HotelHub Operations Platform

User Manual & Integration Guide

Header, footer, navigation and floating controls — with previews of Foundations, Scheduler, Custody, AI, Voice/Translation and Security

Version 2.4.1 · Proof of concept

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1. Getting started

HotelHub is one fixed frame — a header at the top, a row of five tabs, and a footer — that stays the same no matter which module you are working in. Only the middle of the screen changes. Two small round buttons float above everything: the **app grid** (all your modules) and **Coach** (help that knows where you are). The red **Panic** tab on the edge of the screen is always there.

Sign in as a demo person

1. Open the live app at `/app.html`, or press **Open the live app** on the overview page.
2. Pick a person from the list. Each card says who they are and what is special about them — for example María reads the app in Spanish, and Alicia can change colours for her hotel only.
3. The frame opens straight away. No password is needed in this demo.
4. To try someone else, tap your photo in the header and choose **Sign out**, then pick another person.

💡 **Quick links.** You can jump straight to a person by adding `?as=` and their first name to the address, for example `/app.html?as=maria`. Add `?reset` to clear every saved preference in this browser.

Who to try

PERSON	POSITION · ROLE	WHAT YOU WILL NOTICE
Brandon Lane	Asset Director + General manager · admin	The exact person from the mock-ups. Three hotels across two companies, two positions, admin rights at Surf City only.
María Santos	Housekeeper · team member	One hotel, so there is no property chevron. Reads everything in Spanish. Sees three grid tiles.
Jordan Pierre	Front desk agent · team member	Requests come first. Owns the Keys ledger from the grid. French language.
Luis Ortega	Maintenance tech · team member	Same role as María, different position — so a completely different set of tabs.
Grace Kim	Executive housekeeper · manager	Board, Agenda and People in the tab bar.
Devon Brooks	Chief engineer · manager	Preventive maintenance (PM) sits in the tab bar.
Alicia Monroe	General manager · manager	Sees all twelve grid tiles but never the branding control.
Priya Shah	Property admin · admin	Edits tab sets and chrome colours for her one hotel.
Victor Hale	Regional / owner · manager	Five hotels; the property list is grouped by management company.
Billy Lane	Platform owner · super admin	Sets branding defaults and locks, can recolour Panic, manages licences and integrations.

2. The frame, piece by piece

Header

The top bar shows the HotelHub logo, the name of the screen you are on, a bell with your alert count, and your photo. Tap your photo to open your profile menu: your positions, language, theme (light or dark), Coach on/off and Sign out.

Property row

Directly under the header you see the hotel you are working in, today's date and the local weather for that hotel. If you work at more than one hotel, a small chevron appears — tap it to switch. People who work at one hotel never see the chevron.

The five tabs

Every person gets exactly **five** tabs. **Home is always first** and cannot be moved. The other four are chosen by your **position** (what you do), not your role (what you are allowed to do). That is why María and Luis — same role — see different tabs.

- On a **tablet or phone** the tabs sit at the bottom of the screen, within thumb reach.
- On a **desktop** they become a slim rail on the left, with the labels shown on hover.

Footer

The footer shows the product version, the patent notice and a live connection indicator.

3. Rearranging tabs and tiles

1. Press and hold on any tab (or any grid tile) for about half a second until everything gently wiggles.
2. Drag the item to where you want it. Home stays pinned in the first spot.
3. Let go. Your order is saved to your account and follows you to any device.
4. Tap anywhere outside, or press **Done**, to stop rearranging.

ℹ️ You can reorder, but you can never remove a tab or tile — that keeps every screen predictable for your team and for training.

4. The app grid

The round button with nine dots opens **every module you are allowed to use** at this hotel. Modules the hotel has not licensed are hidden automatically.

1. Tap the grid button. A panel of tiles opens.
2. Tap a tile to open that module inside the frame. The header, tabs and footer stay where they are.
3. Drag the grid button anywhere along the edge if it is in your way. Swipe it off the edge to tuck it into a small tab; tap the tab to bring it back.

5. Panic — when you need help now

🛟 **Panic is always available and cannot be hidden.** It sits on the edge of every screen, for every person, at every hotel.

1. Tap the red Panic tab.
2. Slide the handle all the way to the right. The slide prevents accidental alerts from a pocket or a bump.
3. Security and the manager on duty are notified with your name, hotel and position. You get a reference number.
4. If it was an accident, press **It was a false alarm**. Both actions are recorded in the audit trail.

In this proof of concept nobody is actually contacted; the alert is recorded so you can see the flow end to end.

6. Coach — help that knows where you are

Coach is the round button with the speech mark. It already knows which screen you are on, so you can ask short questions like “How do I hand over a master key?” or “Why can't I see Board?”.

1. Tap Coach. Suggested questions appear as chips — tap one, or type your own.
2. Hold the microphone to speak instead of typing. Your words appear in the box; nothing is sent until you press Send.
3. Press **Listen** on any answer to hear it read aloud.

🔒 Coach refuses requests to reveal passwords, change permissions or ignore its rules. Every request is logged with its token use so admins can set limits.

7. Switching hotel or position

Change hotel

1. Tap the hotel name in the property row.
2. Pick a hotel. If you work for more than one management company, hotels are grouped by company.
3. The tabs, grid, colours and language rules for that hotel are applied instantly.

Change position

Some people hold two positions (Brandon is an Asset Director and a General manager). Open your profile menu and pick the position you are working as today — your five tabs change to match.

8. Language, theme and offline

Language

Open your profile menu and choose English, Español, Français, Kreyòl ayisyen or Português. The whole frame — and translated messages in Comms — switch at once.

Light and dark theme

Choose **Light** or **Dark** in your profile menu. Dark is easier on the eyes for night audit; light is better in bright lobbies. Your choice is saved to your account.

Offline

If Wi-Fi drops, the green **Connected** dot in the footer changes to **Offline**. You can keep working; your preferences are saved on the device and sent automatically when the connection returns.

9. Shared tablets and the idle lock

Tablets in housekeeping closets and at the front desk are often shared. After a few minutes without a touch, HotelHub locks the screen.

1. To unlock, enter your four-digit PIN. In the demo the PIN is `1234`.
2. To lock right away, open Settings → Security → **Lock now**.
3. Admins choose the idle time in Settings → Security.

10. Settings — what each person can change

Settings only shows the sections you are allowed to use. Nothing is greyed out; it simply is not there.

SECTION	WHO SEES IT	WHAT IT DOES
General	Everyone	Language, theme, Coach on/off.
Notifications	Everyone	Which alerts reach you and how.
Security	Everyone	Idle lock, Lock now, two-step sign-in.
Tab sets	Admins	Choose the five tabs for each position.
Branding	Admins (their hotels) · Super admin (defaults)	Accent colour, header colour and font. Super admins can lock fields for every hotel.
AI	Admins	Turn AI features on or off, set daily token ceilings, use the kill switch.
Audit	Admins	Who changed what, when and at which hotel.
Integrations · Licences	Super admin	Connected systems and which modules each company has licensed.

11. Branding a hotel

1. Sign in as Priya (property admin) or Brandon (admin at Surf City).
2. Open Settings → Branding and choose the hotel.
3. Pick an accent colour and a font from the approved list. The preview updates live.
4. Press **Save**. Everyone at that hotel sees the new look the next time the frame loads.

🎨 Fields locked by the platform owner show a padlock and cannot be changed at hotel level. Panic stays the safety red unless the super admin changes it — hotels cannot.

12. Tab sets

1. Open Settings → Tab sets.
2. Choose a position, for example *Front desk agent*.
3. Pick exactly five tabs. Home is always first; the save button stays disabled until you have five.
4. Save. Every person in that position gets the new set. Personal reordering is kept where possible.

13. The workstreams inside the frame

Foundations — Blueprint, People, Rooms

Blueprint shows buildings, floors and rooms as a tree. Add rooms in bulk by typing a pattern such as `101-120, 201-220` or by pasting a CSV; mistakes are highlighted before anything is saved. **People** lists the team with positions, departments and status. **Guided setup** walks a new hotel through its first day.

Scheduler — Agenda, Time clock, Calendar

My agenda is today's list of tasks in order. **Time clock** lets you clock in and out. **In the house** shows who is on shift right now. The **Builder** and **Hotel day plan** are for managers who design the day.

Custody — Keys, Vendors, Visitors

1. Open Keys from the grid (Jordan has it).
2. Press **Check out**, pick the key, the person and the expected return time.
3. Master and Emergency keys need a manager or above. Overdue items turn amber automatically.
4. Mark an item returned, or void it with a reason. Every change is kept in the ledger.

Voice & translation — Comms, Requests, Broadcasts

Messages in **Comms** are shown in your own language; tap **Show original** to see what was written. Press **Listen** to have a message read aloud. Hold the microphone to dictate a request — it is never sent until you confirm. Admins manage language packs and hotel terms in **Translation**.

AI — Board, Reports, AI control

Board shows the day at a glance with an AI **Supervisor summary**. **Reports** charts the key numbers. **AI control** (admins) turns each feature on or off, sets ceilings and shows every request in a usage log.

Security

Permissions are checked twice: once in the browser so the screen only shows what you can use, and again on the server so nobody can get around it. Sessions lock when idle, and every sensitive change is written to the audit trail.

14. Integration guide (for developers)

The frame is framework-free TypeScript compiled to a single ES module and one CSS file. It sits next to jQuery inside an existing CodeIgniter 3 view without conflicts.

Drop-in for CodeIgniter 3

```
<?php // any CI3 layout, e.g. application/views/layouts/main.php
$this->load->library('chrome_resolver');
$this->load->view('partials/chrome', array(
  'chrome' => $this->chrome_resolver->payload($user_id, $hotel_id, $position_id),
)); ?>
```

The partial (`ci3/application/views/partials/chrome.php`) prints the effective branding as CSS variables, embeds the server-resolved payload as JSON and loads one ES module. The `Chrome_resolver` library resolves the five tabs, grid tiles, property list, branding and licences with the same rules the browser uses, straight from MariaDB. `Chrome.php` exposes the matching JSON endpoints for CI3.

API endpoints

ENDPOINT	METHOD	PURPOSE
`/api/health`	GET	Liveness and database check.
`/api/prefs/:user`	GET · PUT · DELETE	Personal order of tabs and tiles, theme, language, Coach. Newer write wins.
`/api/config`	GET · PUT	Tab sets, branding and licences. Every PUT is permission-checked and audited.
`/api/panic`	POST · PATCH	Raise an alert and mark it resolved or a false alarm.
`/api/ai/help`	POST	Coach and Supervisor summary, with prompt-injection guard and usage logging.

Database

The production schema targets **MariaDB 11** (MySQL-compatible), in `db/mariadb/`: organisations, management companies, hotels, buildings, floors, rooms, people, positions, roles, per-hotel role assignments, tab sets, branding, licences, schedules, time punches, custody items and events, requests, translations, AI usage and audit logs. Every table uses InnoDB, `utf8mb4`, foreign keys and soft-delete timestamps. The edge copy uses Cloudflare D1 and is synced to MariaDB daily.

15. Frequently asked questions

Why can't I see a module my colleague can?

Either your role does not allow it, or your hotel has not licensed it. Ask your property admin.

I moved a tab by mistake.

Hold and drag it back. Nothing is ever removed, so you cannot lose a tab.

Does Panic work offline?

The alert is queued on the device and sent the moment the connection returns, and you are told it is queued.

Is my data shared with the AI provider?

Only the question and the screen name are sent. Passwords, guest card data and staff personal details are never included.

16. Glossary

TERM	MEANING
Frame / chrome	The header, property row, tabs, footer and floating buttons that never change.
Position	What you do (Housekeeper, Front desk agent). Decides your tabs.
Role	What you may do (Team member, Manager, Admin, Super admin). Decides your permissions.
Tab set	The five tabs given to a position. Home is always first.
Licence	Which modules a management company has paid for.
Business day	The hotel's working day, which can end after midnight (night audit).