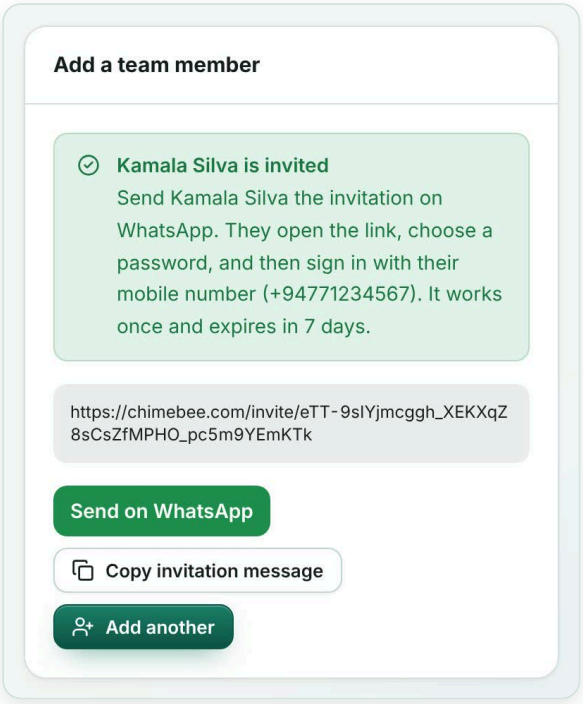
WHERE Team

1. Type the person's name.

2. Type their mobile number, or their email if they use one. No email? The number is enough: they sign in with it.
3. Choose their role: **Staff** (handles requests), **Manager** (runs the place and its setup) or **Owner** (everything).
4. Choose their department.
5. Tap **Add team member**.




Adding Kamala to Housekeeping



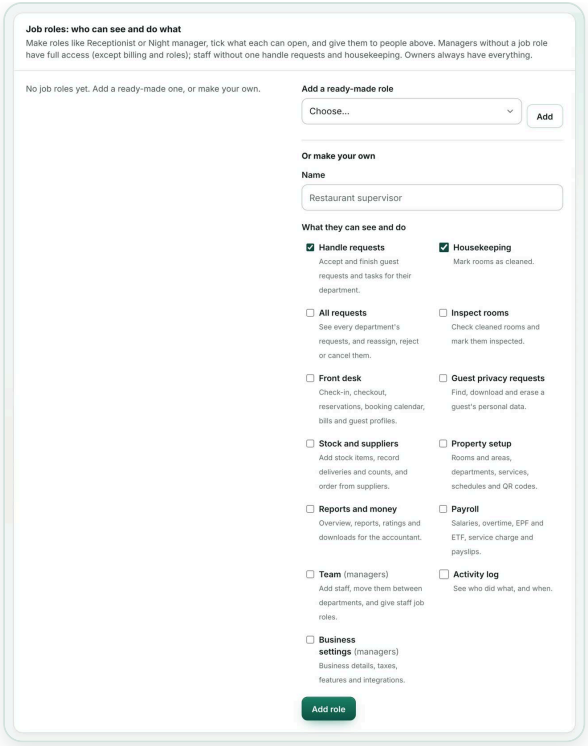

Her personal link, to send on WhatsApp

You get a personal link. Send it on WhatsApp; they open it and choose their own password (chapter 6).

## Job roles: exactly who can see and do what

WHERE Team › Job roles

Job roles decide in detail who sees what: a Receptionist who checks guests in and does bills but doesn't see payroll, for example. Add a ready-made role, or tick the boxes to make your own, then give it to people above.

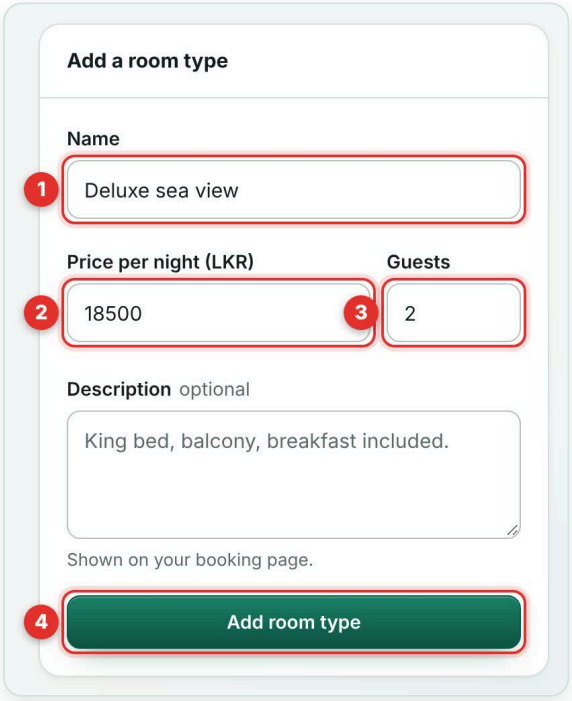



Ready-made roles, or your own

## Rates and room types

WHERE Rates

1. The room type's name, e.g. Deluxe sea view.
2. Its price per night.
3. How many guests it holds.
4. Tap **Add room type**.

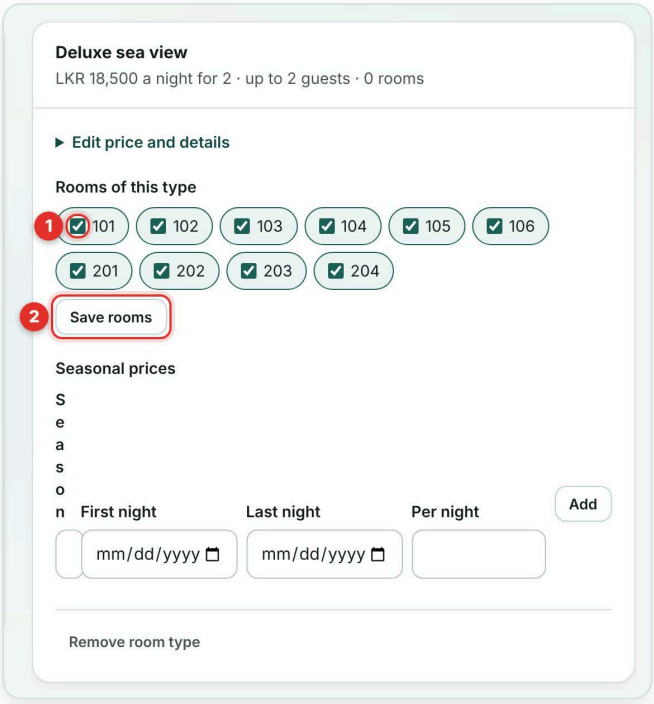



Adding a room type

## Which rooms are which type

WHERE Rates › the room type's card

1. Tick every room of this type.
2. Tap **Save rooms**.




Rooms of this type

**Tip** A room needs a room type for its nights to go on the bill by themselves. The Rates page also has seasonal prices, the service charge and your taxes (VAT, GST, TDL…), meal plans, a returning-guest discount and a second currency for foreign guests.

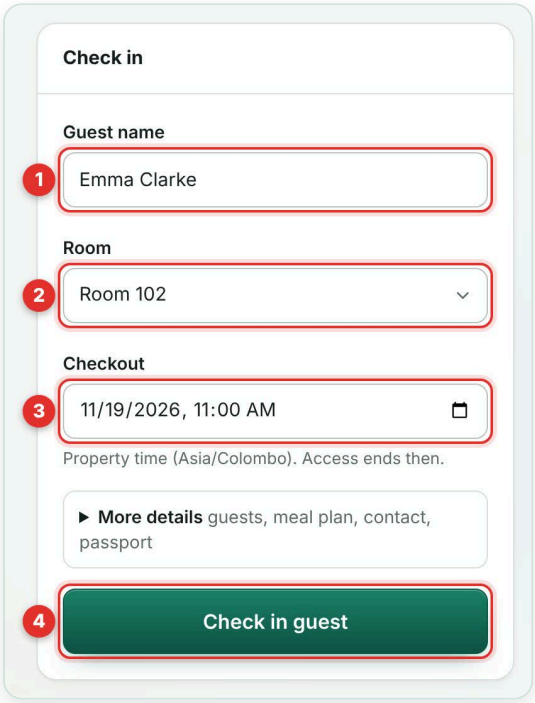
# 4 Front desk, every day

Your day at reception: guests arrive, ask for things, pay and leave. Each task below is a few taps.

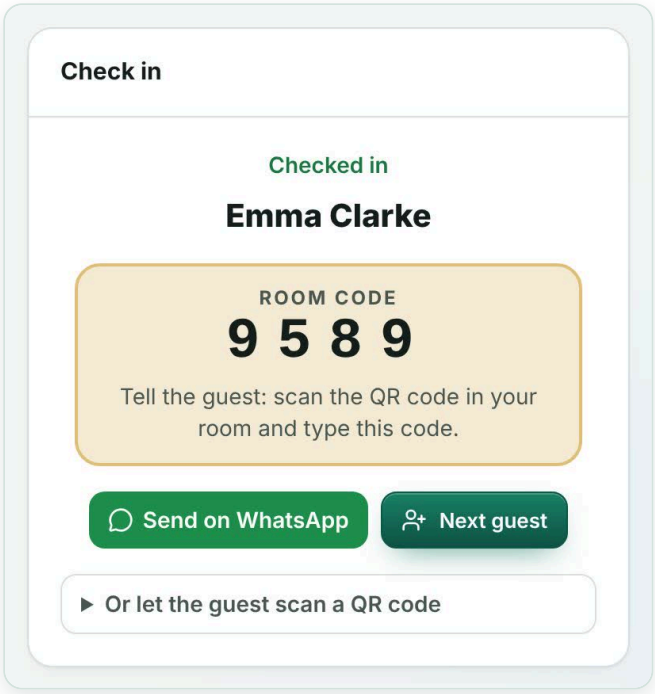
## Check a guest in

WHERE Guests

1. Type the guest's name.
2. Choose their room.
3. Check the checkout date and time. Their phone access ends then.
4. Tap **Check in guest**.




The check-in form




Checked in: the room code to tell the guest

A 4-digit room code appears. Tell the guest: scan the QR code in your room and type this code. That's all; their phone opens their own guest page (services, Wi-Fi, menu and bill) until checkout. You can also send it on WhatsApp, or let them scan a QR code on your screen. Forgot the code? It's on the guest's page under Guests, with a New room code button.

> **Tip** Tap **More details** for the optional extras: number of guests, meal plan, travel agent, email and phone, and passport or NIC for the guest register.

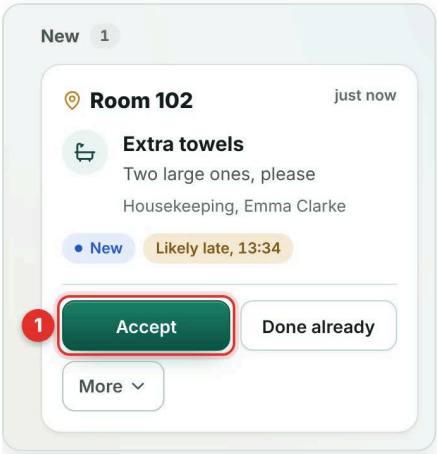
## Handle a request on the board

WHERE Requests

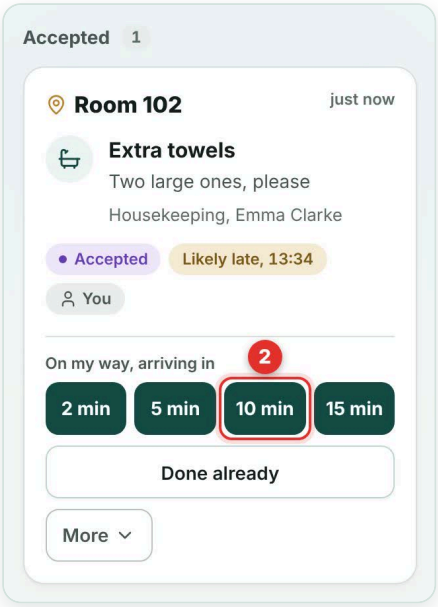
When a guest asks for something, a card appears under **New** and the bell rings.

Tap **Accept** to take it. **More** lets you give it to someone else, change the priority, or decline it.

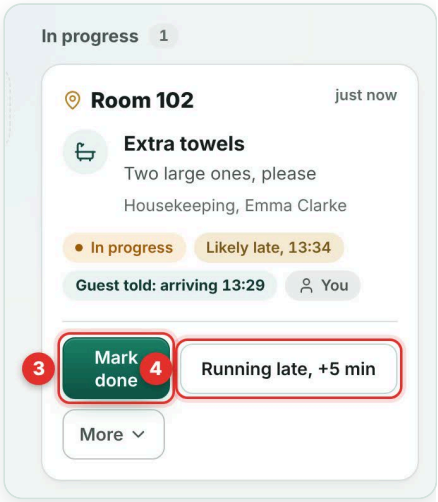
2. When you set off, tap how long you'll be, e.g. **10 min**. The guest's phone shows "On the way" with the time.
3. When it's finished, tap **Mark done**. The guest sees "Done".
4. Quick job, already done (towels handed over)? Tap **Done already** straight away: one tap instead of three, and every step is still recorded.
5. Held up? Tap **Running late, +5 min** so the guest isn't left wondering.




1: Accept



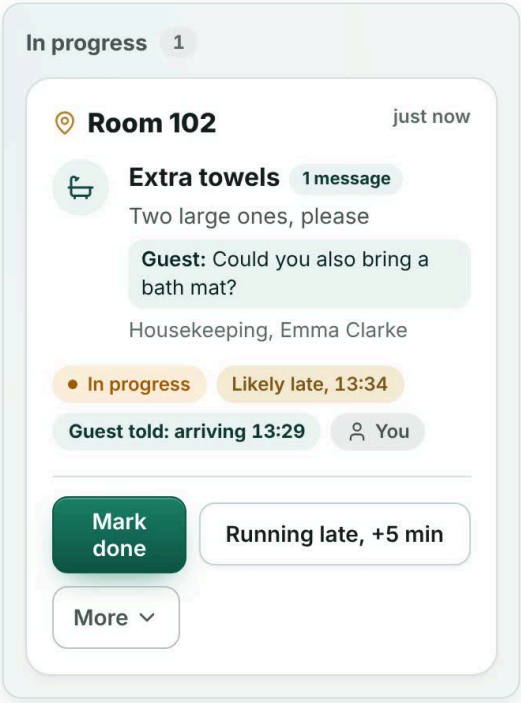

2: the time you'll take




3: Mark done

## A guest writes to you

Guests can write under their request ("Could you also bring a bath mat?"). The message shows on the card, with **Translate** if it's in another language, and you can reply.



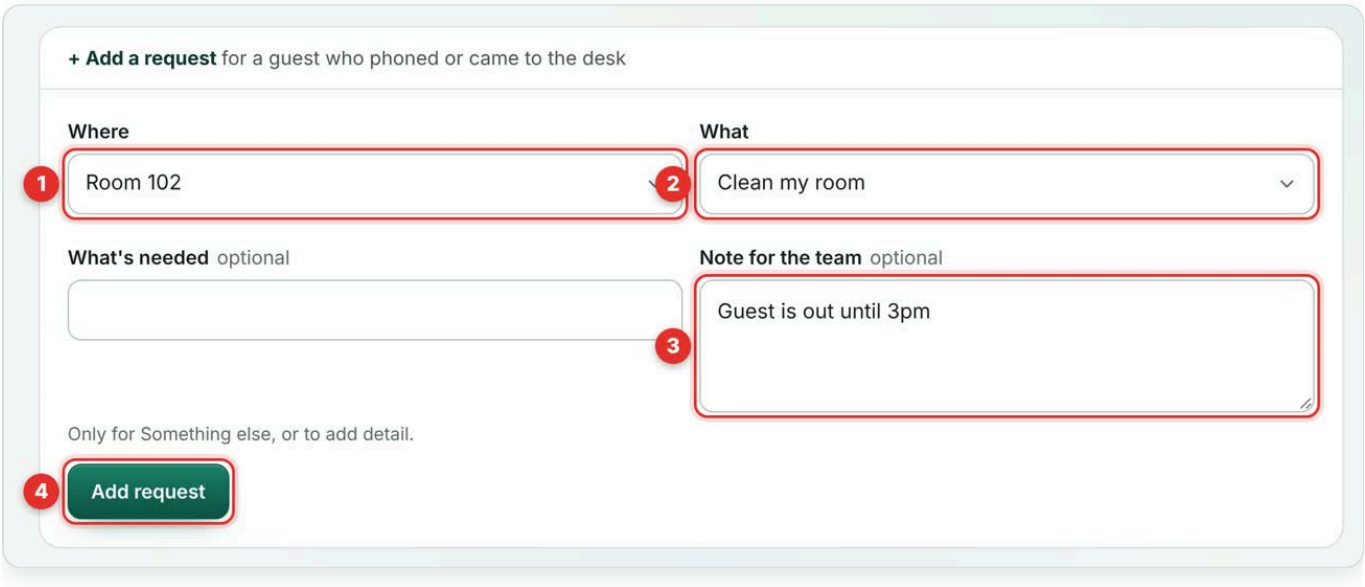

A message on the card

## A guest phones or comes to the desk

WHERE Requests › + Add a request

Put it on the board so it's routed, timed and on record like any other request. If someone is staying in that room, it shows on their phone too.

1. Where: the room or area.
2. What: one of your services, or Something else.
3. A note for the team, if needed.
4. Tap **Add request**. The right team's phones ring.

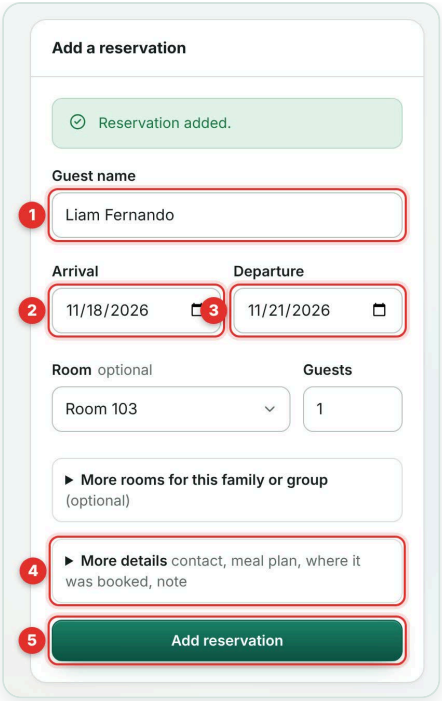



Adding a request for a guest who phoned

## Reservations: guests who haven't arrived

WHERE Reservations

1. Type the guest's name.
2. Choose the arrival date.
3. Choose the departure date. Choose the room too, if you know it.
4. **More details** (optional): where it was booked (Booking.com, phone...), meal plan, email, phone and a note.
5. Tap **Add reservation**.

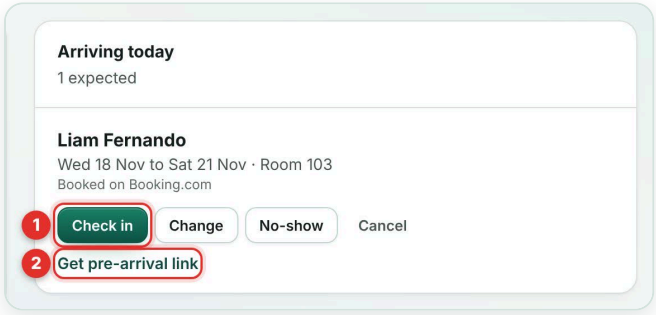



A new reservation

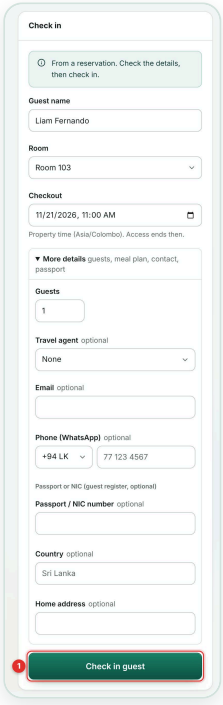
## When they arrive

WHERE Reservations › Arriving today

1. Tap **Check in** next to their name. The check-in form opens already filled in.
2. **Get pre-arrival link**: before they arrive, guests can send their passport details and arrival time themselves, so check-in takes seconds.




Today's arrivals

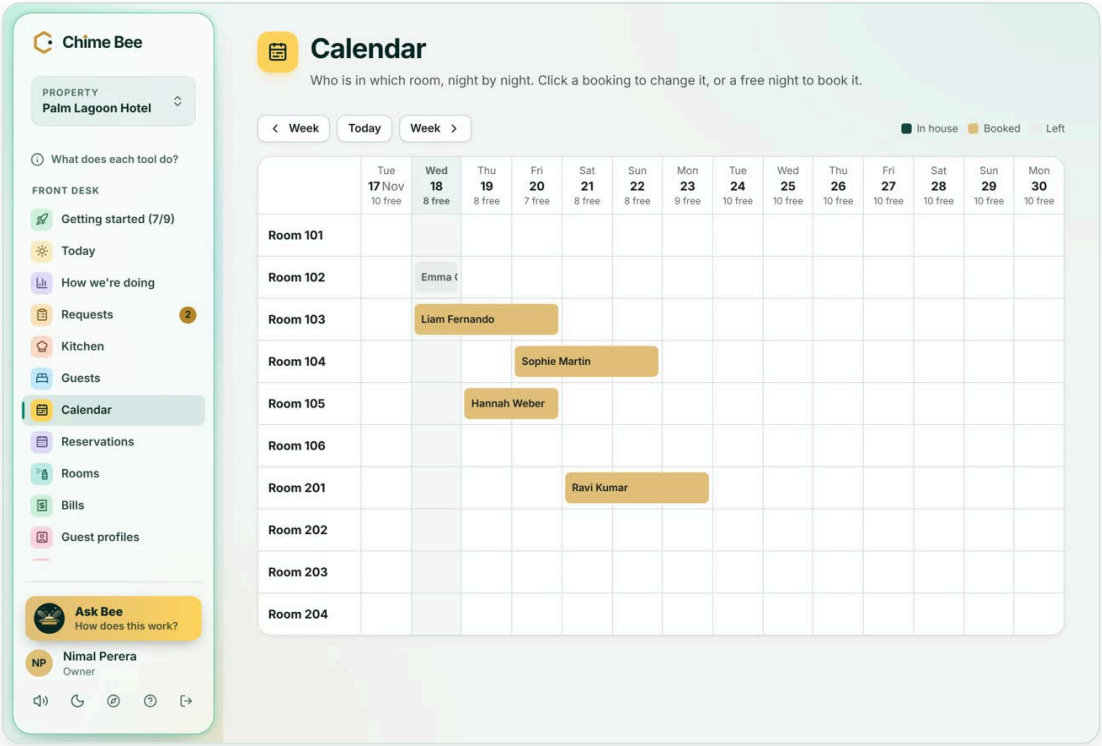



One tap more and they're in

## The calendar

WHERE Calendar

Every room down the side, every night across the top. Green bars are guests staying now; gold bars are bookings. Tap an empty night to book that room; tap a bar to open it. Bookings from Booking.com, Airbnb and Agoda appear here too once you link them (chapter 8).



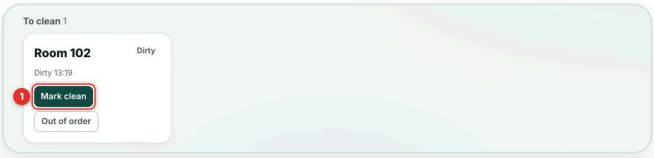

The calendar

## Rooms: cleaning and ready

WHERE Rooms

When a guest checks out, their room moves to **To clean** by itself.

1. When it's cleaned, tap **Mark clean**. It moves to **Ready** for the next guest.




A room to clean

**Tip** Managers can mark a cleaned room **Inspected**, send it back with **Needs cleaning**, or mark it **Out of order** (broken AC, repairs) so nobody books it. Set your cleaning checklist at the bottom of the Rooms page.

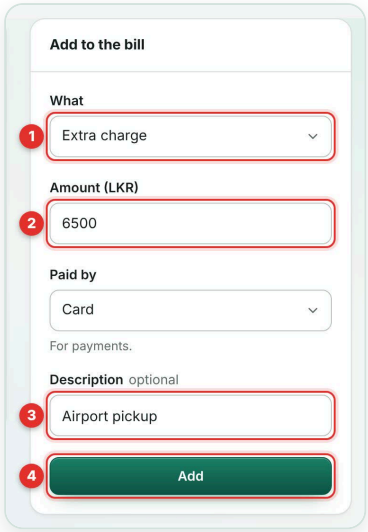
## Bills: extra charges

WHERE Bills › the guest's bill

Room nights, meals and room-service orders are added for you. Add anything else, like an airport pickup or laundry:

1. What: Extra charge.
2. The amount.

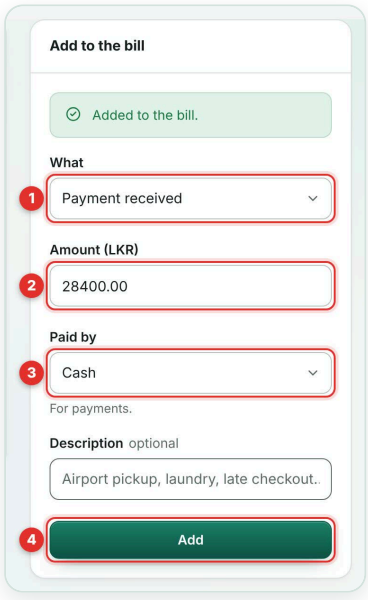
3. A short description.
4. Tap **Add**.




Adding an airport pickup

## Bills: taking payment

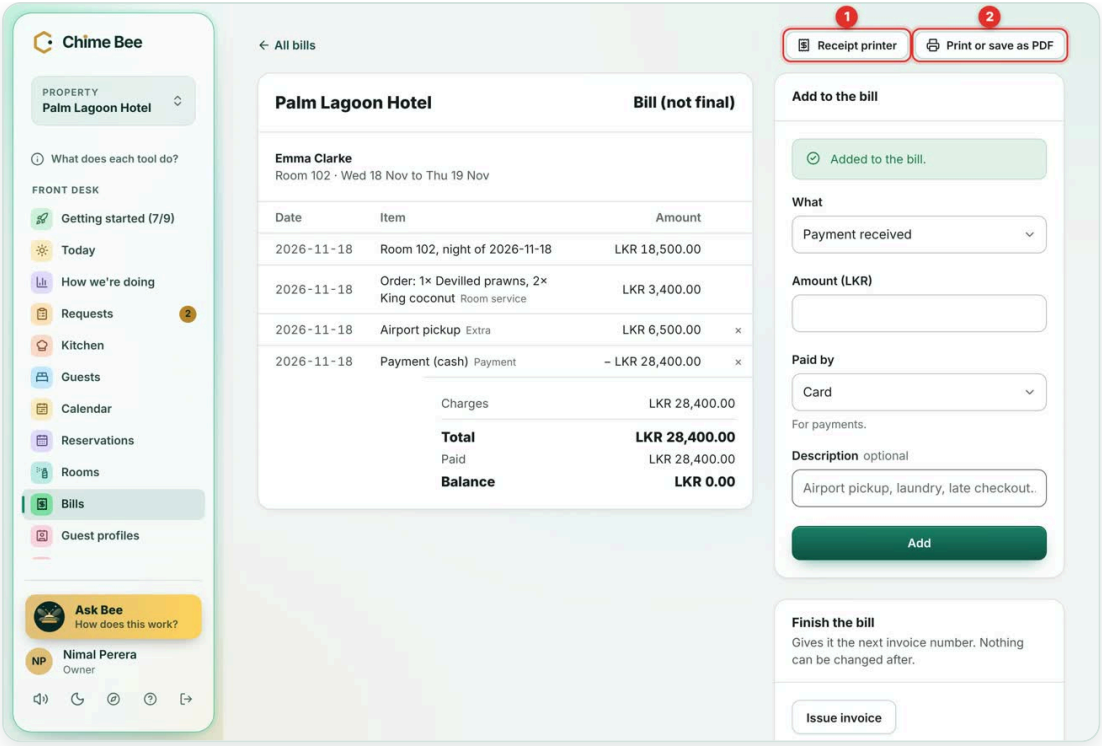
1. What: Payment received.
2. The amount (the balance due is shown on the bill).
3. Paid by: cash, card, bank transfer or other.
4. Tap **Add**.




Recording the payment

## Bills: printing

1. **Receipt printer** for a small receipt printer.
2. **Print or save as PDF** for A4.



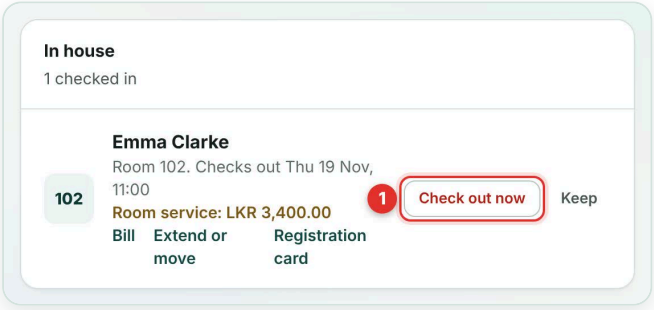

Paid in full: the balance is 0

**Good to know** The service charge and taxes are worked out for you, and a second currency can be shown for foreign guests. When the stay is over, **Issue invoice** gives the bill an invoice number, and you can email it to the guest.

## Check a guest out

WHERE Guests

1. Tap **Check out** next to the guest, then **Check out now**. Their phone access ends at once, and the room goes to To clean.




Checking out

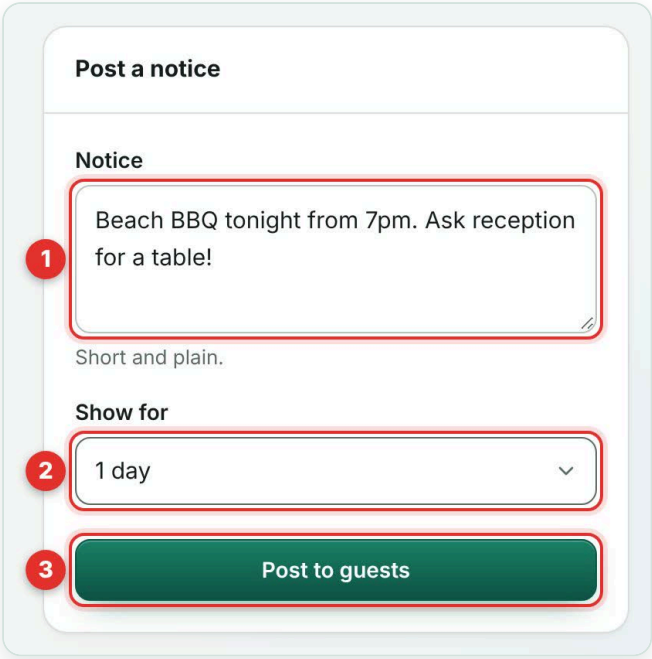
Next to Check out: **Bill**, **Extend or move** (more nights, or another room) and **Registration card** (their guest register card, to print or keep).

**Careful** Take payment before checking out. The bill stays open, but it's easier while the guest is in front of you.

## Guest notices

WHERE Guest notices

1. Type the notice, e.g. "Beach BBQ tonight from 7pm".
2. Show for: how long it stays up.
3. Tap **Post to guests**. Every guest sees it at the top of their phone page.




Posting a notice

## Guest profiles, travel agents and all bills

### Guest profiles

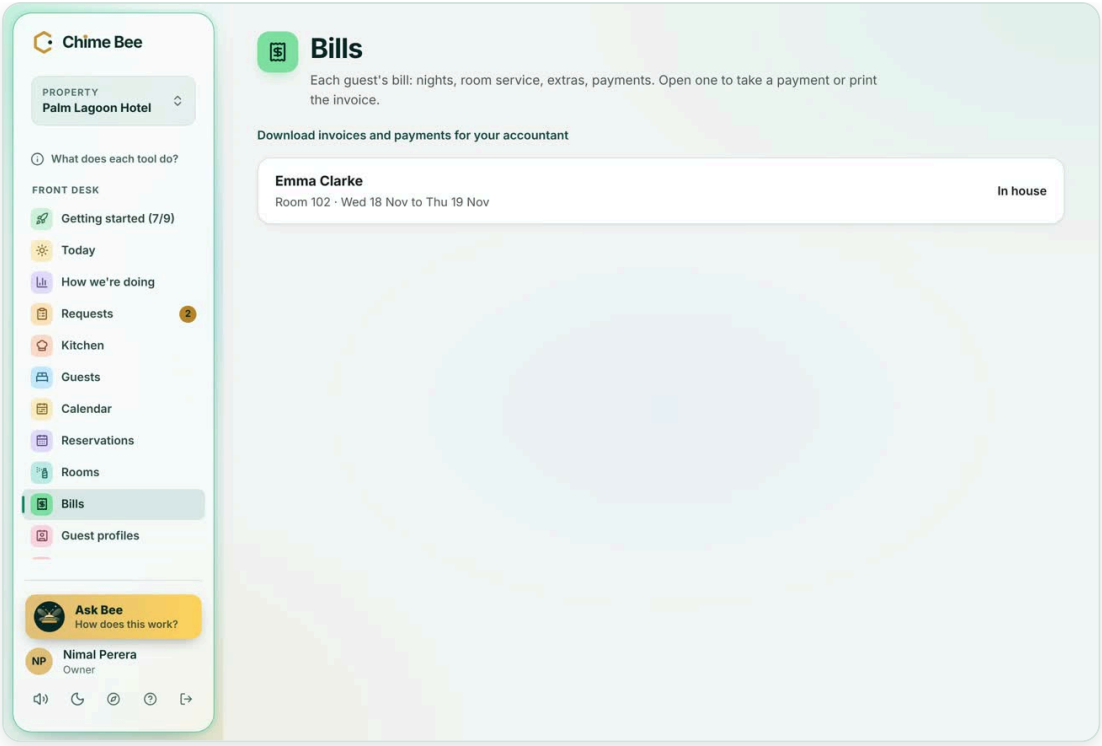
Every guest who has stayed, with their past stays and spending. Returning guests can get a discount (set it on the Rates page).

### Travel agents

Agents who send you guests, with their commission. A guest's bill can be charged to their agent; this page shows what each agent owes you.

### Bills

Every bill, open and finished, with today's takings by cash, card and bank: your end-of-day cash-up.


Chime Bee
PROPERTY
Palm Lagoon Hotel
What does each tool do?
FRONT DESK
Getting started (7/9)
Today
How we're doing
Requests
2
Kitchen
Guests
Calendar
Reservations
Rooms
Bills
Guest profiles
Ask Bee
How does this work?
NP
Nimal Perera
Owner
Bills
Each guest's bill: nights, room service, extras, payments. Open one to take a payment or print the invoice.
Download invoices and payments for your accountant
Emma Clarke
Room 102 · Wed 18 Nov to Thu 19 Nov
In house

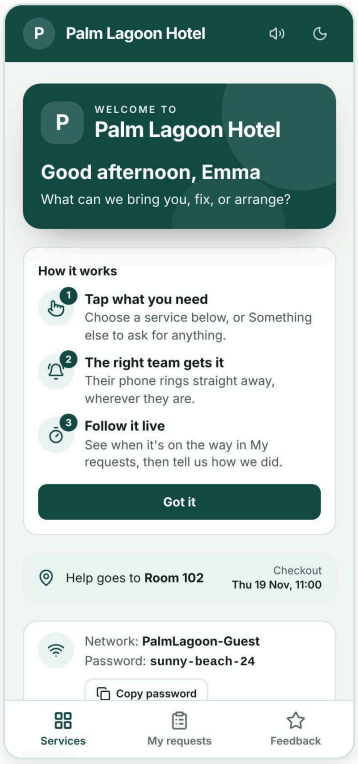
All bills

# 5 What your guest sees

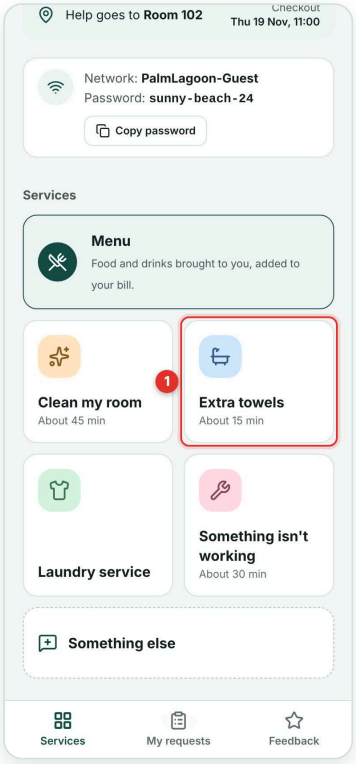
Read this so you can help guests. They don't need an app or an account: they scan the code and they're in.

## The guest's page

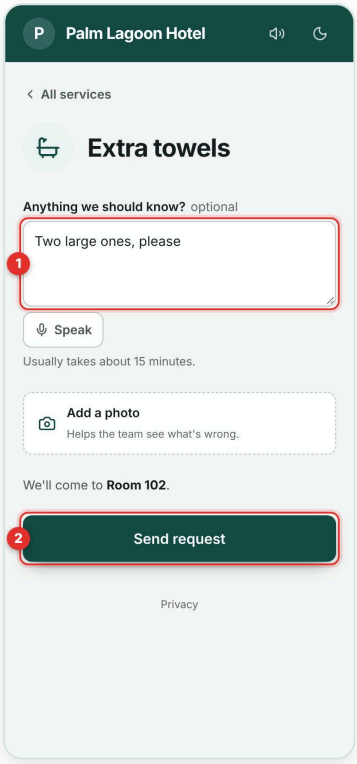
After check-in, the guest scans the code (or opens the link). Their page shows how it works, which room help goes to, your Wi-Fi with a Copy button, your notices, and every service.




Their welcome page



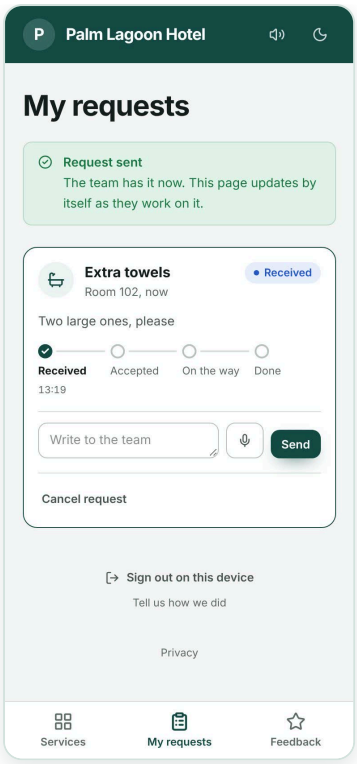

1: they tap a service



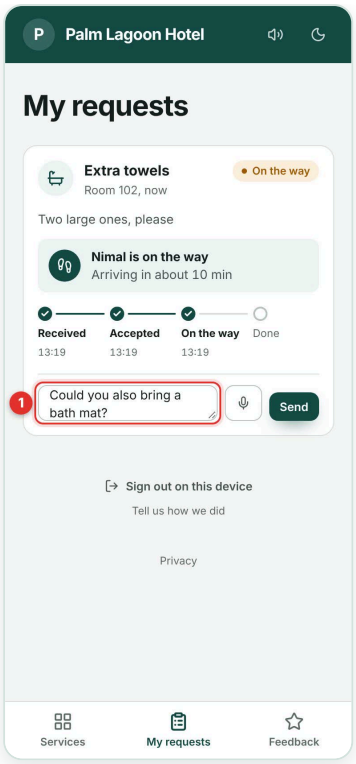

1: a note, 2: Send request

## They follow it live

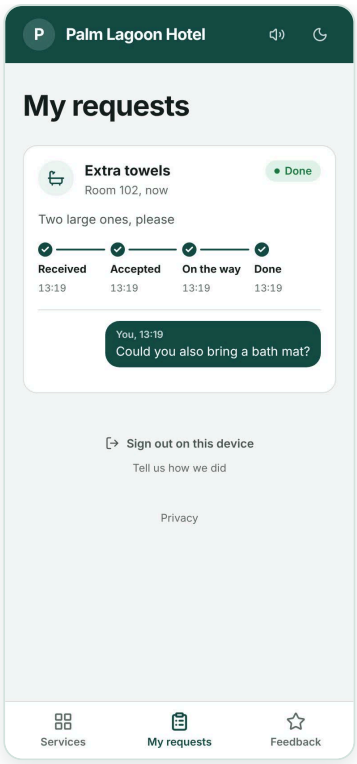
Their request shows each step: received, accepted, on the way (with the time you tapped) and done. Under it they can write to the team.




Sent



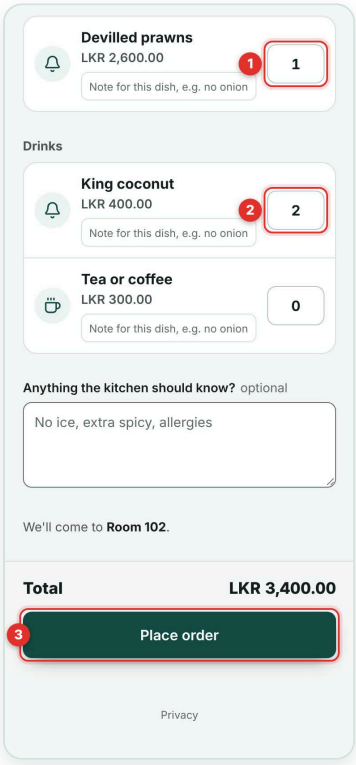

1: a message to the team



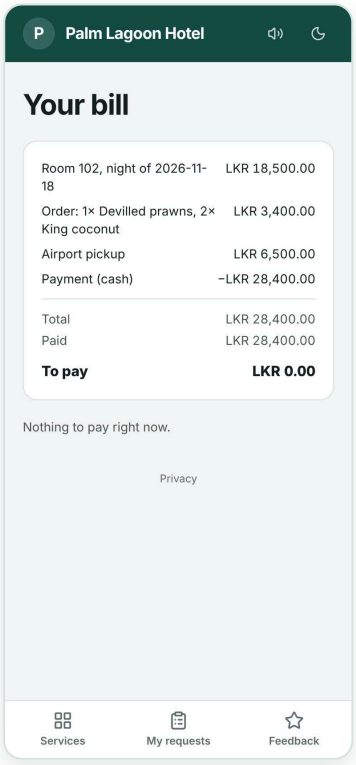

Done

## Room service, the bill and feedback

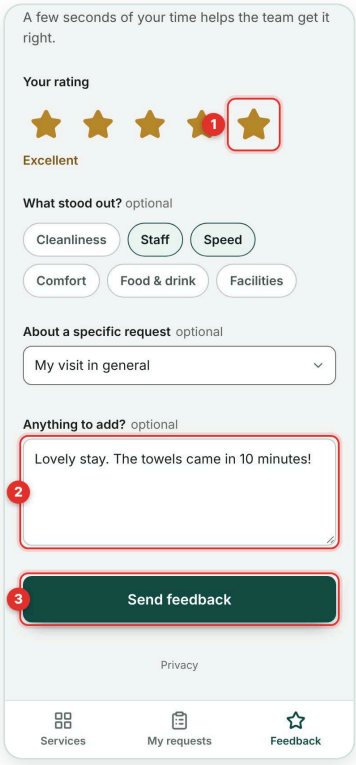
From **Menu** they choose how many of each dish and tap **Place order**. It goes to the kitchen and onto their bill, which they can see any time. At the end, they rate their stay.




1, 2: how many; 3: Place order




Their bill, any time




1: stars, 2: a comment, 3: Send

**Good to know** Unhappy feedback comes to you straight away (Guest recovery, chapter 8), so you can fix it before the guest checks out or writes a review. Happy guests are asked to leave a Google or Booking.com review. If you add Nearby places, guests also get an **Around us** page with your tips.

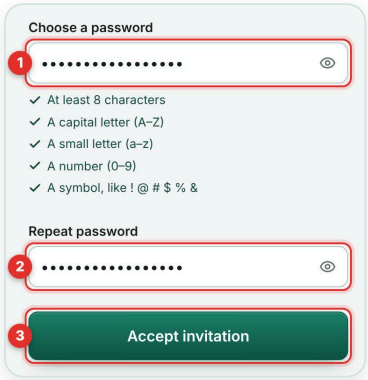
# 6 Staff on their phone

For housekeeping, kitchen, maintenance and anyone who takes requests. Everything works on a normal phone.

## Your first time: your personal link

Your manager sends you a link (chapter 3). Open it on your phone:

1. Choose a password.
2. Type it again.
3. Tap **Accept invitation**. You're in. Next time, sign in with your mobile number (or email) and this password.

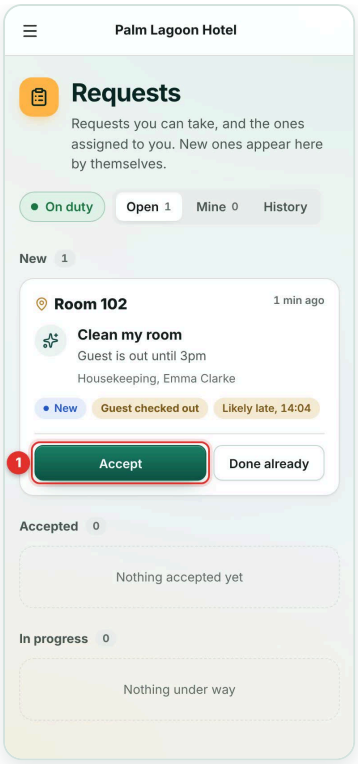



Joining Palm Lagoon Hotel

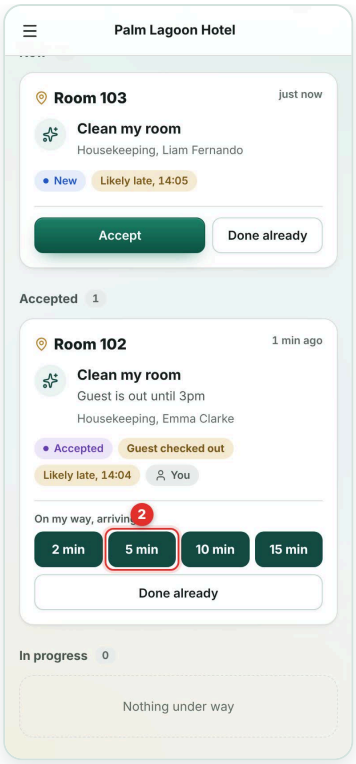
**Tip** Say yes when your phone asks to send alerts: then it rings for new requests even when it's in your pocket. On iPhone, first add Chime Bee to your Home Screen (Share › Add to Home Screen).

## Taking a request

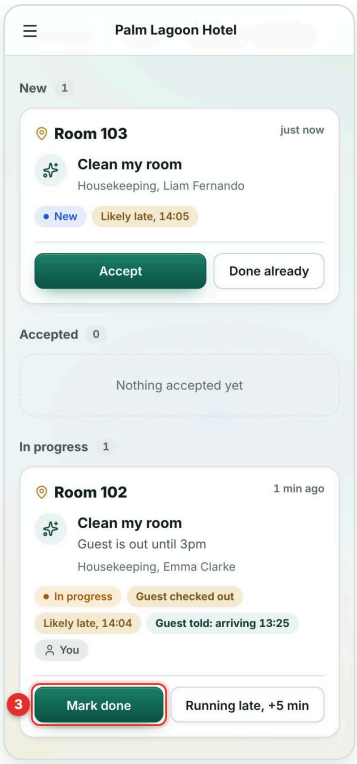
1. Tap **Accept** on the request.
2. Tap the minutes you'll take, e.g. **5 min**. The guest sees you're on the way.
3. When it's done, tap **Mark done**.




1: Accept




2: your time

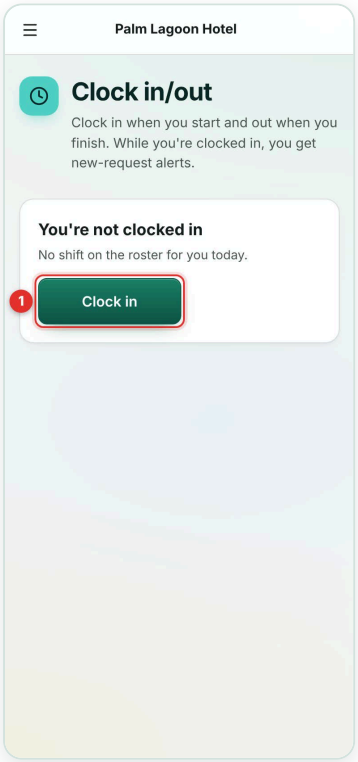



3: Mark done

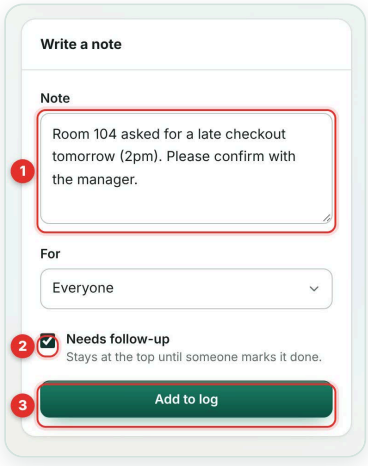
**Tip** Going home? Tap the green **On duty** button so your phone stops ringing. Tap it again when you start. The ☰ button opens the menu: you only see the pages you need.

## Clock in, and the shift log

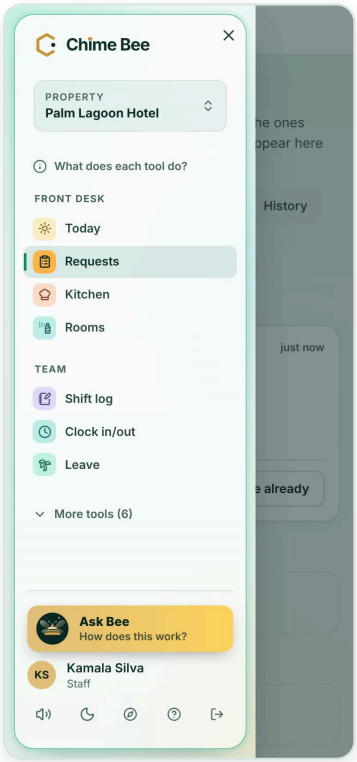
1. Tap **Clock in** when you start, and Clock out when you finish. Your hours go to the timesheet and payroll.




Clock in




A note for the next shift



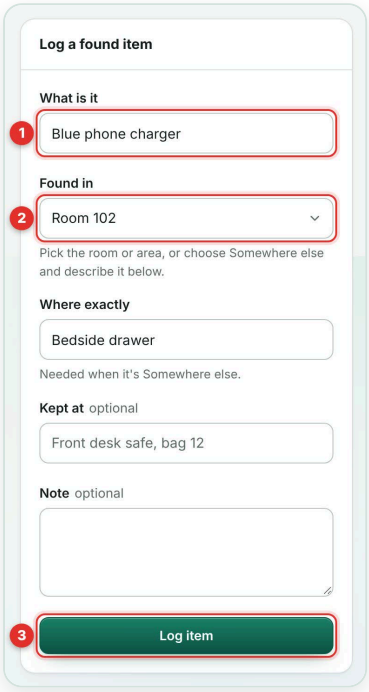

The menu on a phone

**Shift log**: write a note for the next shift (1), tick **Needs follow-up** if someone must act on it (2), and tap **Add to log** (3).

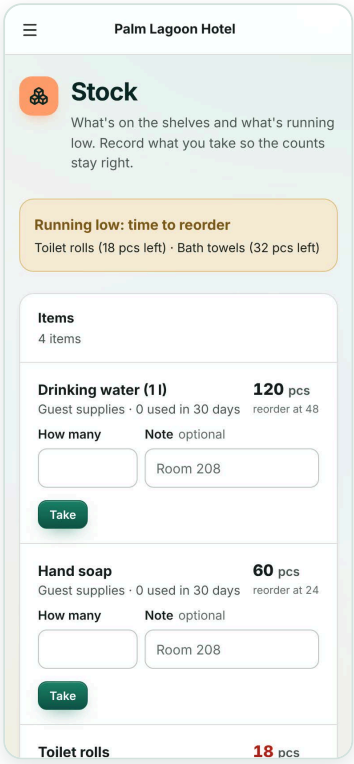
## Lost and found

WHERE Lost and found

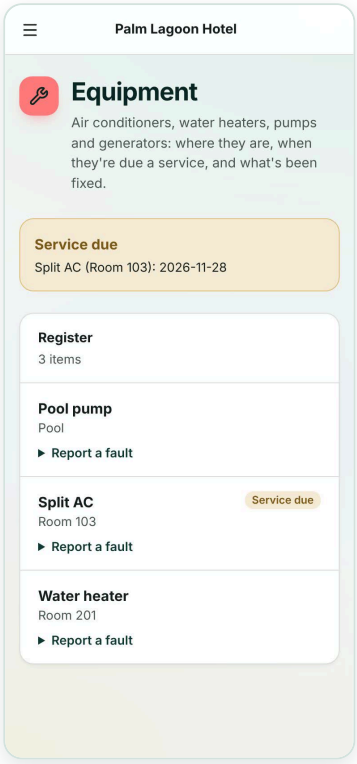
1. What is it: e.g. Blue phone charger.
2. Found in: the room or area (or Somewhere else, then say where).
3. Tap **Log item**. Add where you're keeping it.




Logging a found item




Stock: record what you take



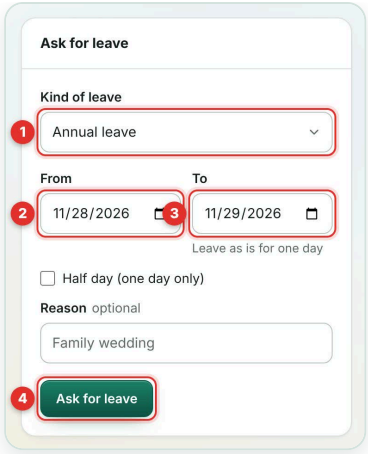

Equipment: Report a fault

**Stock**: when you take something from the store (towels, water, soap), type how many on its line and tap **Take**. Counts stay right, and managers see what's running low. **Equipment**: open **Report a fault** under the machine and say what's wrong. It becomes a repair request on Maintenance's board.

## Leave

WHERE Leave

1. Kind of leave: annual, casual, sick or no-pay.
2. From date.
3. To date.
4. Tap **Ask for leave**. Your manager approves it, and you see how many days you have left.




Asking for leave

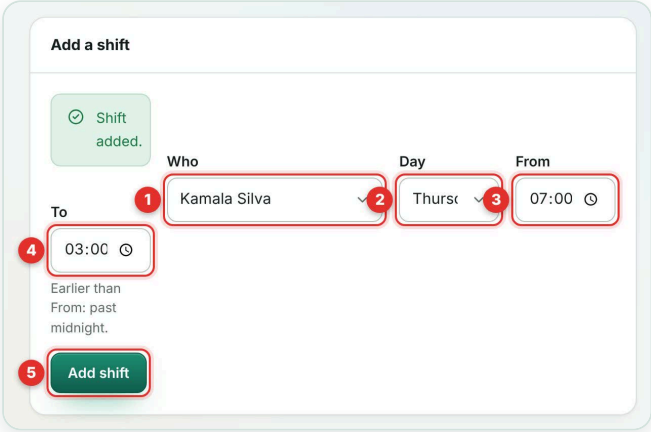
# 7 Running the team and supplies

For managers and owners: shifts, leave, salaries, suppliers, stock and repeat jobs.

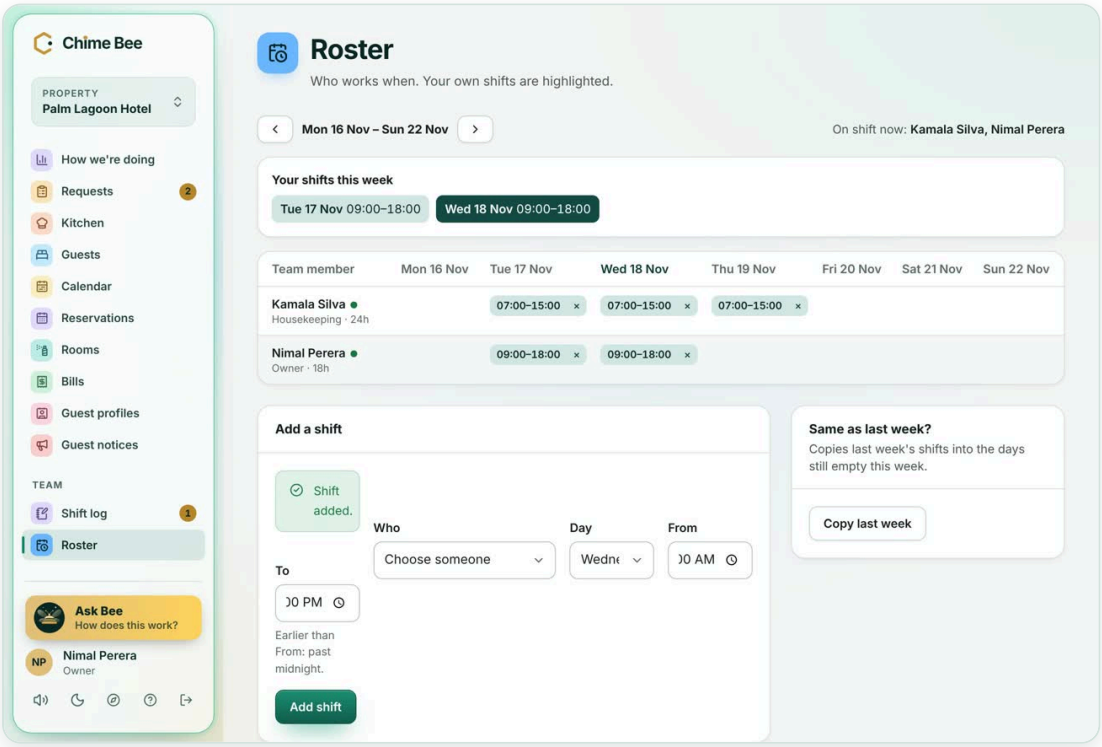
## The roster

WHERE Roster

1. Who.
2. Day.
3. From time.
4. To time.
5. Tap **Add shift**.




Adding a shift




The week's roster. Approved leave shows here too.

> **Tip** Same shifts every week? Tap **Copy last week** .

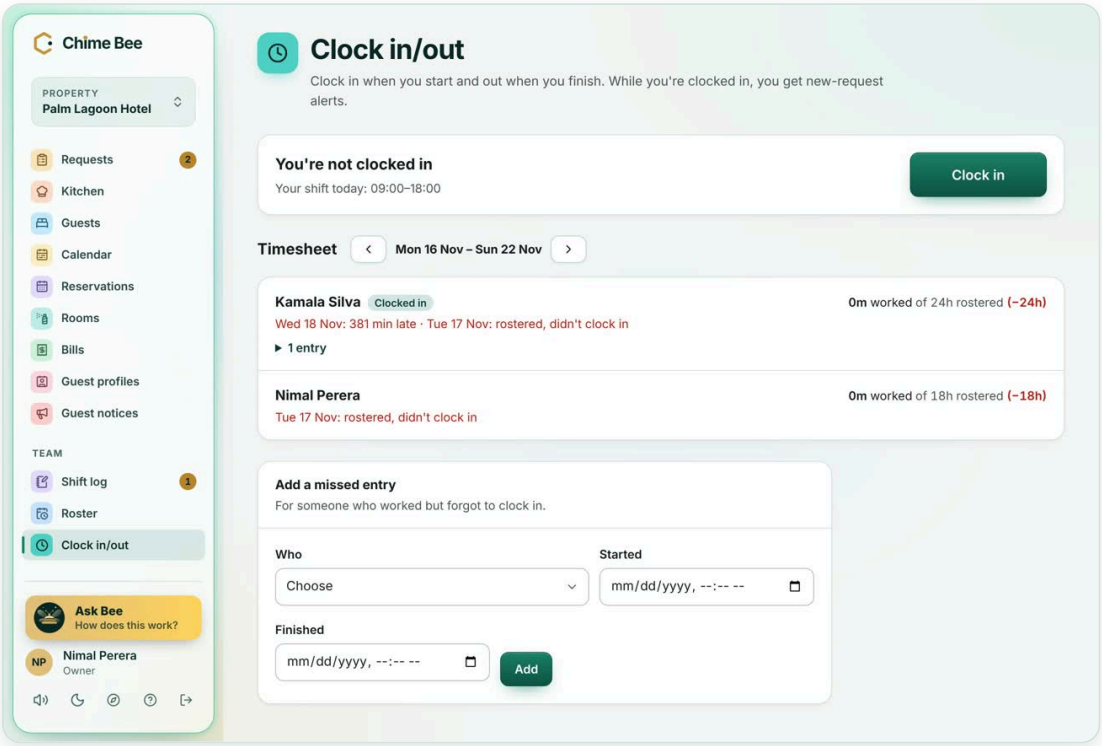
## Hours and leave

### Clock in/out: the timesheet

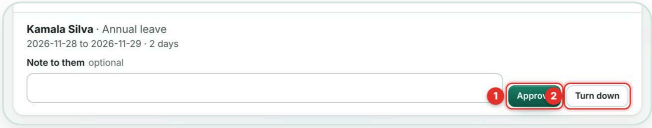
Who is clocked in now, and everyone's hours. Fix a forgotten clock-out with **Add a missed entry**.

### Leave: approving

Tap **Approve** (1), or **Turn down** with a note (2). Someone phoned in sick? Use "Put in leave for someone" on the same page: it's approved at once.




The timesheet

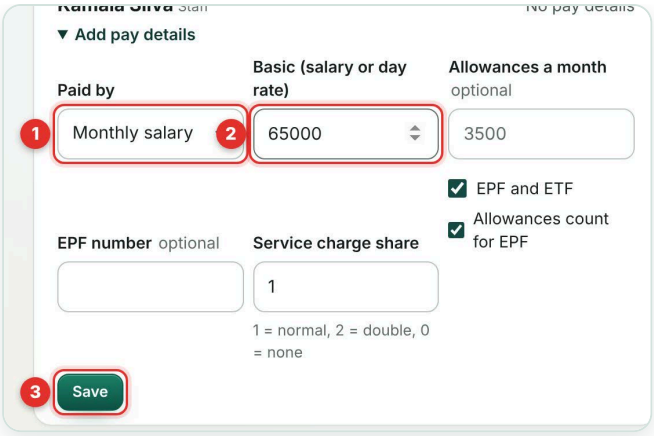



A leave request

## Payroll: pay details, once per person

WHERE Payroll › Add pay details

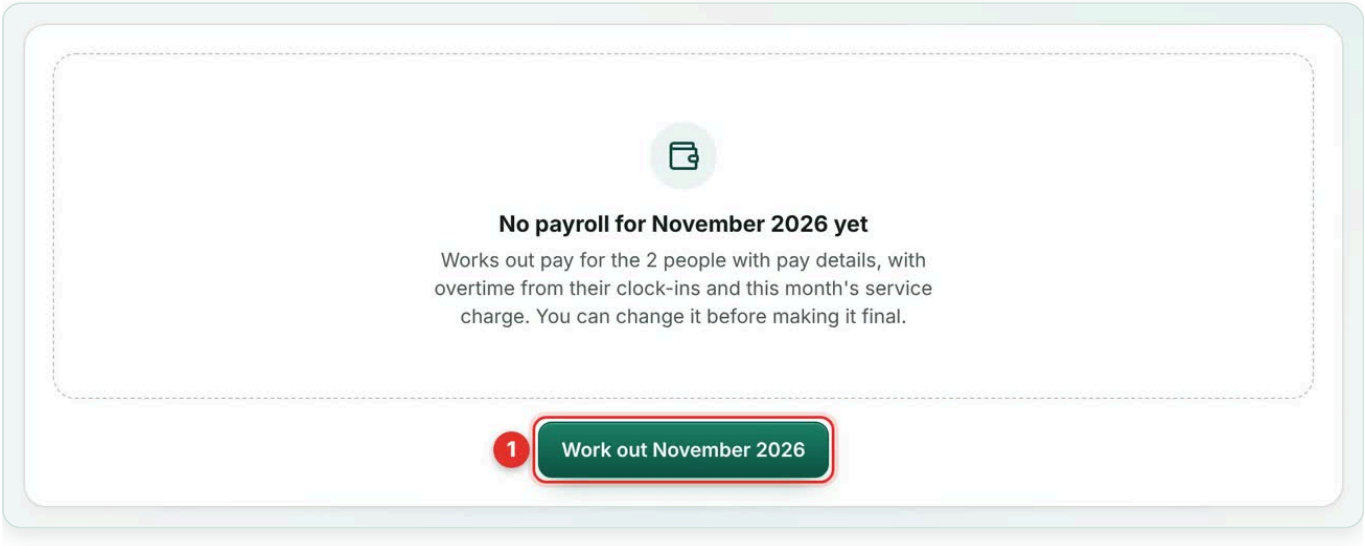
1. Paid by: monthly salary or day rate.
2. Basic salary.
3. Tap **Save**. Add their EPF number, allowances and service charge share too.



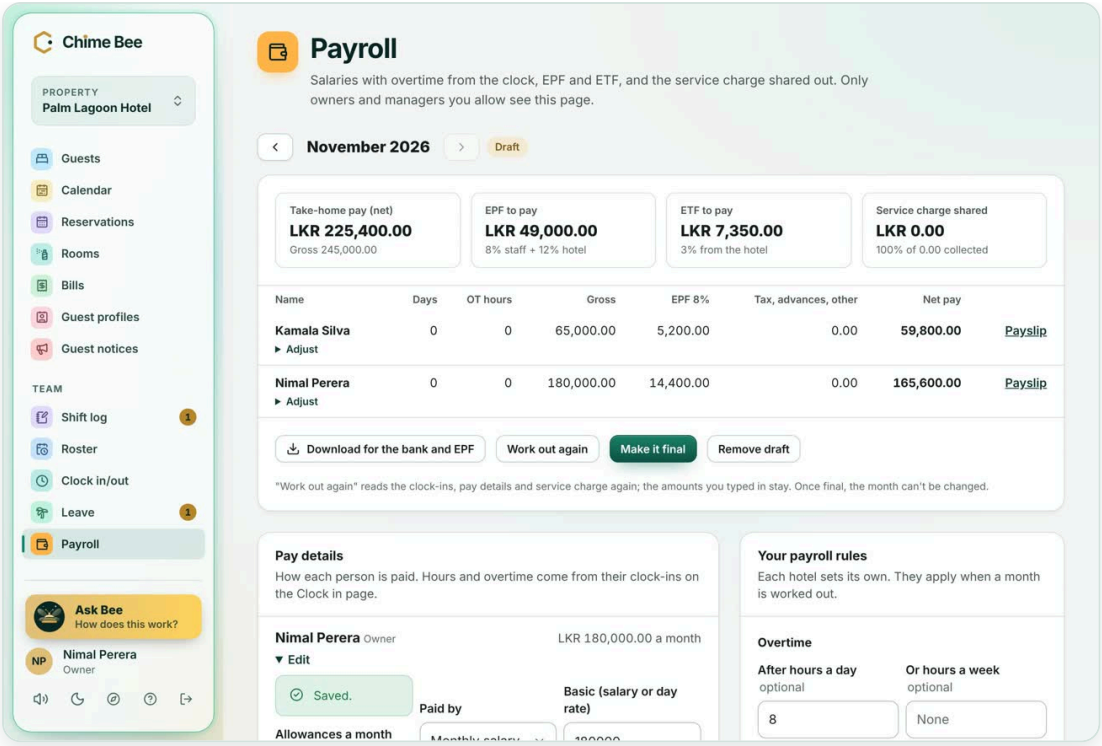

Kamala's pay details

## Payroll: each month

1 Tap **Work out** for the month you're paying. Overtime comes from their clock-ins; EPF (8% + 12%), ETF (3%) and the service charge share are worked out.




One tap works out the month




Check each line, then Make it final

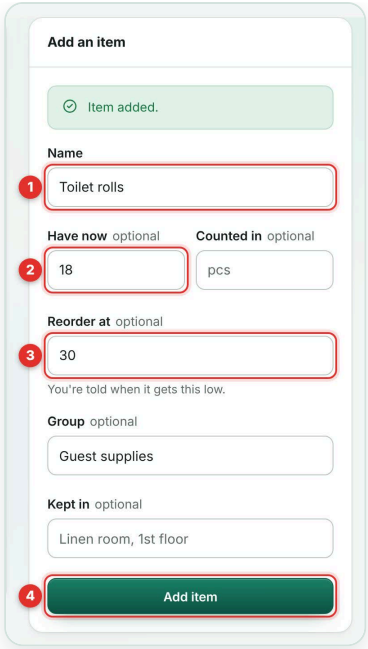
Check each line, add any tax, advances or bonuses, then tap **Make it final**. **Download for the bank and EPF** gives a file for your bank and EPF returns, and each person gets a **Payslip** to print.

> **Good to know** Your payroll rules (overtime, EPF and ETF rates, how the service charge is shared) are at the bottom of the Payroll page. Check them with your accountant.

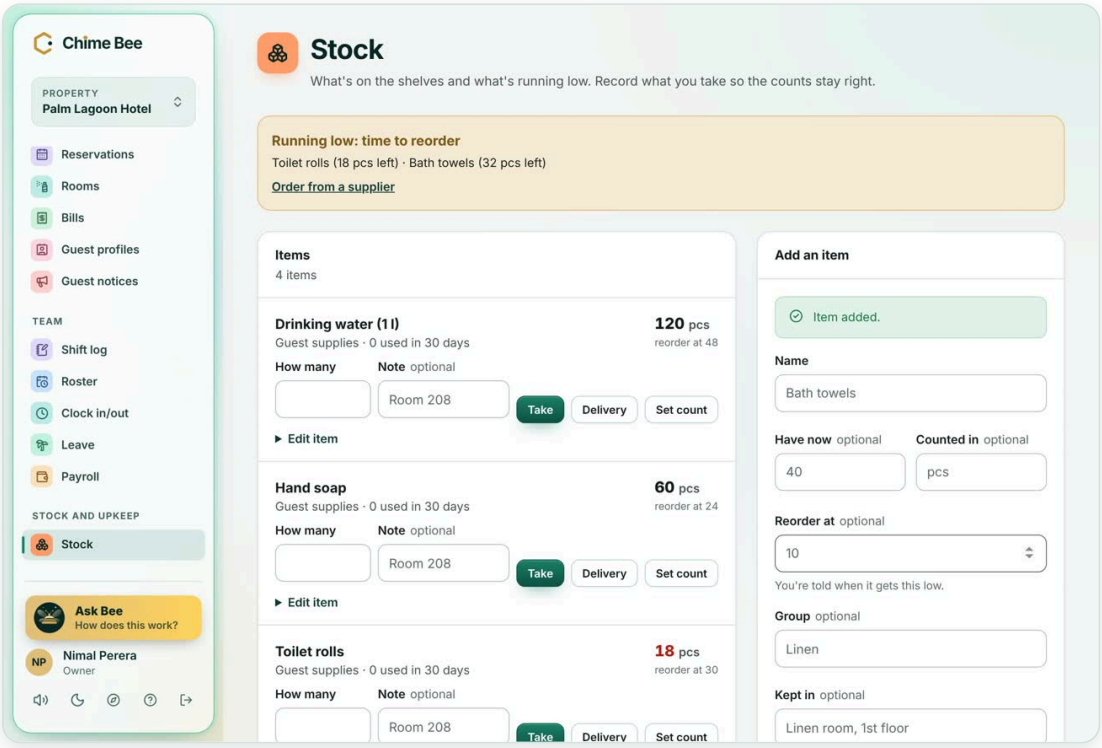
## Stock

WHERE Stock

1. The item's name.
2. How many you have now.
3. Reorder at: when to order more.
4. Tap **Add item**.




Adding a stock item



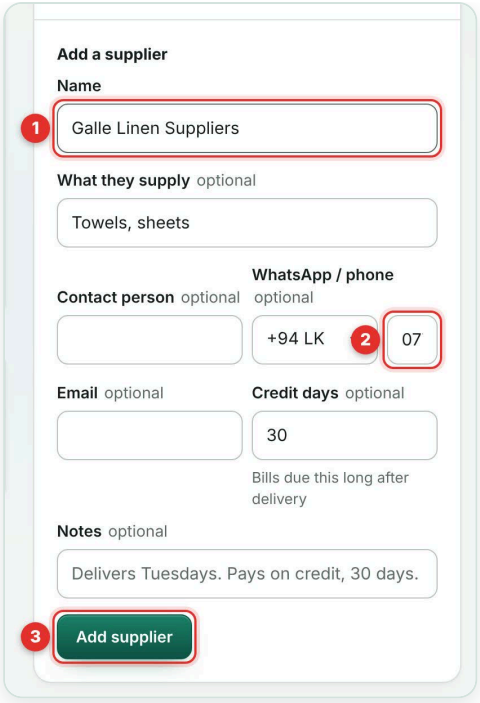

Running low: time to reorder

## Suppliers and orders

WHERE Purchasing

The whole chain: order from a supplier, receive the delivery (stock goes up by itself), then pay their bill.

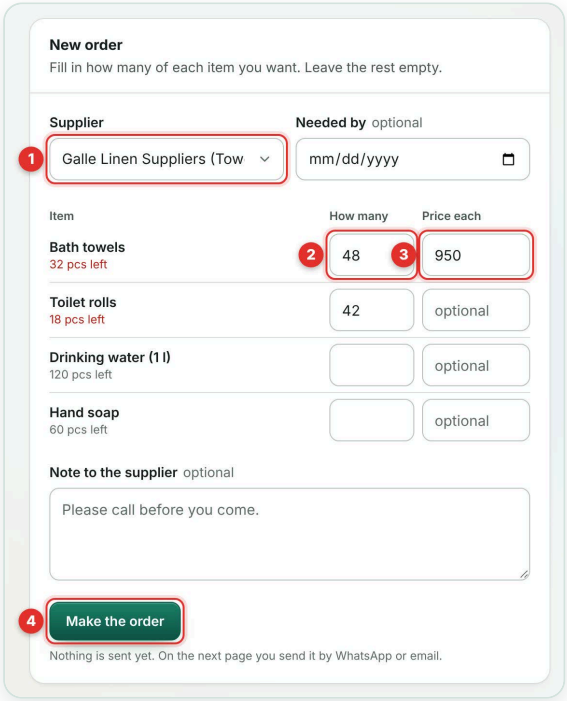
1. The supplier's name.
2. Their WhatsApp or phone.
3. Tap **Add supplier**.




Adding a supplier

## Making an order

1. Choose the supplier.
2. How many of each item. Items running low are filled in for you.
3. Price each (optional).
4. Tap **Make the order**.

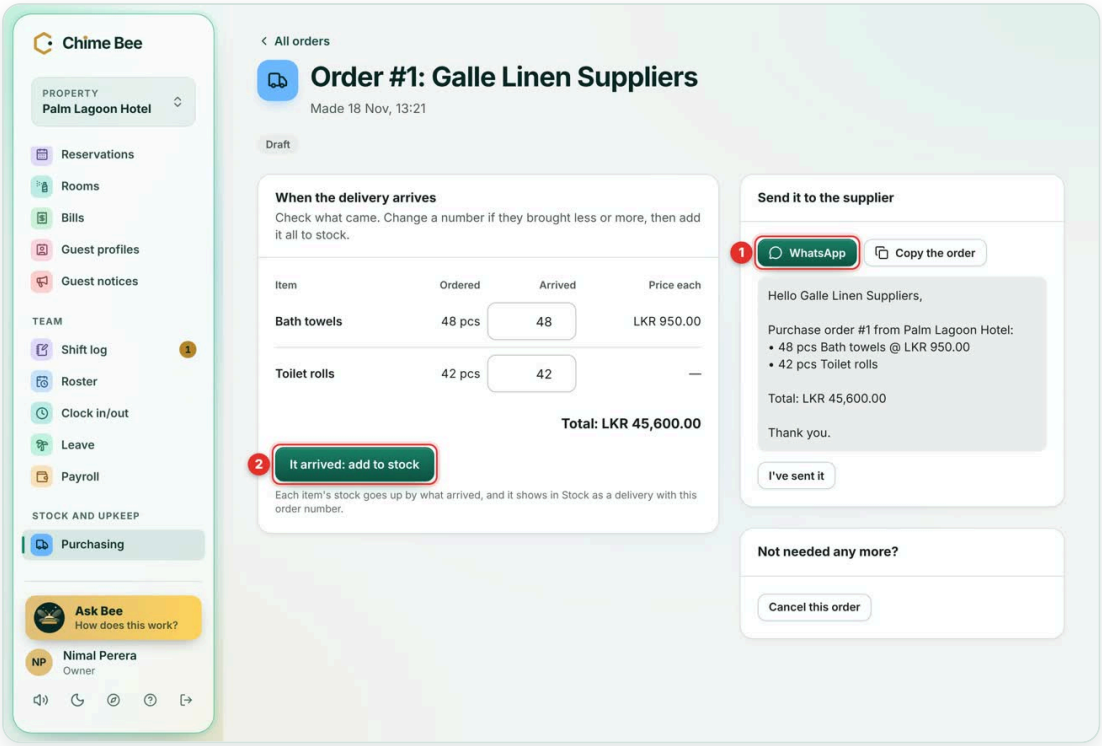



A new order

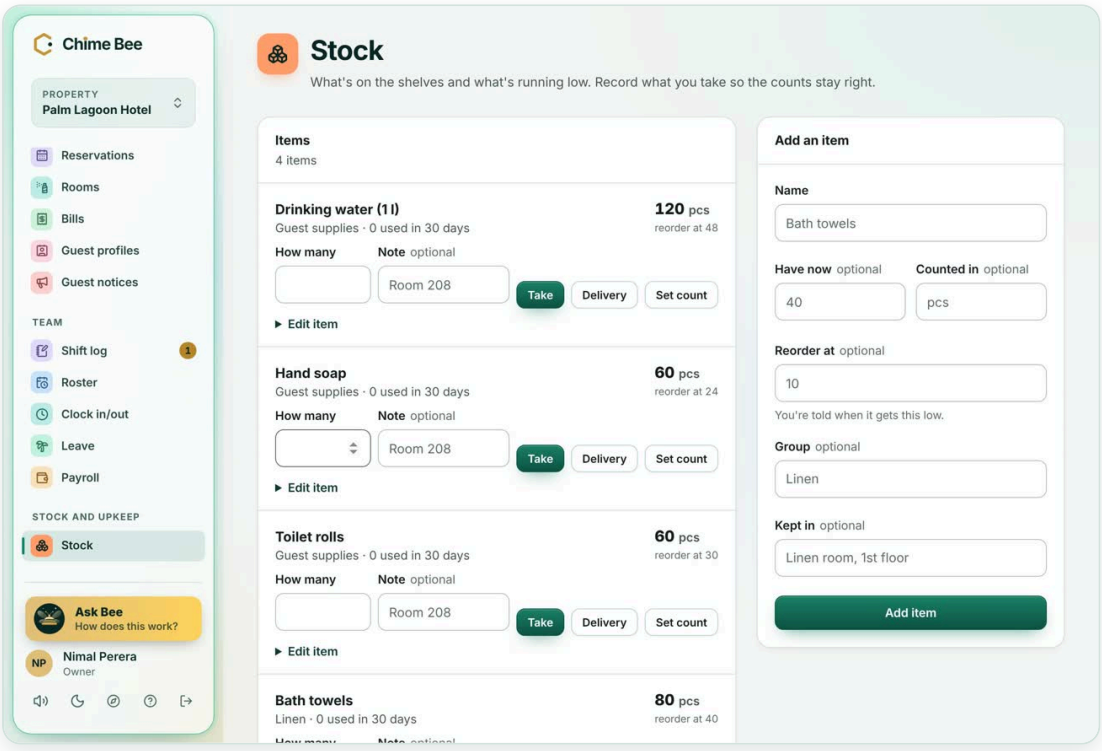
## Sending it, and the delivery

1. Send it with **WhatsApp**: the message is written for you.

2 When the delivery comes, check the numbers and tap **It arrived: add to stock**.




The order: send it, then receive it



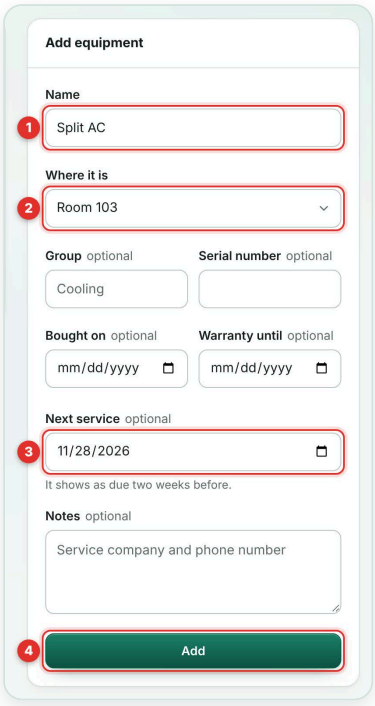

Stock went up by itself

**Good to know** Each delivery becomes a bill to pay, due after the supplier's credit days. Open **Bills to pay** on the Purchasing page, record the payment, and it's marked paid.

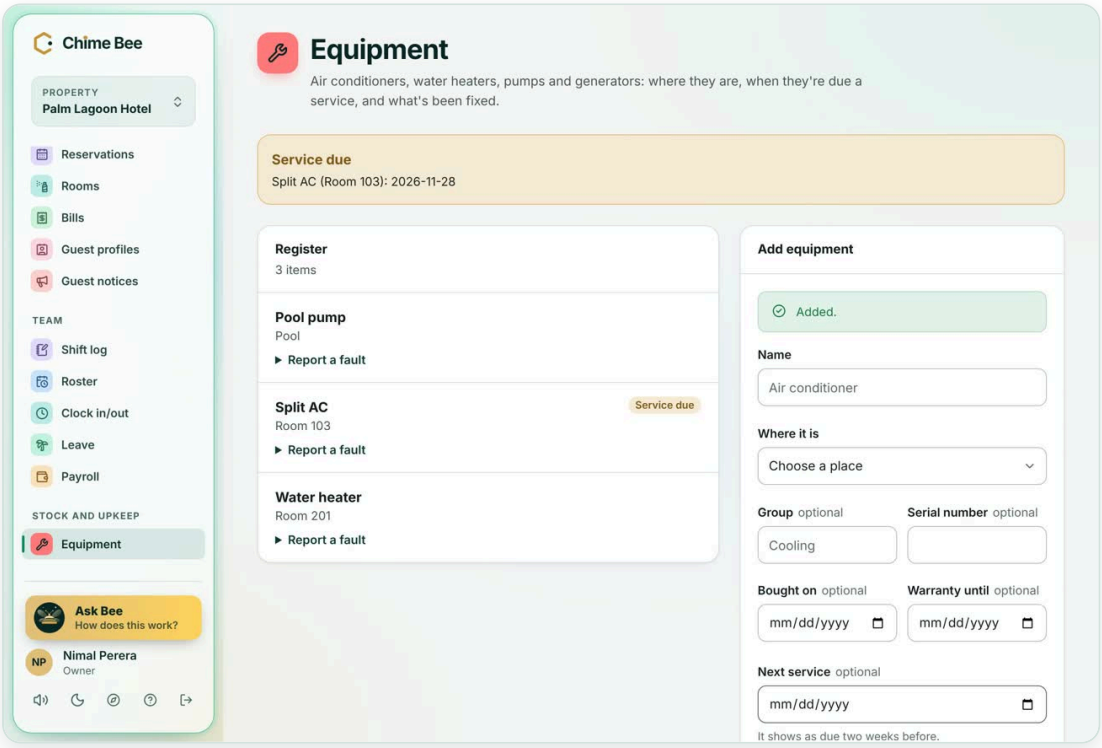
## Equipment

WHERE Equipment

1. The machine, e.g. Split AC.
2. Where it is.
3. Its next service date.
4. Tap **Add**.




Registering an AC



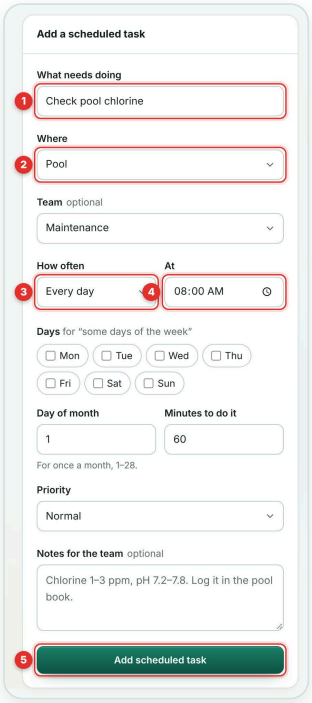

Service due soon

Chime Bee reminds you two weeks before a service is due, and shows repairs in progress.

# Scheduled tasks

WHERE Scheduled tasks

1. What needs doing.
2. Where.
3. How often: every day, some days, or monthly.
4. At: the time.
5. Tap **Add scheduled task**. It appears on the team's board every time it's due.




Pool chlorine, every morning at 8

# 8 The owner's view

See how your property is doing, from anywhere, on your phone.

## Overview and reports

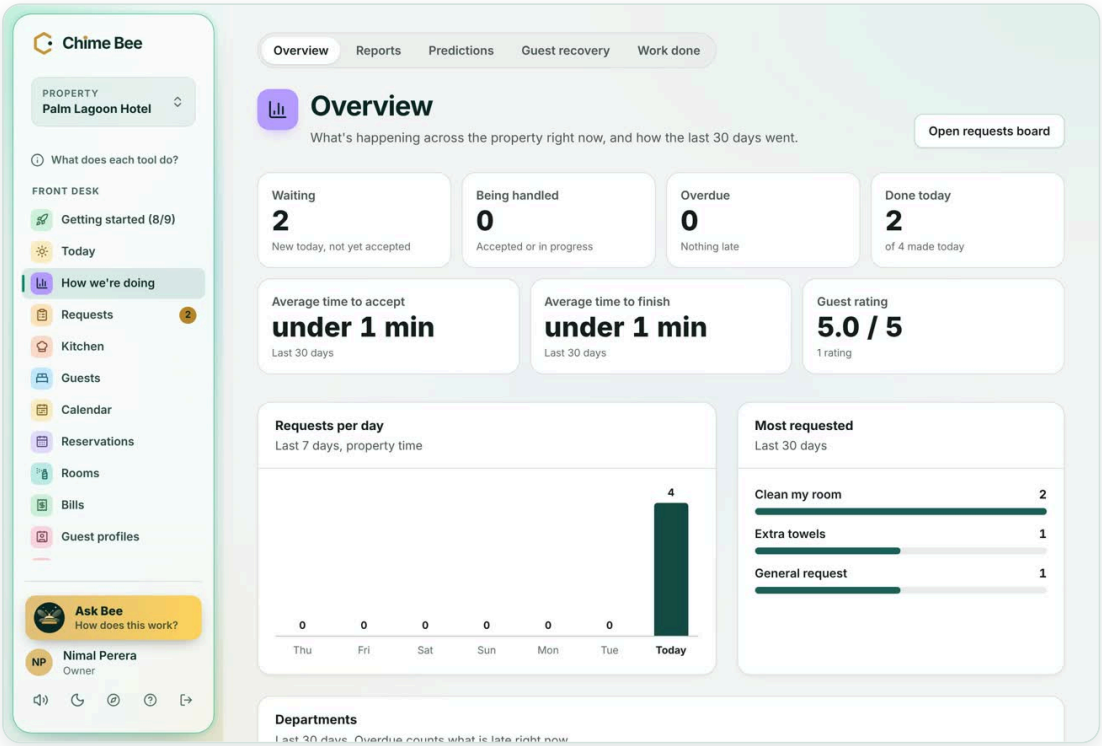
WHERE How we're doing › Overview, Reports

### Overview

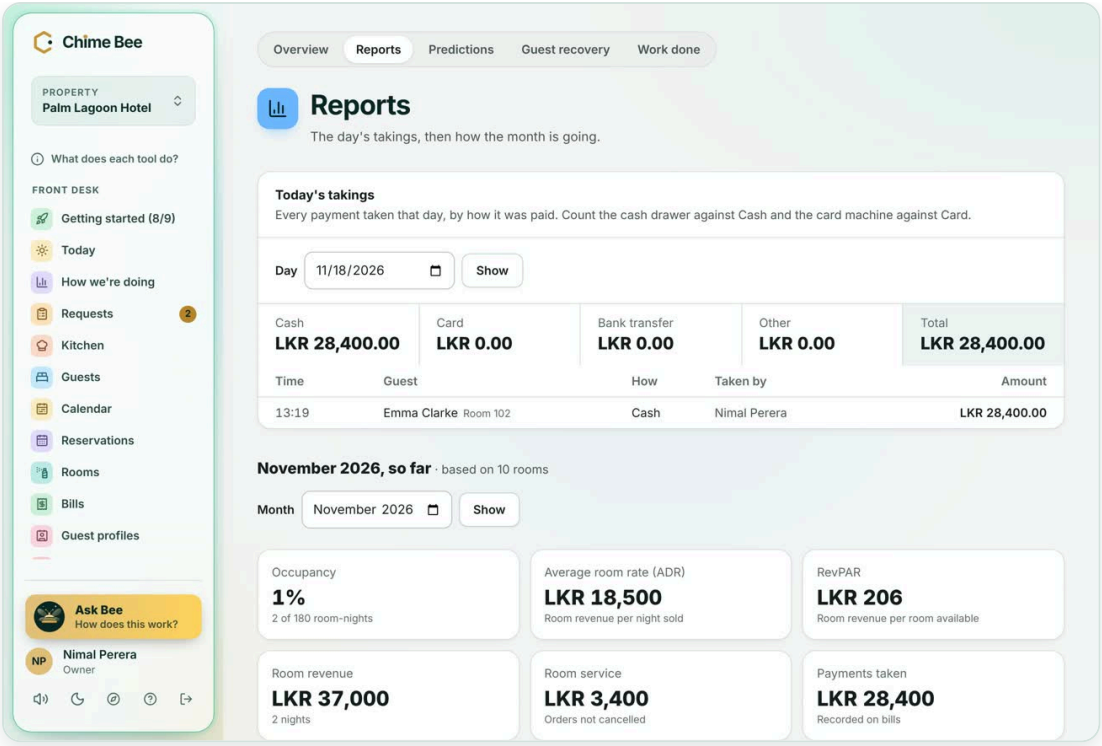
Today at a glance: waiting, being handled and overdue requests, how fast your team is, guest ratings, and each department.

### Reports

Takings, occupancy, average room price and where bookings come from, month by month. Download them for your accountant.




Overview




Reports

## Predictions, guest recovery and work done

WHERE How we're doing › Predictions, Guest recovery, Work done

### Predictions

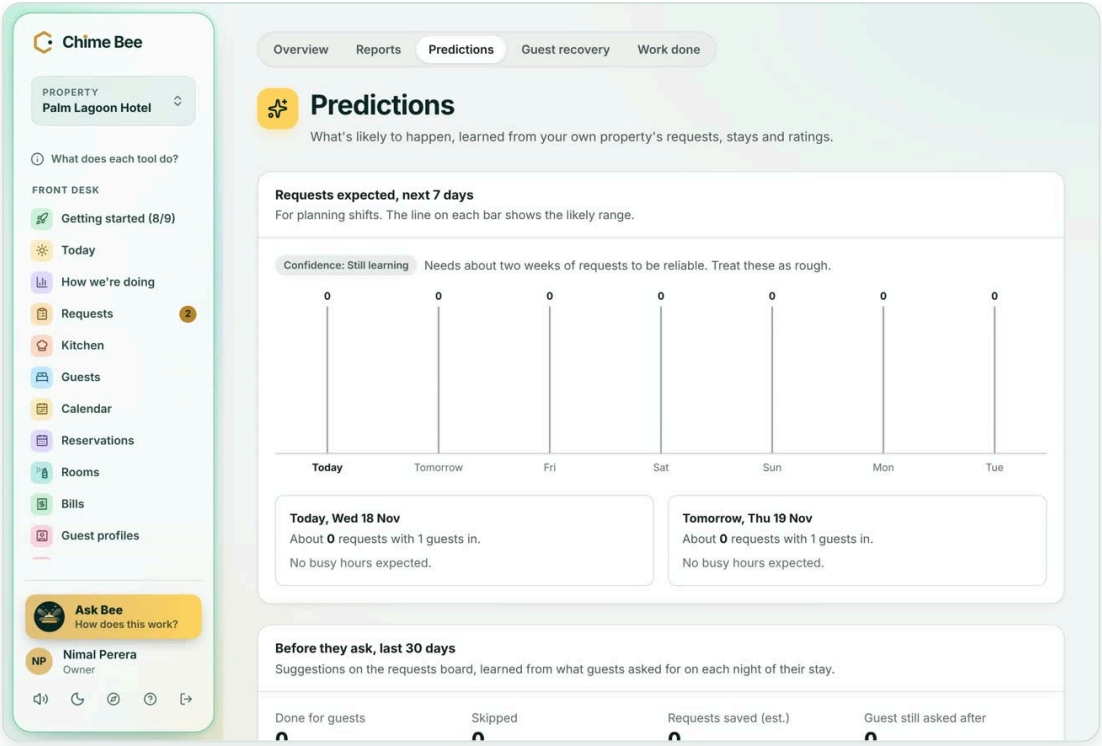
Which requests are likely to be late, and busy times coming up, so you can move people before guests wait.

### Guest recovery

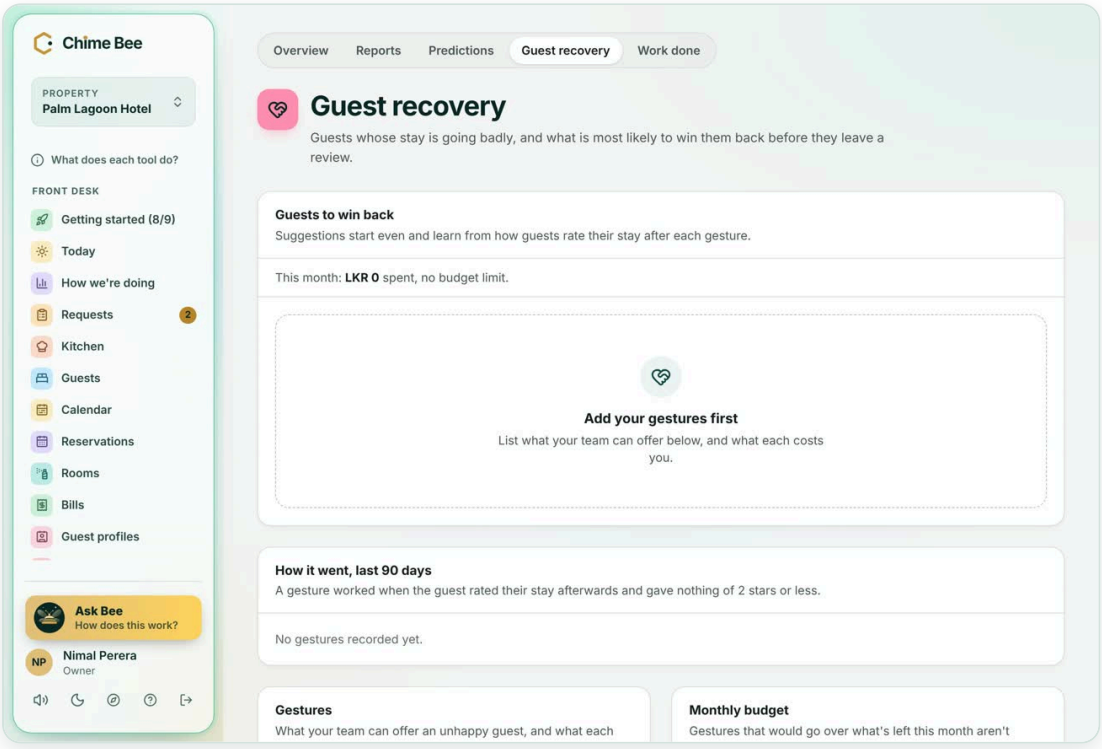
Unhappy feedback, the moment it arrives, with gestures you can offer (a free dessert, a late checkout) and a monthly budget.

### Work done

What each person finished, and how fast.




Predictions

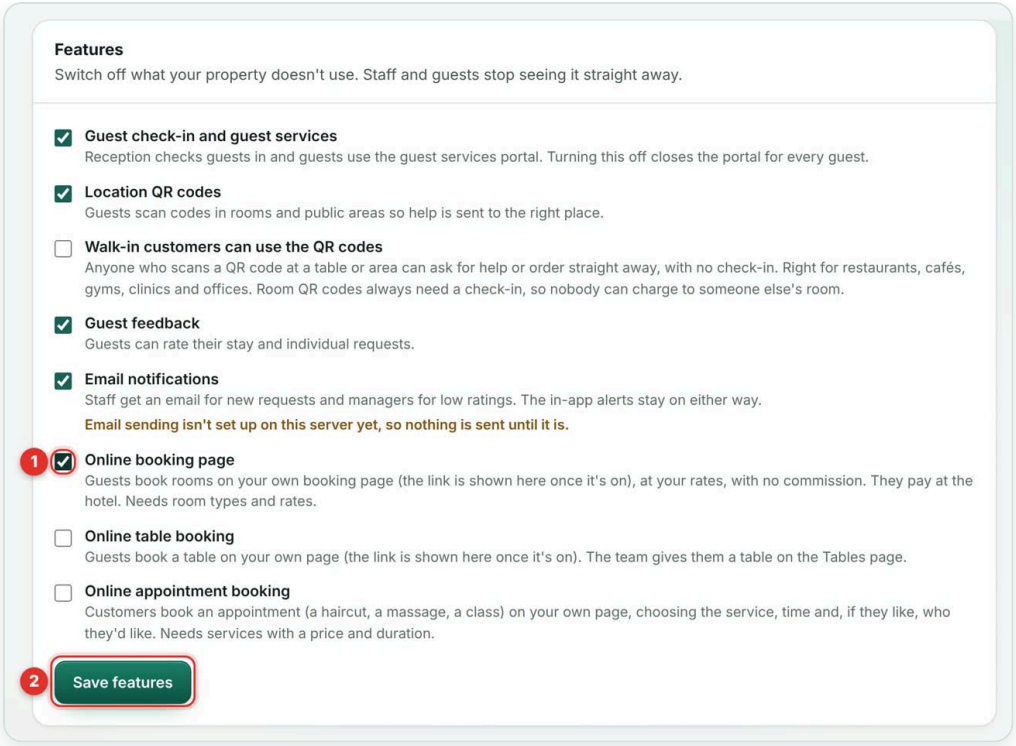



Guest recovery

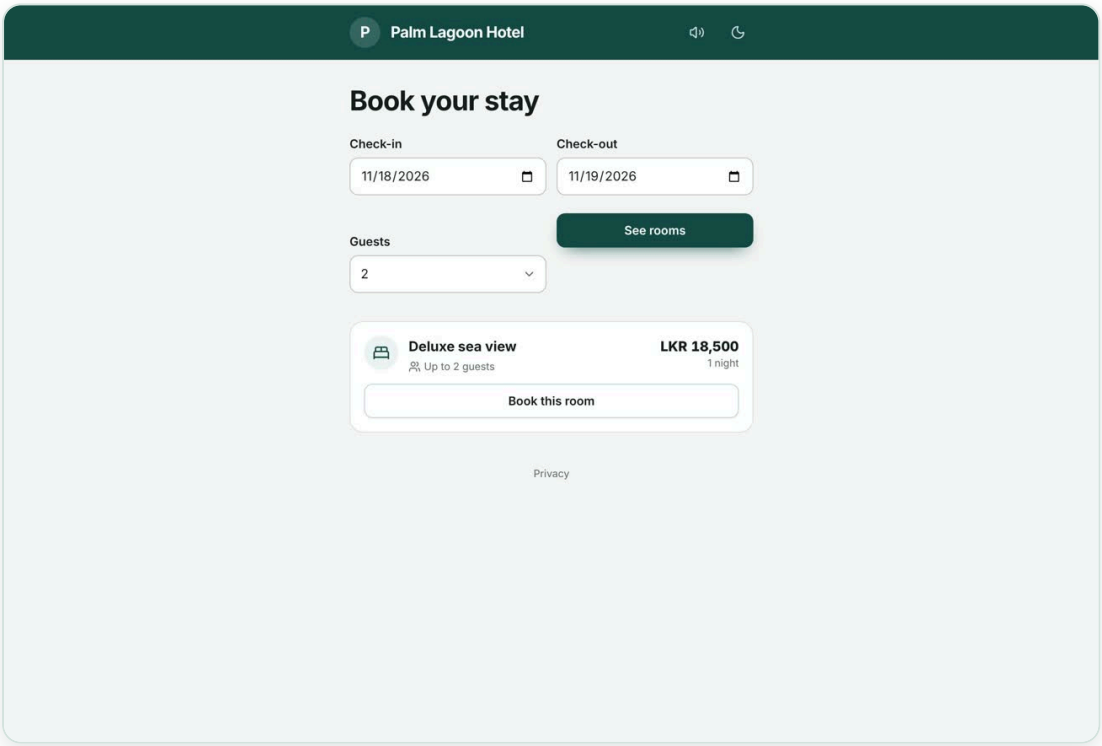
## Your own booking page

WHERE Settings › Features

1. Tick **Online booking page**.
2. Tap **Save features**. The page's address appears under it.




Switching on your booking page




Your booking page, as guests see it

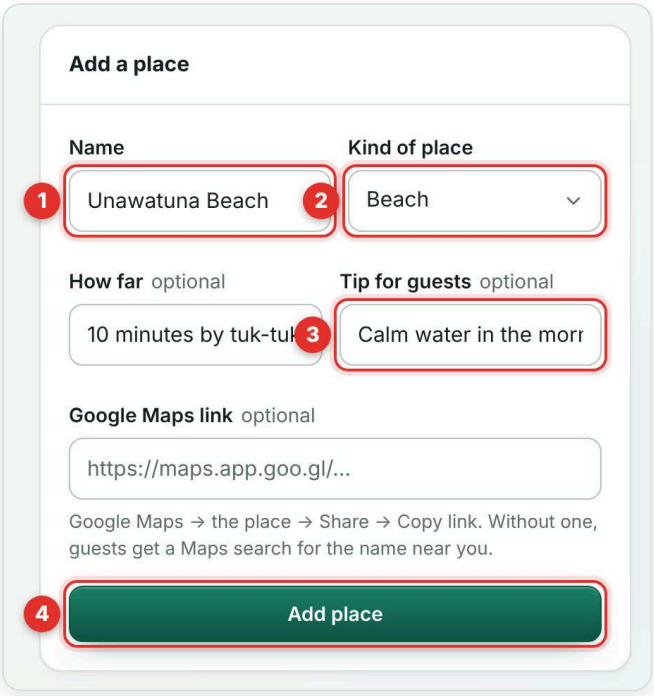
Every property gets a free booking page at chimebee.com/book/your-name, with no commission. Share it on Instagram, Facebook, Google Maps and WhatsApp.

## Nearby places

WHERE Nearby places

1. The place's name.
2. What kind of place it is.

3. Your tip for guests.
4. Tap **Add place**. Guests see it under "Around us", with directions.

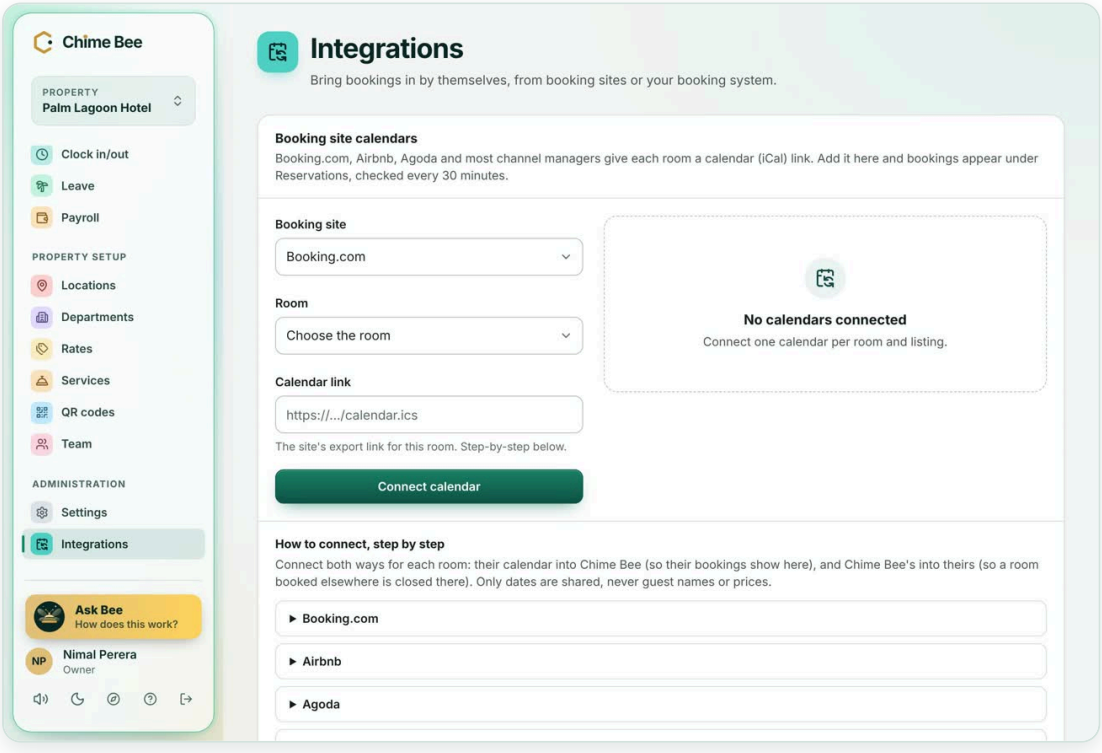



A tip for guests

## Booking sites

WHERE Integrations

Link your Booking.com, Airbnb and Agoda calendars so their bookings appear on your calendar and rooms don't get double-booked. Follow the steps on the page for each site.




Integrations

**Careful** Booking-site calendars sync every few hours, not instantly. Chime Bee warns you if a link stops working.

## Safety, guest data and your account

### Guest data

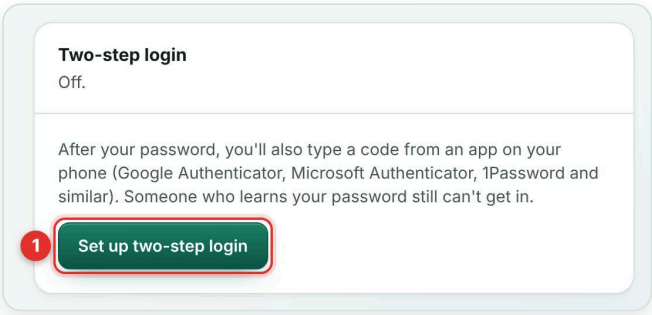
If a guest asks for their data, download it or erase it here. You also choose how long guest details are kept.

### Audit log

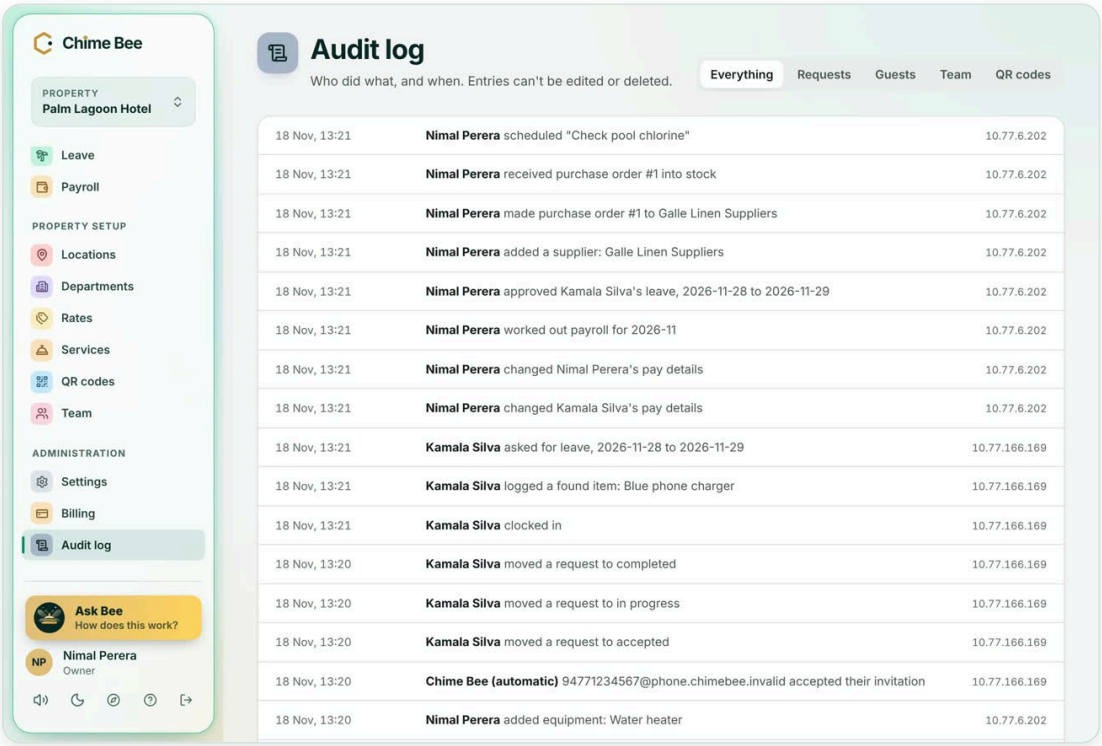
Every important action: who did it and when.

### Your account

Tap your name at the bottom of the menu: change your password, add your phone number, and turn on **two-step login** (a code from an app on your phone as well as your password). Owners and managers should turn it on.




1: Set up two-step login




The audit log

# 9 Restaurants, cafés, salons and spas

Chime Bee changes its words and pages for your type of business. Here is what's different.

## Restaurants and cafés

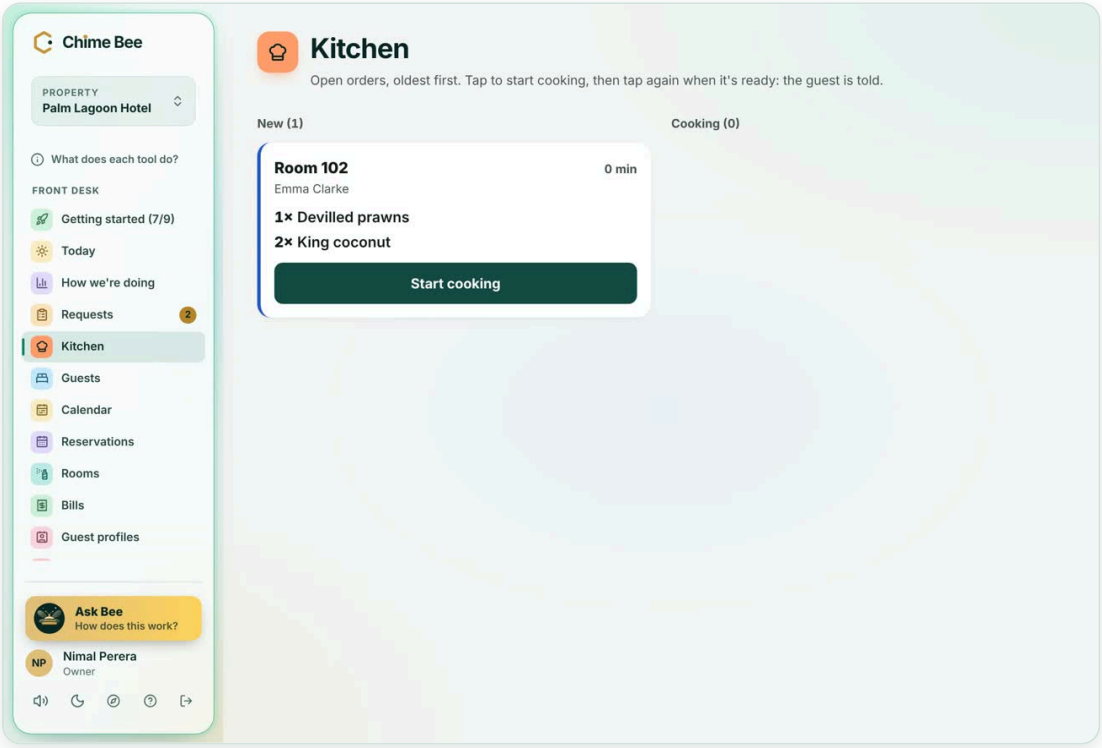
Customers scan the code on their table and order or call a waiter. For walk-in customers, switch on **Walk-in customers can use the QR codes** in Settings › Features: no check-in is needed. Orders appear on the kitchen screen.

### Kitchen

Put this page on a tablet in the kitchen. New orders appear with the table or room and any notes ("no chilli"). Tap them along as they're made.

### Tables

Table bookings for the day, and which tables are free.

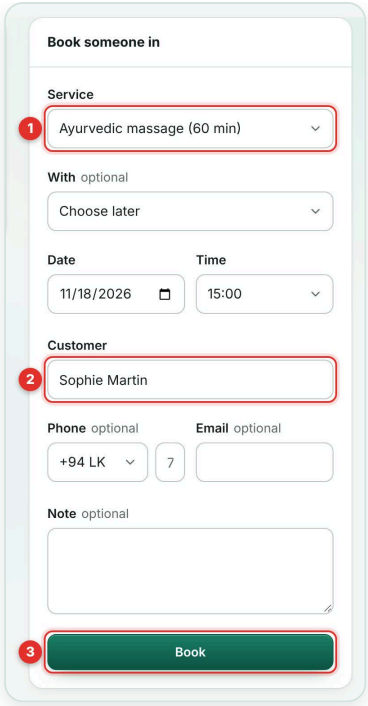



The kitchen screen

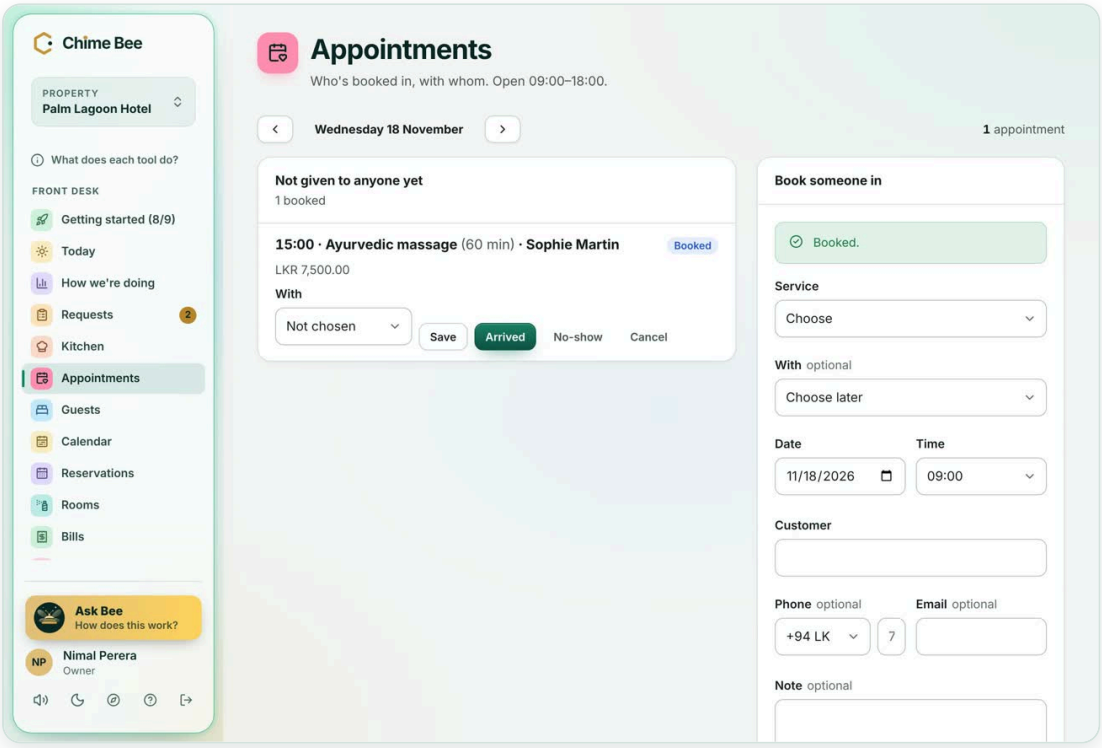
## Salons, spas, gyms and clinics: appointments

WHERE Appointments

1. Choose the service (it knows how long each one takes).
2. Type the customer's name, and choose the date and time.
3. Tap **Book**.




Booking a massage




The day's appointments

**Tip** Switch on **Online appointment booking** in Settings › Features, and customers can book free times themselves from your booking page. Set your opening hours at the bottom of the Appointments page.

# 10 Daily checklist and help

A simple routine, answers to common questions, and how to reach us.

## The daily routine

**Morning (reception)**

- Sign in, make sure you're On duty
- Reservations: today's arrivals
- Read the Shift log from the night
- Rooms: what needs cleaning first

**All day (everyone)**

- Accept new requests within a minute or two
- Tap the minutes when you set off
- Mark done when finished
- Charges and payments straight onto the bill

**Evening (reception)**

- Bills: today's takings match the cash drawer
- Write handover notes in the Shift log
- Tomorrow's arrivals: send pre-arrival links

**Weekly (manager / owner)**

- Roster for next week
- Stock: order what's running low
- How we're doing: how the week went
- Guest recovery: anyone unhappy?

## Common questions

**My phone doesn't ring for new requests.**
Make sure you're On duty (green) on the Requests board, that you allowed alerts when your phone asked, and that the sound is on. On iPhone, add Chime Bee to your Home Screen first (Share › Add to Home Screen), then allow alerts.

**A guest says their link doesn't open.**
The link works only during their stay. Check their checkout time on the Guests page. If you checked them out by mistake, check them in again and give them the new code.

**A guest scanned the room's QR code but can't send a request.**
The room code shows the guest page only to the guest checked in to that room. Check the guest in first, then they scan again.

**I can't see a page another person can see.**
Pages depend on your role and job role. Ask your manager or owner to change it on the Team page.

**The internet went down.**
Chime Bee needs internet. Screens you opened recently still show for a while, and mobile data works as a backup.

**I made a mistake on a bill.**
Tap the × next to the line to remove it, then add it again correctly. After a bill has an invoice number, add a correcting line or a discount instead.

**A new staff member didn't get their link.**
On the Team page, make a new link for them and send it on WhatsApp. Links work once.

**How do I get more rooms in my plan?**

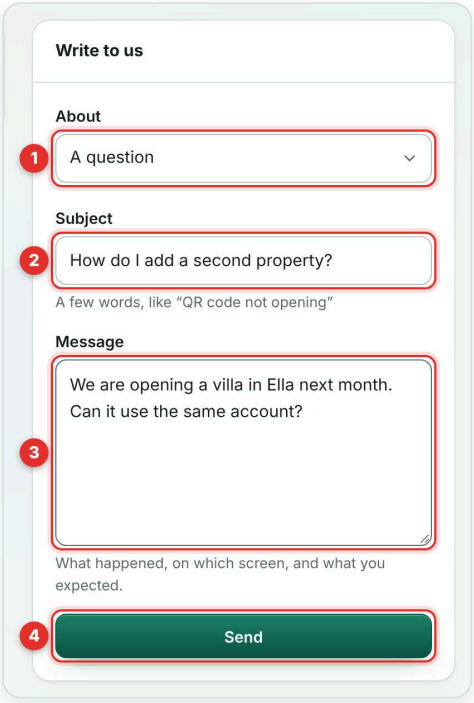
On the Billing page, choose the bigger plan when you renew. If you reach your plan's limit, Chime Bee tells you.

**Not sure how something works?**
Tap Ask Bee at the bottom of the menu and ask in your own words.

## Getting help

WHERE Contact Chime Bee

1. What it's about.
2. A short subject.
3. Your message.
4. Tap **Send**. The answer comes back on this page and by email.




Writing to us from inside the app

**Ask Bee**
In the app, at the bottom of the menu

**WhatsApp**
+94 74 383 3865

**Help centre**
chimebee.com/help

**Email**
chimebee.hq@gmail.com