



Chime Bee

The complete guide

How to run your hotel, villa, guesthouse, restaurant, salon, spa, clinic or any service business with Chime Bee, step by step, with real screens.

Chime Bee

PROPERTY
Lagoon Breeze Hotel

FRONT DESK

- Requests (3)
- Kitchen
- Guests
- Calendar
- Reservations
- Rooms
- Bills
- Guest profiles
- Travel agents
- Guest notices

TEAM

- Shift log
- Roster

NP Nimal Perera

Requests

Everything guests have asked for. New requests appear here by themselves.

On duty Open 4 Mine 0 History

New 3 Accepted 0 In progress 1

Room 101 10 min ago

Extra towels
Two bath towels please
Housekeeping, Anna Schmidt

New Likely late, 23:25

Accept More

Room 107 10 min ago

Order: 2x Chicken kottu, 2x Fresh lime juice
Kitchen, Sarah Johnson

New LKR 4,900.00
Likely late, 23:40

Accept More

Room 105 10 min ago

Fix air conditioning
The AC is making a noise
Maintenance, Raj Kumar

In progress Likely late, 23:40

Guest told: arriving 23:20
Ruwan Jayasinghe

Mark done

Running late, +5 min More

chimebee.com

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Edition: October 2026 (updated 16 October)

Screens taken from a demo property, "Lagoon Breeze Hotel"

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How to use this guide

Owners and managers: read Part 1 and Part 2 once, then keep Part 9's daily checklist next to the front desk.

Front desk team: Part 3 is your day. Part 4 shows what the guest sees, so you can help them.

Housekeeping, maintenance and kitchen: Part 5. You only need your phone.

Selling Chime Bee to a business? Part 1 has the reasons, the numbers and the answers to the questions owners ask.

Why Chime Bee

Every guest-facing business in Sri Lanka has the same headaches. Chime Bee fixes them in one place, for less than the cost of one room night a month.

Requests get lost

A guest calls reception for towels. Reception shouts to housekeeping, or sends a WhatsApp. Nobody writes it down. Forty minutes later the guest calls again, angry, and writes it in their review.

Booking sites take 15 to 18%

On a LKR 15,000 room, that is LKR 2,250 to 2,700 every night, gone. Guests who already know you still book through the booking site because you have no easy way for them to book you directly.

Paper bills and cash-up

Room nights, breakfast, laundry, the minibar, VAT, TDL, the service charge: added up by hand, on paper, at checkout, with a queue. At night, nobody knows if the cash drawer matches.

The owner can't see anything

When you're not on the property you don't know what's late, who's working, or how the month is going until it's too late to fix.

Chime Bee, in one sentence

A QR code in every room lets guests ask for anything from their own phone. The request goes straight to the right team's phone, with the room number and a timer. The same system runs your bookings, calendar, rooms, bills, receipts, staff and reports.

1

Guest scans the QR code in the room

→

2

Taps "Extra towels"

→

3

Housekeeping's phone rings

→

4

Guest sees "On the way"

→

5

Done, timed, on record

Good to know No app to download, for guests or staff. Everything opens in the phone's browser. Guests don't make an account; staff sign in once.

Why not keep using paper and WhatsApp?

Paper and WhatsApp are free, and that is their only advantage.

	Paper, phone and WhatsApp	Chime Bee
Guest asks for something	Calls reception, who passes it on and hopes	Taps it on their phone. It goes straight to the right team, with the room number
Knowing what's late	You find out when the guest complains	Every request has a timer. Late ones are marked before the guest is upset
Guests who prefer to talk	Whoever answers the phone, if anyone does	Guests type or speak the request on their phone; reception adds requests for guests who call, so every one is tracked
Bills	Added by hand; taxes worked out on a calculator	Room nights, meals, orders, service charge, VAT and TDL added for you. Print on A4 or the receipt printer, or email it
Cash-up at night	Count, guess, argue	Today's takings by cash, card and bank, with who took each payment
When staff leave	What they knew leaves with them	Shift log, history and guest profiles stay
Owner away from the property	Phone calls	Overview and reports on your phone, any time

Why not build your own system?

Some owners ask a developer to build them a system. It looks cheaper at first. In practice:

- **The build is only the start.** Hosting, backups, security fixes, phone and browser updates and new tax rules cost money every year.
- **When the developer moves on,** nobody else can fix it, and a bug at 10pm on a full night has no one to call.
- **It does what you asked for, and nothing more.** Chime Bee gets new features every month at no extra cost: this guide shows more than 40 of them.
- **Your guests' passport details need real protection.** Chime Bee encrypts them and keeps every property's data separate.

From **LKR 4,900** a month

Everything in this guide, updates included. Pay for 12 months and get 2 months free. Setup help is free, and from 6 months we set it up with you and train your team. Nothing renews by itself: stop any time.

Why not one of the big international systems?

They are good systems, built for big hotels in other countries. Here is where Chime Bee is different, and where it isn't.

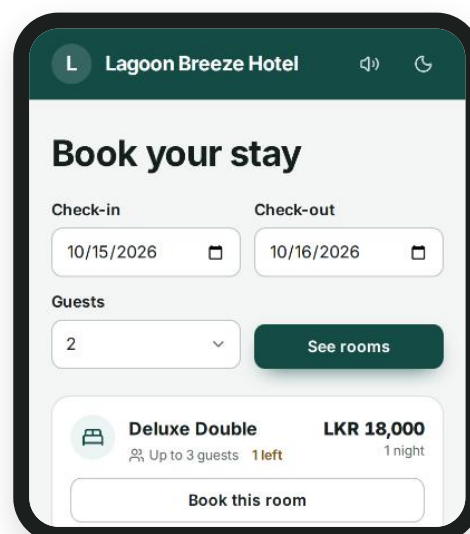
	Big international systems	Chime Bee
Price	In US dollars, often per room, plus setup fees	From LKR 4,900 a month for the whole property. Pay in rupees
Made for	Large hotels with trained front-office staff	Sri Lankan hotels, villas and guesthouses, with any team
Guest's phone	Often a separate app, or extra cost	Built in: QR code in every room, no download
Sri Lankan taxes	Set up by a consultant	Service charge, VAT, TDL and more, ready to switch on
Passport / NIC register	Varies	Taken at check-in or before arrival, encrypted, downloadable for the authorities
Travel agents (credit and commission)	Usually	Yes: charge to the agent, track what they owe, minus commission
Booking sites	Instant two-way channel manager	Calendar sync every few hours (Booking.com, Airbnb, Agoda...). A full instant channel manager isn't included yet
Help	Email tickets, other time zones	WhatsApp and phone help in Sri Lanka; free setup help and online team training

Be straight Booking-site sync is every few hours, not instant. Say so. For most guesthouses and villas that's fine, and Chime Bee warns you if a sync stops.

Your own booking page, free

Every property gets its own booking page: **chimebee.com/book/your-name**. Guests pick dates, see real prices and what's free, and book. No commission. Put the link on Instagram, Facebook, Google Maps and your business card, and send it to every returning guest.

Selling point Every booking that comes through your own page instead of a booking site keeps 15 to 18% of the room price in your pocket.



The direct booking page on a guest's phone

What it's worth: the numbers

The calculator on chimebee.com/how-it-works works it out on each owner's own numbers. Here is the example everyone starts with.

A 10-room guesthouse

Rooms	10
Average price a night	LKR 15,000
Rooms filled	60%
Booked through booking sites	70%
Their commission	15%
Of those, book direct instead	20%

Commission kept, a month

LKR 56,700

LKR 680,400 a year

Chime Bee Starter plan: **LKR 4,900 a month**

Pays for itself about 11 times over

An estimate, counting only commission saved, over 30 nights a month. It leaves out repeat guests, better reviews and the hours your team saves. Every owner's numbers are different; let them move the sliders themselves.

The screenshot shows the Chime Bee website. At the top, there's a navigation bar with 'Chime Bee', a moon icon, 'Pricing', 'Sign in', and a 'Get started' button. Below the navigation bar, there's a section titled 'Run the whole stay from one place' with a list of benefits:

- Guests request towels, cleaning, room service and repairs from their phone.
- Bills with meal plans, service charge, VAT and TDL, printed on your receipt printer or emailed.
- Housekeeping board with a cleaning checklist, so no room is handed over half-done.
- A booking calendar of every room, night by night: change, extend or move a stay in a click.
- Passport and NIC details for the guest register, taken before arrival and ready for the police.
- Your own booking page with no commission, and Booking.com, Airbnb and Agoda calendars kept in step.

Below this, there's a section titled 'FOR HOTELS, VILLAS AND GUESTHOUSES' with the heading 'How much are booking sites taking from you?'.

On chimebee.com/how-it-works the calculator changes for hotels, restaurants, salons, gyms and offices

Restaurant, 12 tables: about LKR 216,000 a month in extra orders when guests order from the table

Salon: bookings won back from calls you couldn't answer

Gym: empty session spots filled by online booking

Office: staff hours saved chasing facility requests

Answers to what owners ask

These are the questions you will hear. Every answer is true, so you can say it with confidence.

"My staff aren't good with technology."

If they can use WhatsApp, they can use Chime Bee. They get one button: **Accept**, then **Mark done**. Pay for 6 months or more and we train your team for you on a live video call, free.

"We already use Booking.com."

Keep using it. Chime Bee brings those bookings into your calendar automatically, and your own booking page helps repeat guests book you directly, without the commission.

"Is my guests' data safe?"

Passport and NIC numbers are encrypted. Each property only ever sees its own data. Every change is recorded in an audit log. Staff can turn on two-step sign-in.

"I'm not a hotel."

Restaurants, cafés, salons, spas, gyms, clinics, service centres, offices and event venues use it too. The menus and words change to fit: customers, clients, patients or members.

"Guests won't scan a QR code."

Every guest who has paid a bill in a restaurant abroad has scanned one. It opens with no download. And for guests who prefer to call, reception can type the request in for them, so it is still tracked.

"What does it cost? Is there a contract?"

From LKR 4,900 a month (Starter, up to 10 rooms). No contract and nothing renews by itself: pay for 1, 3, 6 or 12 months. Longer is cheaper: 12 months gets 2 months free. Setup help is free on every plan. Stop any time by not paying for the next period.

"What if the internet goes down?"

Chime Bee runs in the cloud, so it works on mobile data when the property's Wi-Fi is down. Nothing is stored only on one computer that can break or be stolen.

"Can I try it first?"

Yes, right now: open chimebee.com/demo, scan the code with your phone and send a request as a guest. Watch it arrive on the staff screen and press Accept. Or start with 1 month and decide after real use.

Spread the word: every page on chimebee.com has a "Share on WhatsApp" button. Owners talk to owners; send it to the hotel group chats you're in.

Ten reasons, on one page

Print this page and leave it with an owner.

1 Nothing gets forgotten

Every request is tracked from ask to done, with a timer.

2 Easy for guests

No app to download. They can speak the request instead of typing.

3 Keep the commission

Your own booking page, no booking-site fee.

4 Bills add themselves up

Nights, meals, orders, service charge, VAT, TDL, in LKR and USD.

5 Cash-up in a minute

Takings by cash, card and bank, and who took each.

6 One calendar

Every room, every night, booking sites included.

7 Staff on their own phones

Alerts the moment a guest asks. No app to install.

8 Fix it before the review

Low ratings and late requests flagged while the guest is still with you.

9 Made for Sri Lanka

Passport/NIC register, travel agents, meal plans, rupee pricing, local help.

10 Less than one room night

From LKR 4,900 a month. 12 months: 2 free.

Try the live demo at chimebee.com/demo

Questions or a demo: WhatsApp +94 74 383 3865 · chimebee.hq@gmail.com

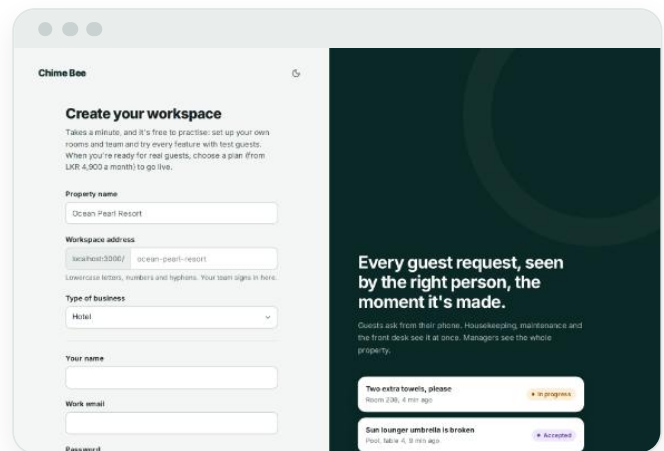
Getting started

About 20 minutes, from sign-up to your first guest.

1. Sign up

- 1 Go to **chimebee.com/signup**.
- 2 Choose your kind of business: hotel, villa, guesthouse, restaurant, salon, clinic... This sets the menus and the words used everywhere.
- 3 Enter the property name, your name, email, your **mobile number with its country code** (so we can reach you; guests never see it) and a password, or continue with Google.
- 4 You're in practice mode straight away: free, with every feature, up to 2 test guests and 10 guest requests a day. Set everything up and practise with your team.
- 5 When you're ready for real guests, open Billing and choose your plan, how long (1, 3, 6 or 12 months) and your setup, then pay. It goes live as soon as the payment arrives, and everything you set up stays.

Tip Not sure yet? Try the live demo at chimebee.com/demo first. Nothing to sign up for.



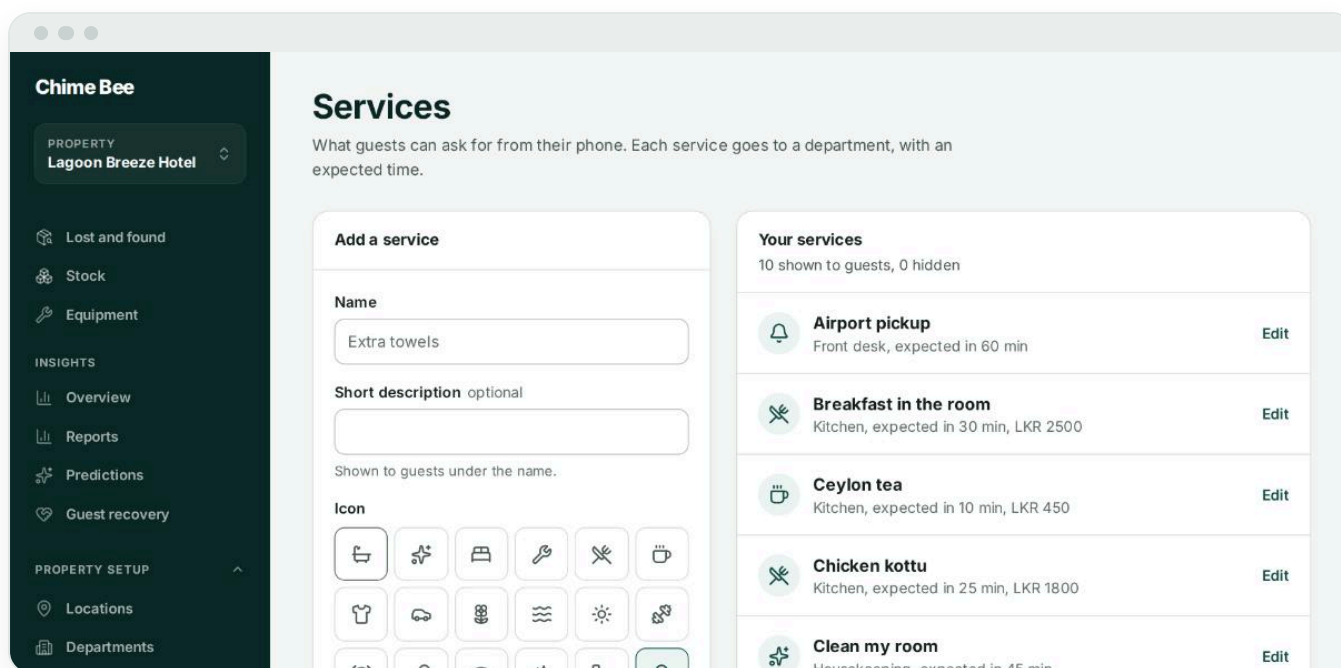
2. Follow the tour and the setup checklist

The first time you sign in, a **one-minute guided tour** walks you round the screen: press **Next** to go on, or **Skip tour** at any time. Watch it again whenever you like with the compass button next to Help. Each person on your team gets a tour for their own job.

The requests page then shows **"Get ready for your first guest"** with a short checklist. Each step opens the right page. You can add sample data to explore first, and remove it later.

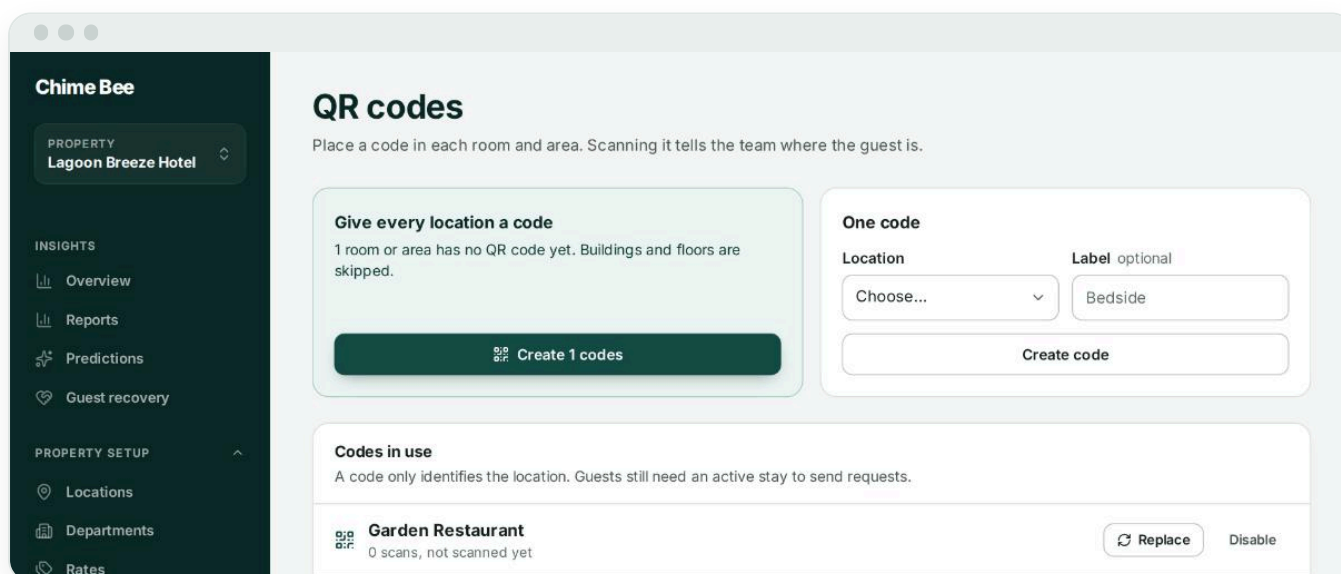
- 1 **Rooms and areas** (Property setup → Locations): add rooms one by one or a range at once, like 101 to 120. Add areas guests go to: pool, restaurant, reception.
- 2 **Departments**: the teams that handle requests, such as Housekeeping, Maintenance, Kitchen, Front desk.
- 3 **Services**: what guests can ask for (extra towels, airport pickup, room cleaning...) and which department gets each.
- 4 **QR codes**: create one for every room in one click, then print.
- 5 **Team**: invite your staff by email and give each a role.

Rooms, services and QR codes



Services: what guests can ask for, which team gets it and how long it should take

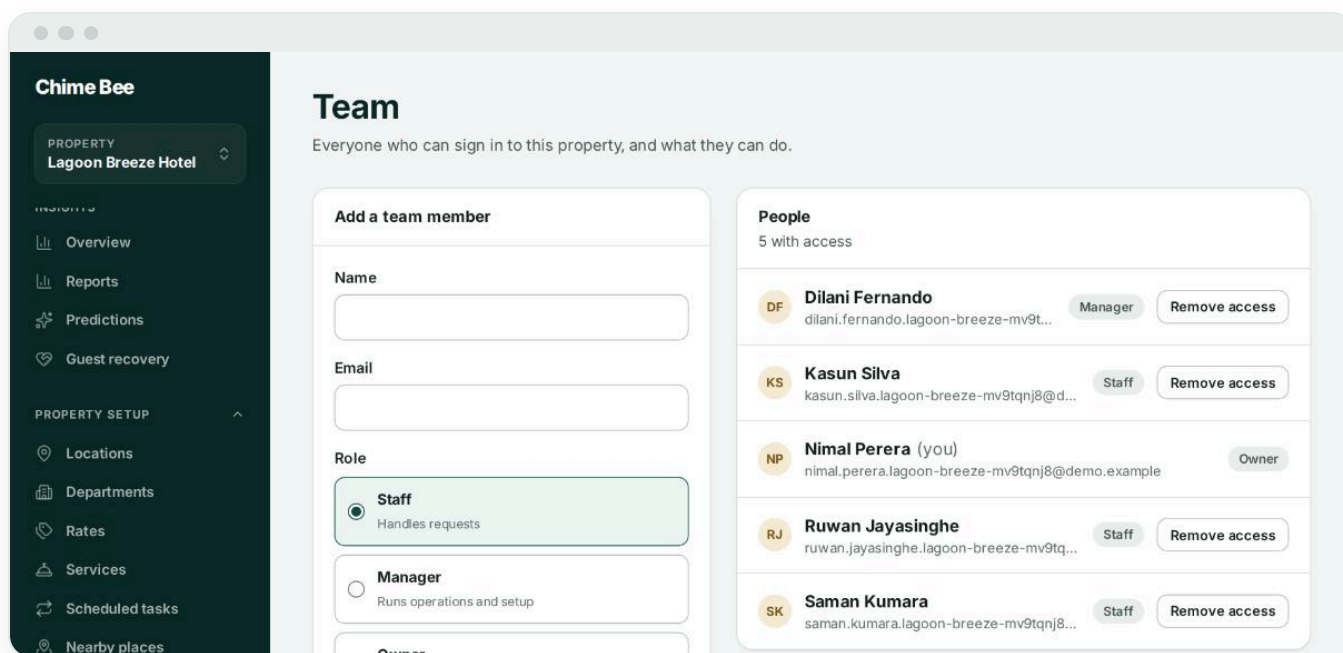
- 1 Open **Property setup** → **Services**. Add a service: name, department, expected minutes, and a price if you charge for it (laundry, airport pickup).
- 2 For food and drink, add a **menu** with prices. Orders go to the kitchen screen and onto the guest's bill.
- 3 Open **Property setup** → **QR codes** and press **Create codes**. Print them and put one in each room: on the bedside table, the back of the door, or a stand on the desk.



QR codes: one click makes a code for every room and area. Replace a code any time if it's damaged or stolen

Safe by design A QR code only tells us which room the guest is in. A guest can only send requests after you check them in, so a photo of the code taken by a past guest won't work.

Your team and what they can do



Team: invite people by email and choose their role and department

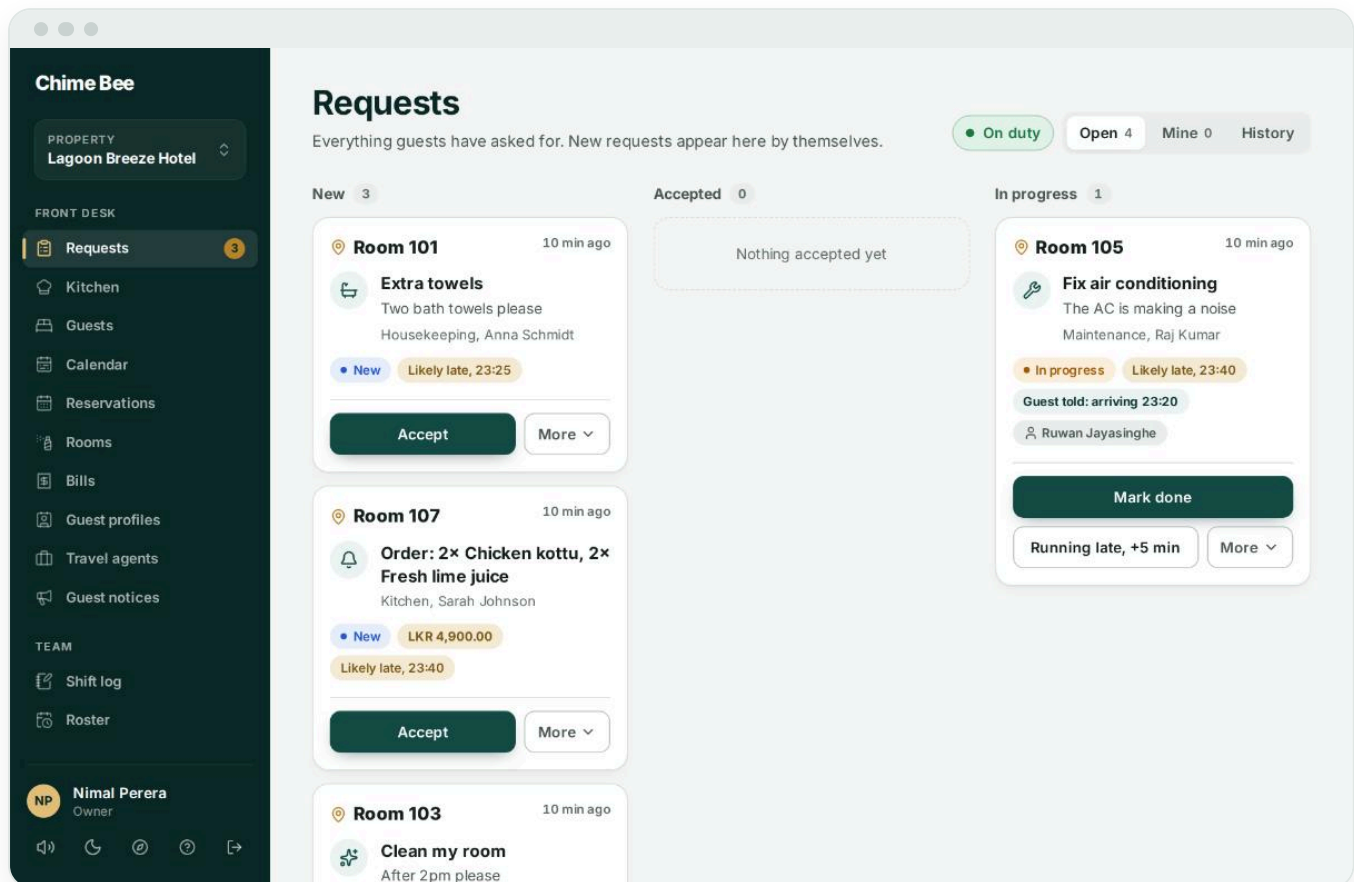
Role	Who	What they can do
Owner	You	Everything, including billing, settings, the guest register download and reports
Manager	Front office or general manager	Runs the day: check-in, reservations, bills, team, reports
Staff	Housekeeping, maintenance, kitchen, reception	Sees and handles requests for their department, the shift log, roster, clock in/out

- 1 Open **Team** and press **Add a team member**.
- 2 Enter their email, choose the role and department. They get an email to set their password.
- 3 Ask each person to open Chime Bee on their phone and allow notifications, so their phone alerts them when a guest asks.

Tip Running more than one property? Use the property switcher at the top of the menu. One sign-in, all your properties.

Front desk, every day

The requests board is the heart of Chime Bee. It's the first page your team sees.



The requests board: New, Accepted, In progress. Each card shows the room, what was asked, the guest and the team

- 1 A new request appears by itself, with a sound and a phone alert for the team it belongs to.
- 2 Someone taps **Accept**. The guest's phone shows that it's been seen.
- 3 When they set off they tap **On my way**; the guest sees it. Running late? Tap **Running late, +5 min** and the guest is told.
- 4 Tap **Mark done** when it's finished. The guest can rate it.

Read the labels **Likely late** means Chime Bee expects this one to miss its time, based on your own history. Deal with those first.

Checking a guest in

Check-in gives the guest their guest page on their phone, and starts their bill.

Chime Bee

PROPERTY
Lagoon Breeze Hotel

FRONT DESK

- Requests
- Kitchen
- Guests**
- Calendar
- Reservations
- Rooms
- Bills
- Guest profiles
- Travel agents
- Guest notices

TEAM

- Shift log
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Guests

Check guests in to give them guest services on their phone. Checking out ends their access immediately.

Check in

Guest name

Room

No room (walk-in, day guest)

Guests Meal plan

1 Room only

Travel agent optional

None

Checkout

10/16/2026, 11:00 AM

Property time (Asia/Colombo). Access ends then.

In house

4 checked in

107	Sarah Johnson Room 107. Checks out Fri 16 Oct, 11:00 Room service: LKR 4,900.00 Bill Extend or move Registration card	Check out
101	Anna Schmidt Room 101. Checks out Sat 17 Oct, 11:00 Room service: LKR 5,000.00 Bill Extend or move Registration card	Check out
103	Priya Jayawardena Room 103. Checks out Sat 17 Oct, 11:00 Bill Extend or move Registration card	Check out
105	Raj Kumar Room 105. Checks out Sun 18 Oct, 11:00 Bill Extend or move Registration card	Check out

Guests: check in on the left, everyone in house on the right

- 1 Open **Guests**. Type the guest's name and choose the room.
- 2 Set the number of guests, the meal plan (room only, bed and breakfast, half board, full board) and the travel agent if they came through one.
- 3 Check the checkout date and time. Their guest access ends then.
- 4 Add email or WhatsApp number to send them their link. Or let them scan the room's QR code.
- 5 Fill in the **registration details**: country, passport or NIC number, address. All optional, so check-in never gets stuck.
- 6 Press **Check in guest**.

Tip Returning guests are recognised by email or phone. Their past stays and preferences show up, and if you've switched on the returning-guest discount it's added to their bill automatically.

Extend a stay, move a room, print the registration card

The screenshot shows the Chime Bee hotel management interface. On the left is a dark sidebar with the 'Chime Bee' logo and a 'PROPERTY' dropdown set to 'Lagoon Breeze Hotel'. Below this is a 'FRONT DESK' section with icons and labels for 'Requests' (with a red badge '3'), 'Kitchen', 'Guests' (highlighted), 'Calendar', 'Reservations', 'Rooms', 'Bills', 'Guest profiles', 'Travel agents', and 'Guest notices'. At the bottom of the sidebar is a 'TEAM' section with 'Shift log' and 'Roster', and a user profile for 'Nimal Perera' (Owner).

The main content area has a header with a back arrow, 'Guests', and a 'Print or save as PDF' button. Below this is a 'Change the stay' section with the subtitle 'Extend or shorten it, move to another room, or change guests or meal plan.' It contains four input fields: 'Checkout' (10/17/2026, 11:00 AM), 'Room' (Room 101), 'Guests' (2), and 'Meal plan' (Bed and breakfast). There is also a 'Travel agent' dropdown set to 'None' and a 'Save changes' button.

Below the 'Change the stay' section is a 'Guest registration card' for 'Lagoon Breeze Hotel' (No. 12, Galle Road, Bentota). The card lists details for guest 'Anna Schmidt': Passport / NIC (C01X00T47), Country (Germany), Home address (Berlin), Phone (—), and Email (anna@example.com). To the right of the card is a 'Registration details' section with fields for 'Passport / NIC number optional' (C01X00T47), 'Country optional' (Germany), and 'Home address optional' (Berlin).

Change the stay: new checkout date, another room, more guests, a different meal plan or agent

- 1 In **Guests**, next to the guest, press **Extend or move**.
- 2 Change what you need and save. Chime Bee checks the new room or dates are free, and the bill updates by itself.
- 3 Press **Registration card** to print the card for the guest to sign. It already has their details.

For the authorities Owners and managers can download the full **guest register** (everyone who stayed, with passport/NIC numbers) as a spreadsheet for the police or the tourism authority, from **Overview** → **Download** .

Reservations

Guests booked before they arrive, from your booking page, booking sites, phone or email.

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NP Nimal Perera

Reservations

Guests booked before they arrive. Check today's arrivals in with one click.

Add a reservation

Guest name

Arrival 10/15/2026 Departure 10/16/2026

Room optional Not set yet Guests 1

► More rooms for this family or group (optional)

Meal plan Room only

Email optional Phone optional

For the pre-arrival link.

Arriving today
1 expected

Kenji Tanaka · 2 guests · Bed and breakfast
Thu 15 Oct to Sun 18 Oct
· Room 102
Booked on Booking.com
Send pre-arrival link

Check in Change No-show Cancel

Next two weeks
5 booked

Olga Petrova · 2 guests · Half board
Sat 17 Oct to Wed 21 Oct · Room 108
Booked on Agoda
Get pre-arrival link

Change Cancel

Marie Dubois
Sun 18 Oct to Tue 20 Oct · Room 104
Added here
Get pre-arrival link

Change Cancel

Reservations: arriving today at the top. One click to check them in

- 1 Press **Add a reservation**: guest name, dates, number of guests, room (or leave it for later), meal plan, agent.
- 2 **Group booking?** Tick more rooms under **Group rooms**. All rooms are booked together, or none if one is taken.
- 3 Send the guest the **pre-arrival link**. They fill in arrival time and passport details before they come, so check-in takes seconds.
- 4 On the day, press **Check in** next to the reservation.

Tip Bookings from Booking.com, Airbnb and Agoda arrive here by themselves once you connect their calendars (Part 7).

The calendar

Every room, every night, at a glance.

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Nimal Perera
Owner

Calendar

Who is in which room, night by night. Click a booking to change it, or a free night to book it.

< Week Today Week >

■ In house ■ Booked ■ Left

	Wed 14 Oct 4 free	Thu 15 3 free	Fri 16 4 free	Sat 17 5 free	Sun 18 6 free	Mon 19 6 free	Tue 20 5 free	Wed 21 6 free	Thu 22 8 free	Fri 23 8 free	Sat 24 8 free	Sun 25 8 free	Mon 26 8 free	Tue 27 8 free
Room 101	Anna Schmidt													
Room 102		Kenji Tanaka (2)												
Room 103	Priya Jayawardena													
Room 104 To clean					Marie Dubois									
Room 105	Raj Kumar													
Room 106								Silva wedding par						
Room 107	Sarah Johnson							Silva wedding par						
Room 108 To clean				Olga Petrova (2)										

Booked, no room yet
Give each a room so it shows on the calendar and the room can't be double-booked.

Tom Wilson · Mon 19 Oct to Wed 21 Oct · 2 guests

Choose a room

Green: in house. Gold: booked. Rooms to clean are marked under the room number

- 1 Use **Week** and **Today** to move around.
- 2 Click a booking to open and change it.
- 3 Click a free night to book it.
- 4 **Booked, no room yet** at the bottom lists bookings without a room. Press **Choose a room** so the room can't be double-booked.

Editing a reservation

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Nimal Perera
Owner

← Reservations

Change Kenji Tanaka's reservation

New dates, another room, more guests or a meal plan. The room can't be double-booked.

Guest name
Kenji Tanaka

Arrival 10/15/2026 **Departure** 10/18/2026

Room optional Room 102 **Guests** 2

Meal plan Bed and breakfast

Email optional kenji@example.com **Phone optional**

For the pre-arrival link.

Booked on Booking.com

So reports show where your guests come from.

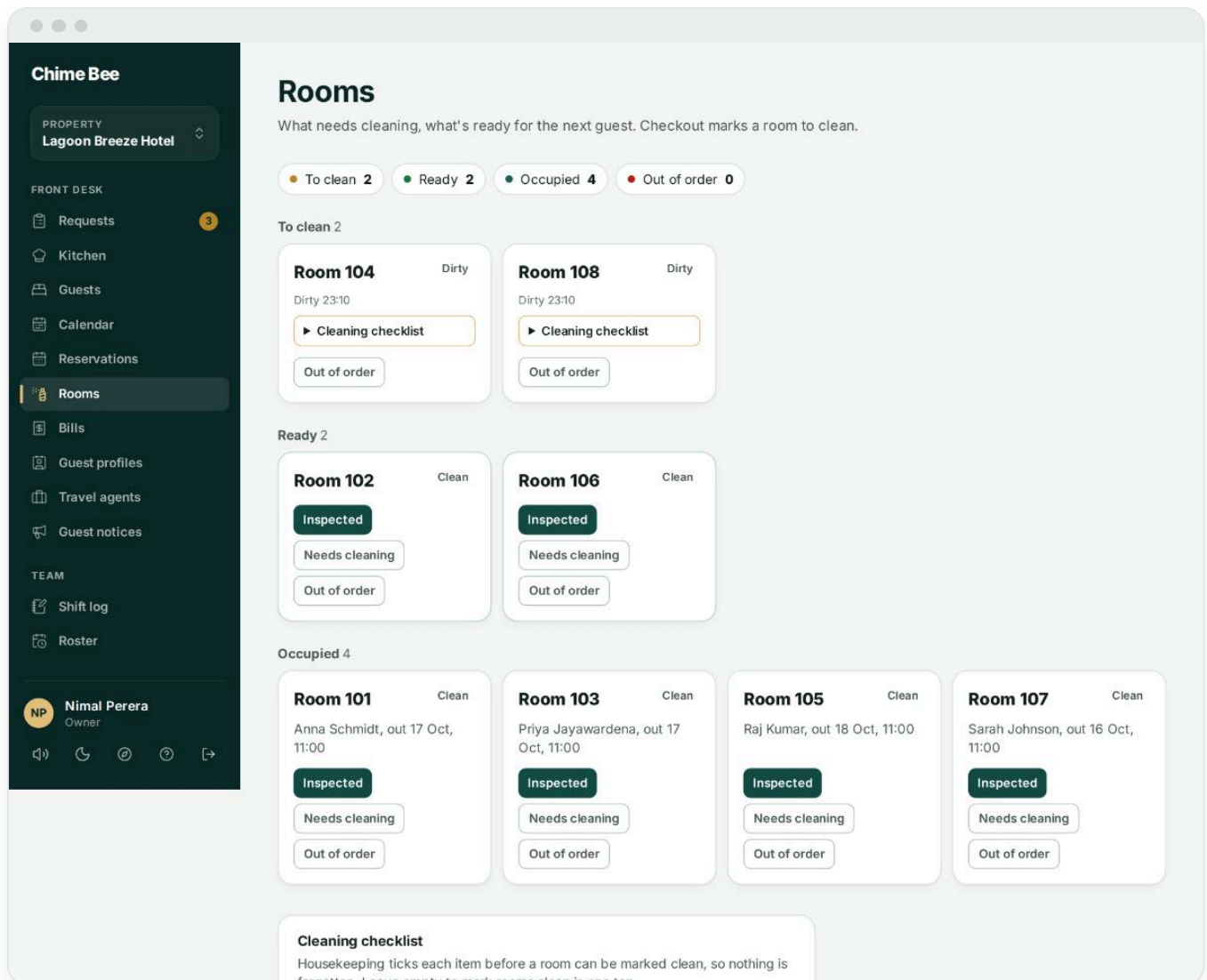
Travel agent optional None

Change dates, room, guests, meal plan or agent. Chime Bee stops you double-booking a room

Tip If a guest cancels, cancel the reservation here so the room shows free on your booking page and on booking sites at the next sync.

Rooms and housekeeping

What needs cleaning and what's ready.



Rooms: checkout marks a room to clean. Housekeeping marks it clean, with a checklist

- 1 When a guest checks out, their room is marked **To clean**.
- 2 Housekeeping opens **Rooms** on their phone, cleans the room and ticks the **cleaning checklist** (bed made, bathroom, minibar...).
- 3 They press **Clean**. Reception sees it's ready for the next guest.

Tip Write your own checklist in Settings so every room is cleaned the same way, whoever does it.

Bills

Every guest's bill builds itself while they stay.

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Nimal Perera
Owner

← All bills

Lagoon Breeze Hotel **Bill (not final)**
No. 12, Galle Road, Bentota
+94 34 227 5000 · stay@lagoonbreeze.example

Sarah Johnson
Room 107 · Wed 14 Oct to Fri 16 Oct

Date	Item	Amount
2026-10-14	Room 107, night of 2026-10-14	LKR 35,000.00
2026-10-14	Bed and breakfast, 2 guests, night of 2026-10-14 Extra	LKR 5,000.00
2026-10-15	Airport pickup Extra	LKR 9,000.00 x
2026-10-15	Room 107, night of 2026-10-15	LKR 35,000.00
2026-10-15	Order: 2× Chicken kottu, 2× Fresh lime juice Room service	LKR 4,900.00
2026-10-15	Bed and breakfast, 2 guests, night of 2026-10-15 Extra	LKR 5,000.00
	Charges	LKR 93,900.00
	Service charge 10%	LKR 9,390.00
	VAT 18%	LKR 18,592.20
	TDL 1%	LKR 1,032.90
	Total	LKR 122,915.10 about USD 409.72
	Paid	LKR 0.00
	Balance due	LKR 122,915.10

Add to the bill

What
Payment received

Amount (LKR)
122915.10

Paid by
Card

For payments.

Description optional
Airport pickup, laundry, late checkout.

Add

Finish the bill
Gives it the next invoice number. Nothing can be changed after.

Issue invoice

A guest's bill: room nights, meal plan, orders, payments; service charge, VAT and TDL worked out; total in LKR and USD

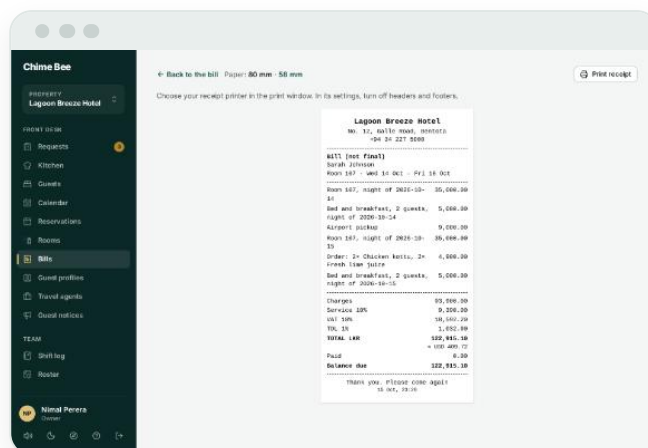
- 1 Open **Bills** and choose the guest, or press **Bill** next to them in Guests.
- 2 Room nights, meal plan, extra guests, room service orders and online payments are added for you.
- 3 To add anything else (laundry, late checkout, a minibar item), use **Add to the bill**.
- 4 To take a payment, choose **Payment received**, the amount and **Paid by**: cash, card, bank transfer, or charged to the travel agent.
- 5 At checkout the bill becomes an **invoice** by itself, with the next invoice number. A guest who pays later can still be marked paid.

Print, receipt printer or email

- 1 **Print or save as PDF:** a full A4 invoice with your name, address and taxes.
- 2 **Receipt printer:** the same bill for 80 mm or 58 mm thermal printers. Choose the paper size and press **Print receipt**.
- 3 **Email the bill:** type the guest's email and press **Send**. They get an itemised copy.

Tip In the print window, choose your receipt printer and turn off headers and footers.

Selling point Guests from abroad get their total in US dollars as well, so there's no argument over the exchange rate at checkout.



Travel agents

Chime Bee

PROPERTY
Lagoon Breeze Hotel

FRONT DESK

Requests

Kitchen

Guests

Calendar

Reservations

Rooms

Bills

Guest profiles

Travel agents

Travel agents

Agents and tour companies that send you guests. Charge a guest's bill to their agent (Bills → Pay by → Charged to agent), then record the agent's payments here.

Add an agent

Name

Island Tours (Pvt) Ltd

Commission %

0

Of room charges. 0 if they don't take one.

Email optional

Ceylon Island Tours

10% commission · +94 11 250 0000 · res@ceylonisland.example

Charged to them	Their commission	They've paid	They owe
LKR 0.00	LKR 0.00	LKR 0.00	LKR 0.00

► 1 stay

► Record a payment from this agent

► Edit details

Travel agents: what each agent owes you, minus their commission, and what they've paid

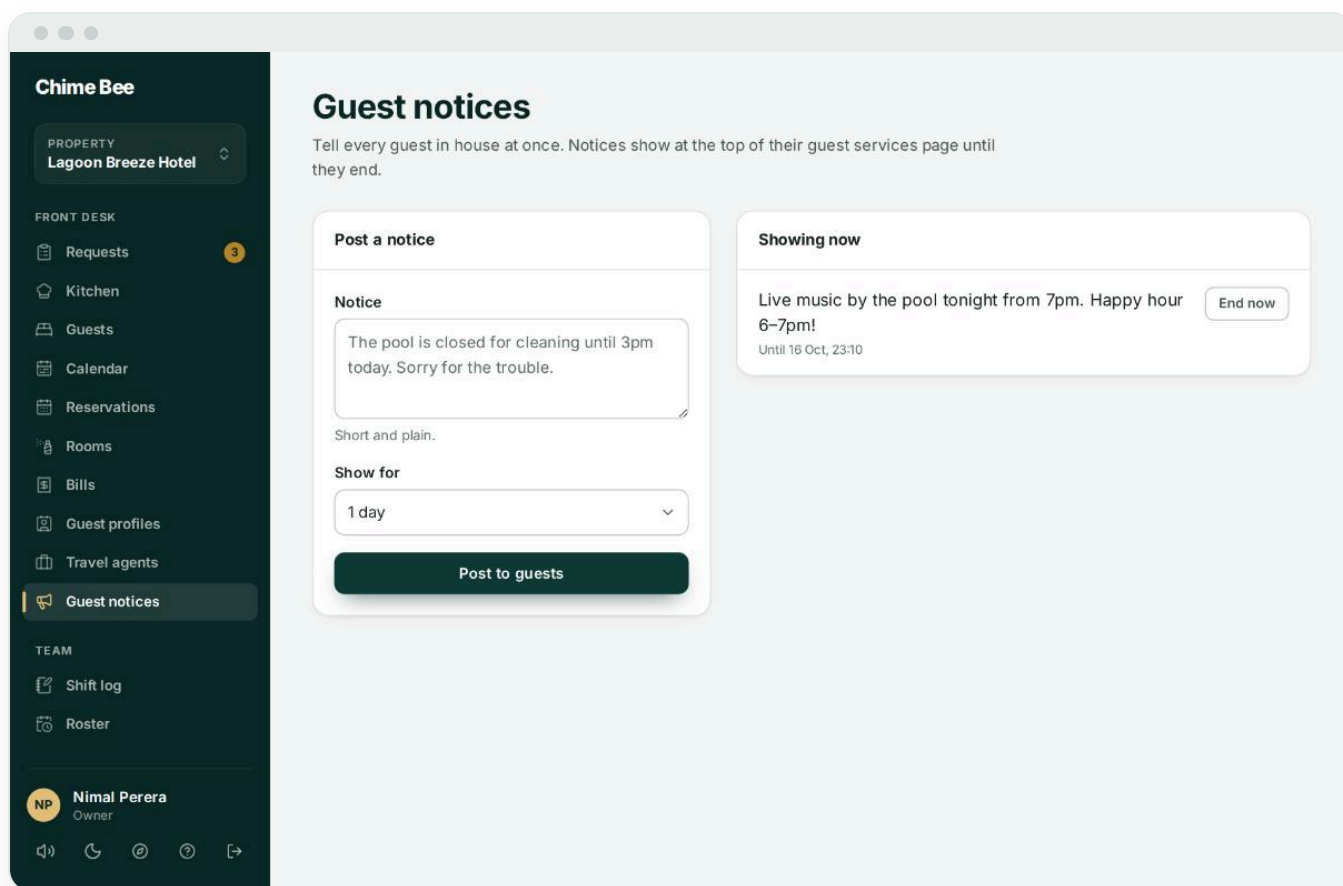
- 1 Add the agent and their commission in **Travel agents**.
- 2 Choose the agent at check-in or on the reservation.
- 3 On the bill, take the payment as **Charged to** the agent. It isn't counted as cash in the drawer.
- 4 When the agent pays you, record it on the Travel agents page.

Chime Bee · The complete guide

20

Guest notices

Tell every guest in house at once.



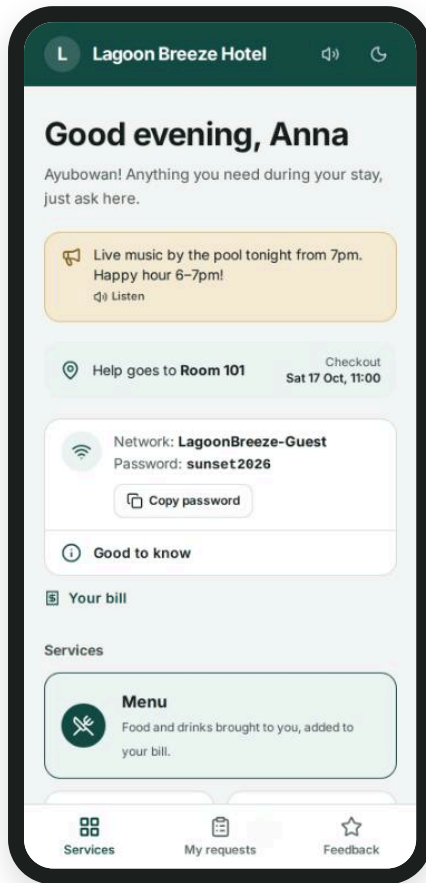
Post a notice: it shows at the top of every guest's page until it ends

- 1 Open **Guest notices** and write the message: live music tonight, the pool closes early, breakfast moved to the garden.
- 2 Choose when it ends and post it. Guests can also have it read aloud.

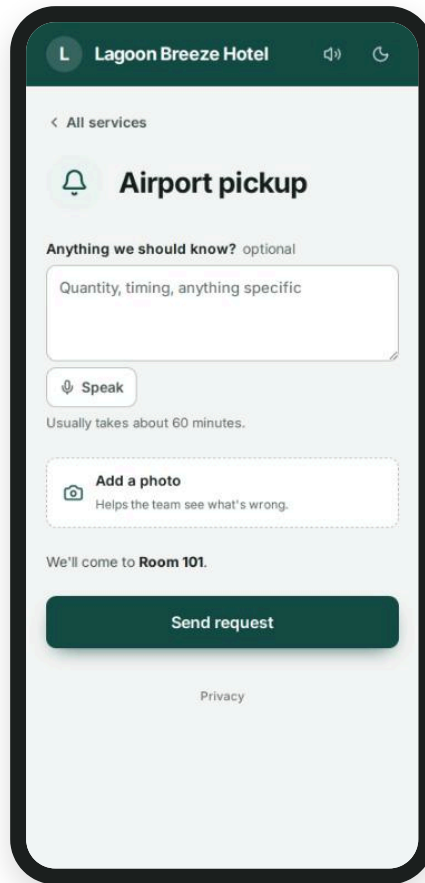
Selling point Notices sell: "Happy hour 6 to 7 at the pool bar" reaches every guest's phone, not just the ones walking past reception.

What your guests see

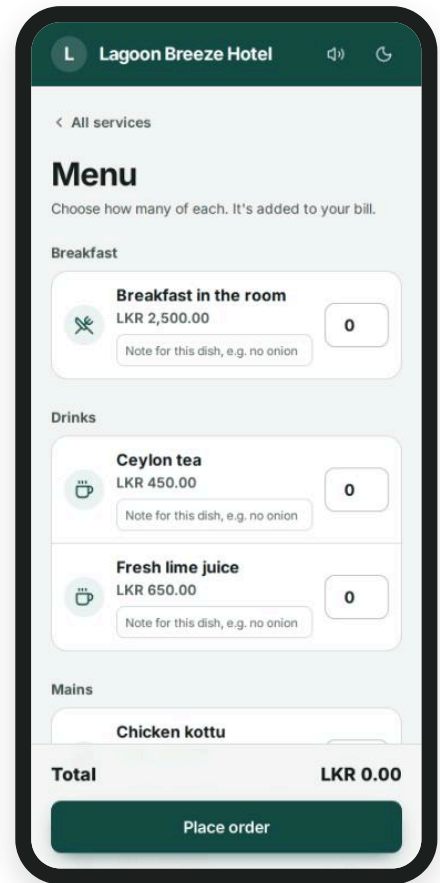
Their own page on their phone. Nothing to download, no account to make.



Their home page: your welcome, notices, the room, checkout time, Wi-Fi password, bill and services

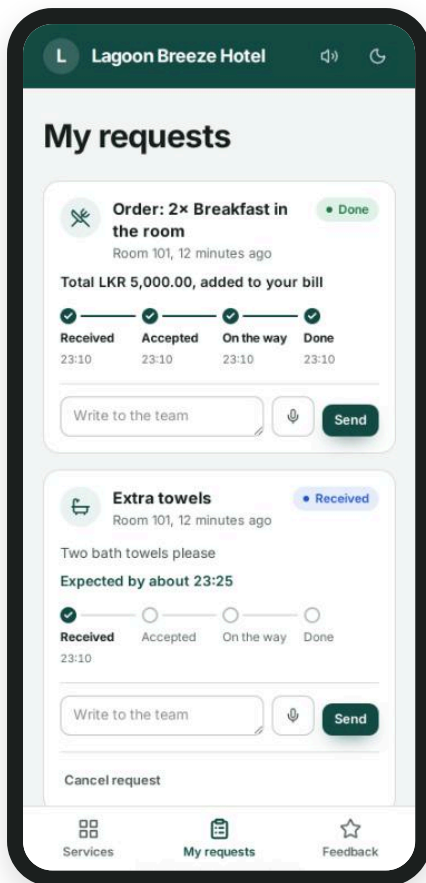


Asking for something: an optional note, or press Speak and say it

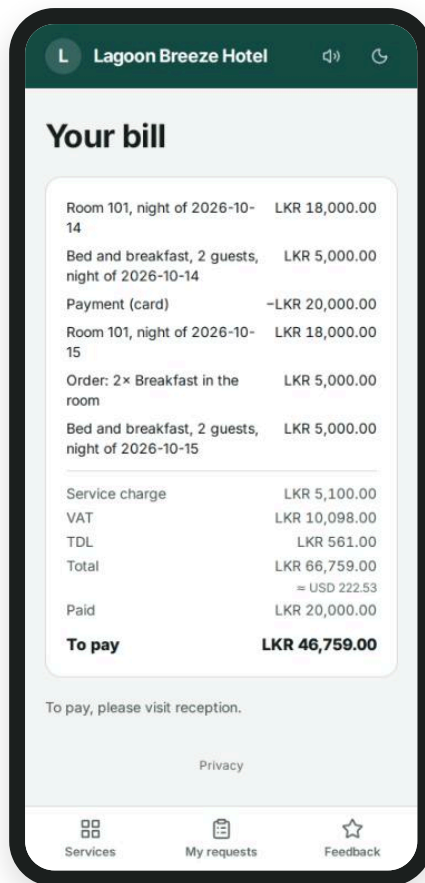


Room service: your menu and prices, added to the bill

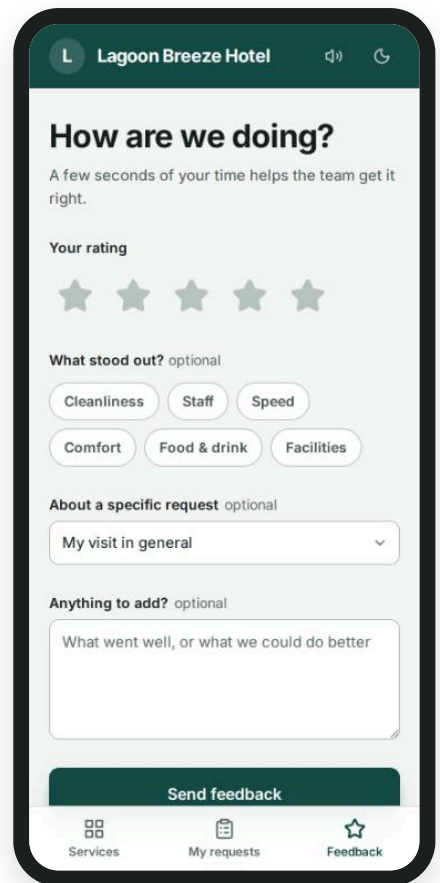
Tip Guests can speak their request instead of typing it.



My requests: what they asked for and where it's up to, live



Their bill, any time. They can pay online if you've switched on online payments

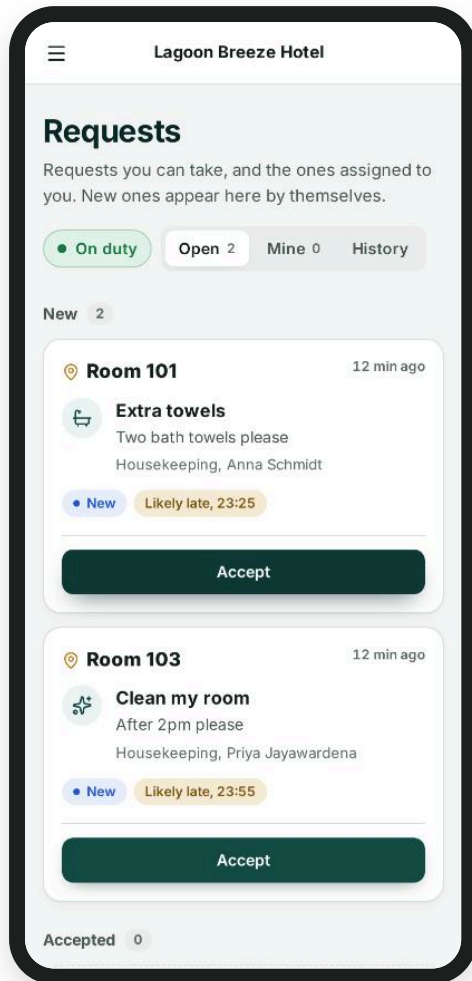


Feedback before they leave. A low rating alerts the manager, so you can fix it first

Selling point Happy guests are sent to your Google and Booking.com review pages. Unhappy ones reach the manager first, while there's still time to put it right.

Your team

Staff only need their phone.



Housekeeping's phone: only their department's requests, and big buttons

- 1 Open Chime Bee on the phone and sign in once.
- 2 Allow notifications. The phone alerts them when a guest asks.
- 3 **On duty** means they get alerts. Switch it off when they go home.
- 4 Tap **Accept**, then **Mark done**. That's the whole job.

Tip **Mine** shows only what's assigned to you. **History** shows what's been done.

Kitchen screen

Put a tablet in the kitchen and open **Kitchen**. Orders come in oldest first. Tap to start cooking, tap again when it's ready: the guest is told.

Shift log, roster and clock in/out

Chime Bee

PROPERTY

Lagoon Breeze Hotel

FRONT DESK

Requests3

Kitchen

Guests

Calendar

Reservations

Rooms

Bills

Guest profiles

Travel agents

Guest notices

TEAM

Shift log

Roster

Shift log

What the next shift needs to know. Follow-ups stay at the top until someone marks them done.

Write a note

Note

Room 204 asked for a taxi at 5am. Booked with City Cabs, confirmation 4471.

For

Everyone

☐ Needs follow-up
Stays at the top until someone marks it done.

Add to log

To follow up

Dilani Fernando 15 Oct, 23:10 Everyone Follow up

Room 105 asked for a late checkout tomorrow (1pm). Please confirm with the guest.

Mark donePinDelete

Last 7 days

Kasun Silva 15 Oct, 23:10 Everyone

Laundry van coming at 10am instead of 9am.

PinDelete

Shift log: what the next shift needs to know. Follow-ups stay at the top until someone marks them done

Chime Bee

PROPERTY

Lagoon Breeze Hotel

FRONT DESK

Requests3

Kitchen

Guests

Calendar

Reservations

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Bills

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Guest notices

TEAM

Shift log

Roster

Roster

Who works when. Your own shifts are highlighted.

< Mon 12 Oct – Sun 18 Oct >

On shift now: nobody rostered

Your shifts this week

None rostered.

Team member	Mon 12 Oct	Tue 13 Oct	Wed 14 Oct	Thu 15 Oct	Fri 16 Oct	Sat 17 Oct	Sun 18 Oct
Dilani Fernando Manager - 36h				09:00–18:00 x	09:00–18:00 x	09:00–18:00 x	09:00–18:00 x
Kasun Silva Housekeeping - 32h				07:00–15:00 x	07:00–15:00 x	07:00–15:00 x	07:00–15:00 x
Nimal Perera Owner - 0h							
Ruwan Jayasinghe Maintenance - 36h				08:00–17:00 x	08:00–17:00 x	08:00–17:00 x	08:00–17:00 x
Saman Kumara Kitchen - 0h							

Add a shift

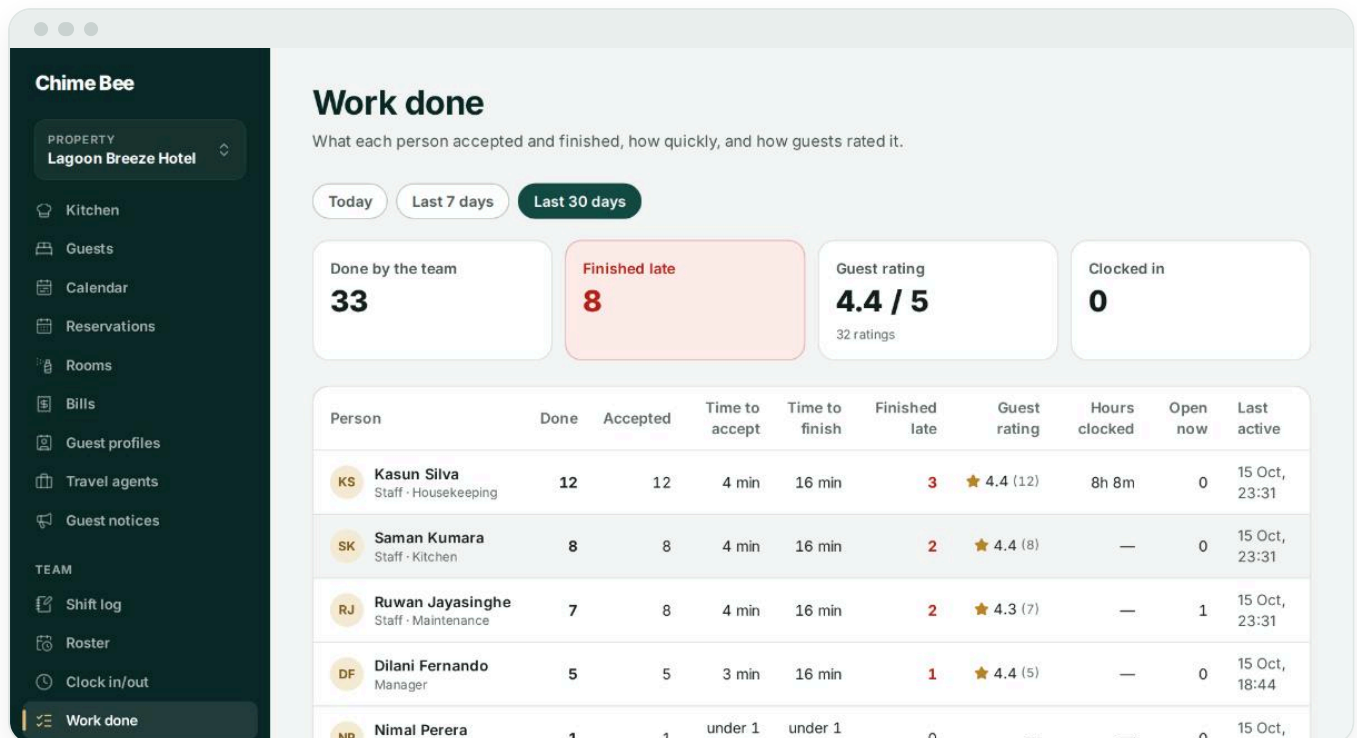
Same as last week?

Roster: who works when. Everyone sees their own shifts highlighted

Tip Clock in/out : staff clock in when they start and out when they finish. Managers see the timesheet and can add a missed entry.

Work done

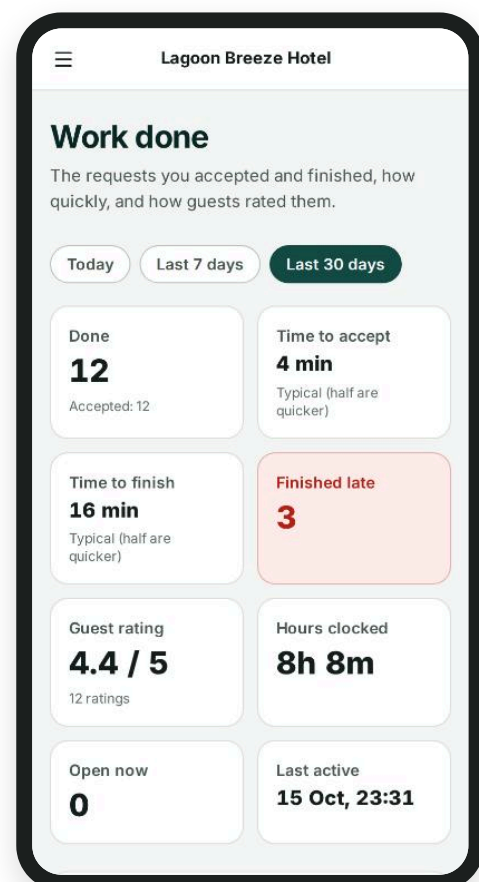
Who accepted and finished what, how quickly, and how guests rated it.



Work done (Team → Work done): the whole team side by side for today, 7 or 30 days

- 1 Owners and managers open **Team → Work done** and choose **Today**, **Last 7 days** or **Last 30 days**.
- 2 Each row shows: requests **done** and **accepted**, the typical **time to accept** and **time to finish**, how many were **finished late**, the **guest rating**, **hours clocked** and what's **open now**.
- 3 Tap a name to see every request that person handled: the room, when it was asked, how long it took, and the guest's stars.

Fair by design Credit goes to whoever pressed Accept and whoever pressed Done. If one person accepts and a colleague finishes, each gets their own part.



Staff see their own work on their phone, never a colleague's

Stock, equipment and lost and found

The screenshot shows the 'Stock' section of the Chime Bee application. On the left is a dark sidebar with the 'Chime Bee' logo and a list of navigation items: PROPERTY (Lagoon Breeze Hotel), Calendar, Reservations, Rooms, Bills, Guest profiles, Travel agents, Guest notices, TEAM, Shift log, and Roster. The main content area is titled 'Stock' with a subtitle 'What's on the shelves and what's running low. Record what you take so the counts stay right.' Below this is a yellow alert box stating 'Running low: time to reorder' for 'Bath towels (32 pcs left)'. The 'Items' section shows '3 items' and details for 'Toilet rolls' (Housekeeping, kept in Store room, 0 used in 30 days, 85 pcs, reorder at 60). It includes input fields for 'How many' and 'Note optional' (Room 208), and buttons for 'Take', 'Delivery', and 'Set count'. An 'Add an item' form on the right has fields for 'Name' (Bath towels), 'Have now optional' (40), 'Counted in optional' (pcs), and 'Reorder at optional'.

Stock: what's on the shelves and what's running low

The screenshot shows the 'Equipment' section of the Chime Bee application. The sidebar is identical to the previous screen. The main content area is titled 'Equipment' with a subtitle 'Air conditioners, water heaters, pumps and generators: where they are, when they're due a service, and what's been fixed.' Below this is a yellow alert box stating 'Service due' for 'Split AC 12,000 BTU (Room 105): 2026-10-20' and 'Pool pump (Pool): 2026-10-13, overdue'. The 'Register' section shows '2 items' and details for 'Split AC 12,000 BTU' (Room 105 - Air conditioning, Service due) and 'Pool pump' (Pool - Pool, Service overdue). It includes a 'Report a fault' button. An 'Add equipment' form on the right has fields for 'Name' (Air conditioner), 'Where it is' (Choose a place), and optional fields for 'Group' and 'Serial number'.

Equipment: air conditioners, water heaters, pumps and generators, when they're due a service, and what's been fixed

The screenshot shows the 'Lost and found' section of the Chime Bee application. The sidebar is identical to the previous screens. The main content area is titled 'Lost and found' with a subtitle 'What guests left behind, where it's kept, and where it went. Items can be disposed of after 90 days.' Below this are two main sections. The 'Log a found item' section has input fields for 'What is it' (Black iPhone charger with a white cable), 'Found in optional' (Somewhere else), and 'Or describe where optional' (Lobby sofa). The 'Being held' section shows '1 item' and details for 'Black sunglasses (Ray-Ban)' (Found in Pool 15 Oct, 23:10 by Kasun Silva - kept at Reception drawer). It includes a 'Returned to' section with a button for 'Returned' and a 'Disposed of' button.

Lost and found: log what's found, where, and who it was given back to

Job roles: who sees what

Owners choose what each manager and staff member can open.

Job roles: who can see and do what

Make roles like Receptionist or Night manager, tick what each can open, and give them to people above. Managers without a job role have full access (except billing and roles); staff without one handle requests and housekeeping. Owners always have everything.

► **Night manager** 0 people
Handle requests · Housekeeping · All requests · Inspect rooms
· Front desk · Stock and suppliers

Add a ready-made role

Choose... **Add**

Or make your own

Name
Restaurant supervisor

What they can see and do

☒ Handle requests Accept and finish guest requests and tasks for their department.	☒ Housekeeping Mark rooms as cleaned.
☐ All requests See every department's requests, and reassign, reject or cancel them.	☐ Inspect rooms Check cleaned rooms and mark them inspected.
☐ Front desk Check-in, checkout, reservations, booking calendar, bills and guest profiles.	☐ Guest privacy requests Find, download and erase a guest's personal data.
☐ Stock and suppliers Add stock items, record deliveries and counts, and order from suppliers.	☐ Property setup Rooms and areas, departments, services, schedules and QR codes.

Team → Job roles: tick what each role opens, add a ready-made one, and give it to people in the list above

- 1 Open **Team** and scroll to **Job roles**.
- 2 Add a ready-made role (Receptionist, Housekeeper, Accountant, Night manager...) or make your own and tick what it opens: Front desk, All requests, Stock and suppliers, Reports and money, Payroll, Team, Settings...
- 3 Choose the role next to each person and press **Save**. It applies at once.

Good to know A manager without a job role has full access (except billing and roles). Managers can make roles for staff, but only with access they have themselves.

Leave

Annual, casual, sick and no-pay leave, with what's left this year.

Leave

Time off for you and your team. Approved leave shows on the roster, and no-pay leave goes into payroll.

Annual leave 2026
14
left of 14

Casual leave 2026
7
left of 7

Sick leave 2026
7
left of 7

No-pay leave 2026
0
days taken

Your leave

No leave yet.

Team leave coming up

Kasun Silva · Casual leave
2026-10-28 to 2026-10-29 · 2 days
Cancel

Ask for leave

Kind of leave
Annual leave

From 10/16/2026 To 10/16/2026
Leave as is for one day
☐ Half day (one day only)
Reason optional
Family wedding
Ask for leave

Leave: days left this year, asking for leave, team leave coming up and each property's days a year

- 1 Staff open **Leave**, choose the kind and the days (or a half day) and press **Ask for leave**.
- 2 Owners and managers get an alert and press **Approve** or **Turn down**. The person hears back at once.
- 3 Approved leave shows on the roster and no shift can be put on those days. No-pay leave goes into payroll by itself.

Tip Someone phoned in sick? Use **Put in leave for someone** ; it's approved at once. Only an owner decides a manager's leave.

Payroll

Salaries, overtime by your own rule, EPF, ETF and the service charge, worked out for you.

Payroll

Salaries with overtime from the clock, EPF and ETF, and the service charge shared out. Only owners and managers you allow see this page.

< **October 2026** > Draft

Take-home pay (net)
LKR 117,136.56
Gross 130,036.56

EPF to pay
LKR 26,000.00
8% staff + 12% hotel

ETF to pay
LKR 3,900.00
3% from the hotel

Service charge shared
LKR 0.00
100% of 0.00 collected

Name	Days	OT hours	Gross	EPF 8%	Tax, advances, other	Net pay	
Dilani Fernando ► Adjust	0	0	85,000.00	6,800.00	0.00	78,200.00	Payslip
Kasun Silva ► Adjust	1	0.13	45,036.56	3,600.00	2,500.00	38,936.56	Payslip

Download for the bank and EPF Work out again Make it final Remove draft

"Work out again" reads the clock-ins, pay details and service charge again; the amounts you typed in stay. Once final, the month can't be changed.

Pay details
How each person is paid. Hours and overtime come from their clock-ins on the Clock in page.

Nimal Perera Owner
► Add pay details
No pay details

Your payroll rules
Each hotel sets its own. They apply when a month is worked out.

Overtime
After hours a Or hours a

Payroll: the month at a glance, each person's pay, your rules and everyone's pay details

- 1 Add each person's monthly salary or day rate, allowances and EPF number under **Pay details**, and set your overtime, EPF/ETF and service charge rules once.
- 2 Choose the month and press **Work out**. Hours and overtime come from clock-ins, the service charge from that month's invoices.
- 3 Press **Adjust** for no-pay days, a bonus, tax (APIT), advances or other deductions, then **Make it final**.
- 4 Print each payslip and download the file for the bank and the EPF/ETF returns.

Payslips

One per person, to print or save as PDF.

Lagoon Breeze Hotel
No. 12, Galle Road, Bentota

Payslip
October 2026
Draft

Name	Dilani Fernando
Days worked	0 (0 hours)

Earnings	LKR
Basic salary	85,000.00
Gross pay	85,000.00

Deductions	
EPF (8%)	6,800.00
Total deductions	6,800.00

Net pay **LKR 78,200.00**

Paid by Lagoon Breeze Hotel on top: EPF 12% 10,200.00, ETF 3% 2,550.00 (on EPF earnings of 85,000.00).

Private Only owners, and managers whose job role includes Payroll, see salaries. Nobody but an owner changes their own pay or an owner's.

Tip Forgot to clock out? People still clocked in after 14 hours get a reminder, and Payroll warns you about shifts with no clock-out so the hours can be fixed first.

Note Income tax (APIT) isn't worked out for you: type it in for anyone who pays it. Check rates with your accountant.

A payslip: earnings, deductions, take-home pay, and what the hotel pays on top for EPF and ETF

Suppliers and purchase orders

Order on WhatsApp, receive into stock in one tap.

Purchasing

Your suppliers and what you've ordered from them. Send an order by WhatsApp or email, and when it arrives, one tap adds it to stock.

Bills to pay: LKR 7,500.00

Orders

2 most recent

#2 Galle Linen Suppliers
1 item · 16 Oct, 18:58

LKR 15,000.00

Received

#1 Galle Linen Suppliers
1 item · 16 Oct, 18:57

LKR 60,000.00

Draft

New order

Fill in how many of each item you want. Leave the rest empty.

Supplier

Choose... ▾

Needed by optional

mm/dd/yyyy 

Item	How many	Price each
Bath towels 44 pcs left		optional
Mineral water 1L 120 bottles left		optional
Toilet rolls 85 pcs left		optional

Suppliers

1 active

Galle Linen Suppliers
Towels, sheets · +94771234567
[▶ Edit](#)

Add a supplier

Name

What they supply optional

Contact person optional

WhatsApp / phone optional

Email optional

Credit days optional

Bills due this long after delivery

Notes optional

Purchasing: what to reorder, your orders, a new order with low items filled in, and your suppliers

- 1 Add your suppliers with their WhatsApp number and credit days.
- 2 Under **New order**, choose the supplier and how many of each item. Items running low are filled in for you.
- 3 Press **WhatsApp** to send it, then **I've sent it**.
- 4 When the delivery arrives, check the numbers and press **It arrived: add to stock**.

Bills to pay

What you owe each supplier, and when.

[< Purchasing](#)

Bills to pay

What you owe your suppliers. Received orders become bills here on their own, due after the supplier's credit days.

You owe
LKR 7,500.00

Overdue
LKR 0.00

Galle Linen Suppliers
LKR 7,500.00

Unpaid bills
1, the soonest due first

Galle Linen Suppliers
Gas cylinders · dated 2026-10-16 · due 2026-10-16
Paid LKR 5,000.00 on 2026-10-16 (Bank transfer) [Remove](#)
[▶ Record a payment](#) [▶ Edit bill](#)

LKR 7,500.00
of LKR 12,500.00

Add a bill
For something bought without an order, like gas or a repair.

Supplier

Choose... ▾

Amount (LKR)

Bill date
10/16/2026 📅

Due on optional
mm/dd/yyyy 📅

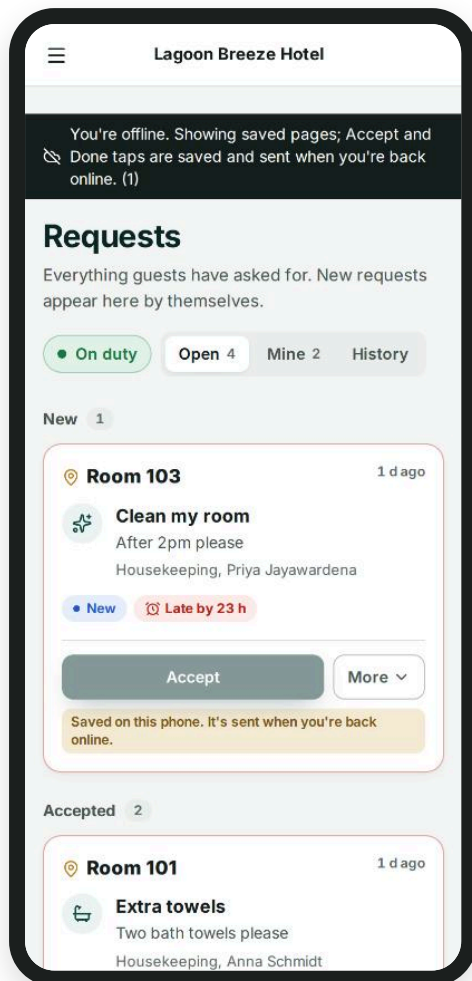
Bills to pay: what you owe, what's overdue, payments recorded against each bill

- 1 A received order becomes a bill by itself, due after the supplier's credit days.
- 2 Bought something without an order (gas, a repair)? **Add a bill**.
- 3 When you pay, open **Record a payment**: amount, date and how (bank, cash, cheque...).

Tip Bills and payments download for your accountant from **Overview** → **Download** . Paying needs **Reports and money** access.

When the Wi-Fi drops

Chime Bee keeps working on the phone.



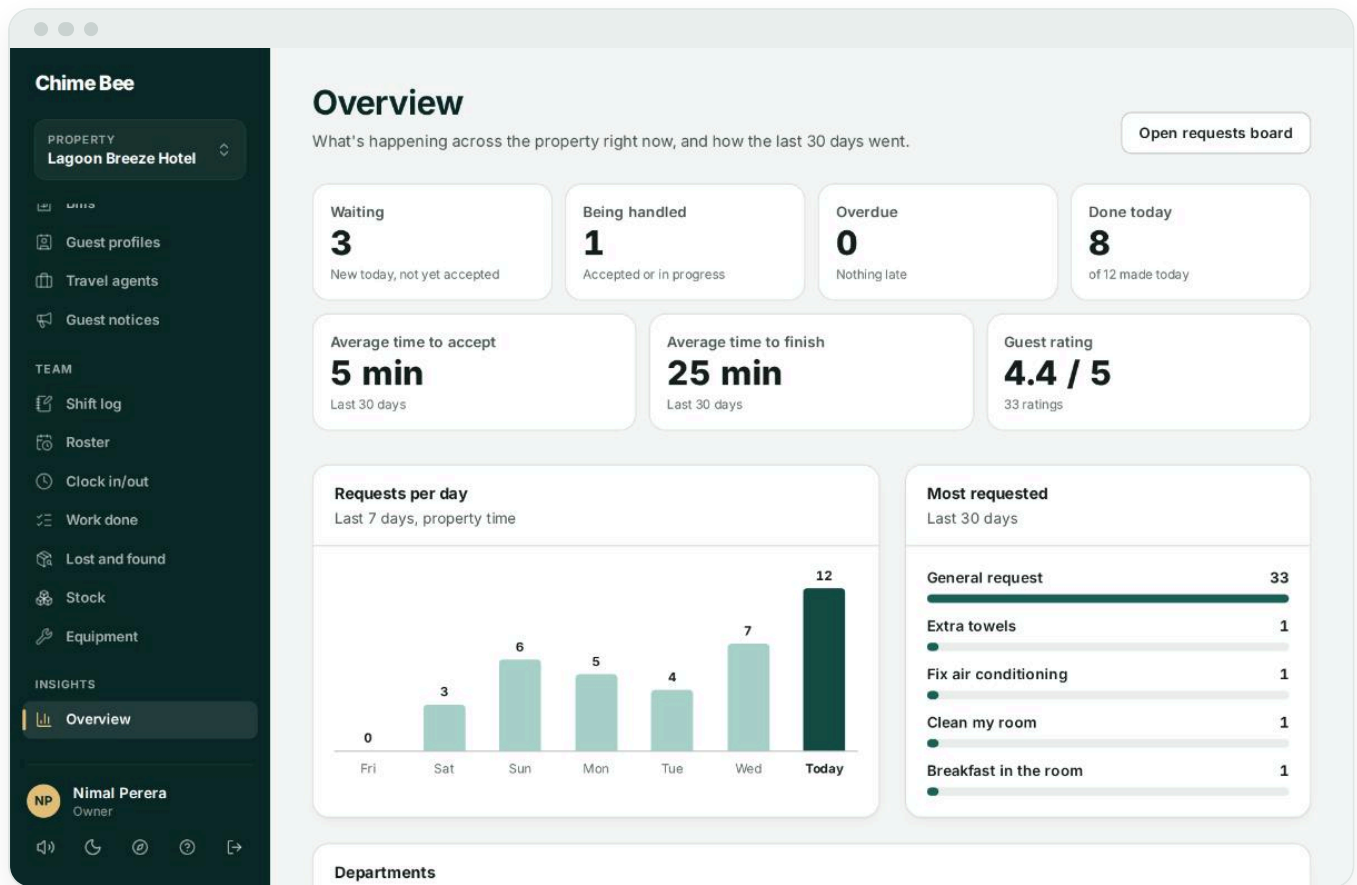
Offline: the saved board still shows, and an Accept tap is saved on the phone

- 1 Pages each phone opened are kept for a day. If the connection drops, a dark bar says you're offline and those pages still show.
- 2 Tap **Accept**, **Start** or **Done** as usual. The card says it's saved on this phone.
- 3 When the connection is back, everything saved is sent at once and the board refreshes.

Tip If someone else took the request meanwhile, you're told instead of it being forced. New requests can't reach a phone while it's offline. Signing out clears what the phone saved.

Owner's view

How things are going, from anywhere.



Overview: what's happening now, and the last 30 days: requests, response times, ratings, team workload

- 1 Overview** shows open requests, late ones, ratings and who is busiest. Tap a name under Team workload to open their **Work done**.
- 2 Predictions** shows what's likely in the next 7 days, learned from your own property.
- 3 Guest recovery** lists guests whose stay is going badly, and what's most likely to win them back before they leave a review.

Tip Switch on the daily email summary in Settings and get yesterday's numbers in your inbox every morning.

Daily takings and monthly reports

Chime Bee

PROPERTY
Lagoon Breeze Hotel

Guest profiles
Travel agents
Guest notices

TEAM

Shift log
Roster
Clock in/out
Work done
Lost and found
Stock
Equipment

INSIGHTS

Overview
Reports

Nimal Perera
Owner

Reports

The day's takings, then how the month is going.

Today's takings

Every payment taken that day, by how it was paid. Count the cash drawer against Cash and the card machine against Card.

Day: 10/15/2026 **Show**

Cash LKR 15,000.00	Card LKR 20,000.00	Bank transfer LKR 0.00	Other LKR 0.00	Total LKR 35,000.00
------------------------------	------------------------------	----------------------------------	--------------------------	-------------------------------

Time	Guest	How	Taken by	Amount
23:10	Anna Schmidt Room 101	Card	Nimal Perera	LKR 20,000.00
23:10	Priya Jayawardena Room 103	Cash	Nimal Perera	LKR 15,000.00

October 2026, so far

based on 8 rooms

Month: 2026-10 **Show**

Occupancy 7% 8 of 120 room-nights	Average room rate (ADR) LKR 24,750 Room revenue per night sold	RevPAR LKR 1,650 Room revenue per room available
Room revenue LKR 198,000	Room service LKR 9,900	Payments taken LKR 35,000

Reports: today's takings by cash, card and bank, then occupancy, average room rate (ADR) and RevPAR for the month

- 1 At the end of the day, open **Reports**. Count the cash drawer against **Cash**, and the card machine against **Card**.
- 2 Each payment shows the time, guest, room and who took it, so differences are easy to find.
- 3 Below, see the month: occupancy, average room rate, RevPAR, room revenue and room service.
- 4 Download requests, feedback and the guest register as spreadsheets from **Overview**.

Settings and your plan

Set these once.

Chime Bee

PROPERTY
Lagoon Breeze Hotel

Work done
Lost and found
Stock
Equipment

INSIGHTS
Overview
Reports
Predictions
Guest recovery

PROPERTY SETUP
Locations
Departments
Rates

Rates

Room types and their prices per night, seasonal prices, and what's free over the next two weeks.

Rooms free, next 14 days
Rooms of each type, less guests in house, reservations, and online bookings not yet given a room.

Room type	T 15	F 16	S 17	S 18	M 19	T 20	W 21	T 22	F 23	S 24	S 25	M 26	T 27	W 28
Deluxe Double of 4	1	1	3	3	3	4	4	4	4	4	4	4	4	4
Family Suite of 2	1	1	1	2	2	1	1	2	2	2	2	2	2	2
Garden Villa of 2	1	2	1	1	1	0	1	2	2	2	2	2	2	2

Add a room type

Name
Deluxe double, sea view

Price per night (LKR)
15000

Guests
2

Deluxe Double
LKR 18,000 a night for 2 · up to 3 guests · extra guest LKR 4,000 · 4 rooms

► Edit price and details

Rooms of this type

☒ 101 ☒ 102 ☒ 103 ☒ 104 ☐ 105 ☐ 106 ☐ 107 ☐ 108

Rates: room types and prices, seasonal prices, meal plans, and what's free in the next 14 days

- 1 Open **Rates**. Add each **room type** (Deluxe Double, Family Suite...) with its price a night, how many guests the price covers, and the charge for each extra guest.
- 2 Add **seasons** for busy times, like Christmas, with their own price.
- 3 Set **meal plan** prices per person a night: bed and breakfast, half board, full board.
- 4 Put each room in its type (Rooms / Locations). Your booking page now shows real prices.

Property settings

Service charge, taxes and loyalty

Switch on the service charge (for example 10%) and add each tax by name and rate: VAT 18%, TDL 1%, SSCL. They appear as separate lines on every bill.

The **returning-guest discount** takes a percentage off for guests who have stayed before.

Wi-Fi and good to know

Your Wi-Fi name and password, and house information (breakfast times, pool hours). Guests see it on their page with a **Copy password** button, so reception stops being asked.

Second currency

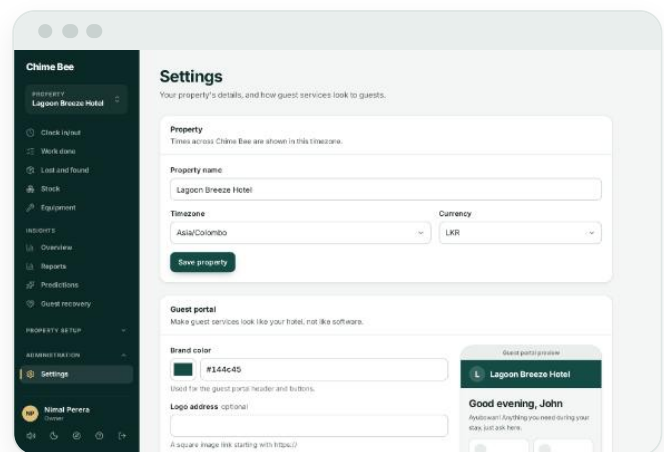
Show bills in US dollars as well, at your rate.

Guest portal

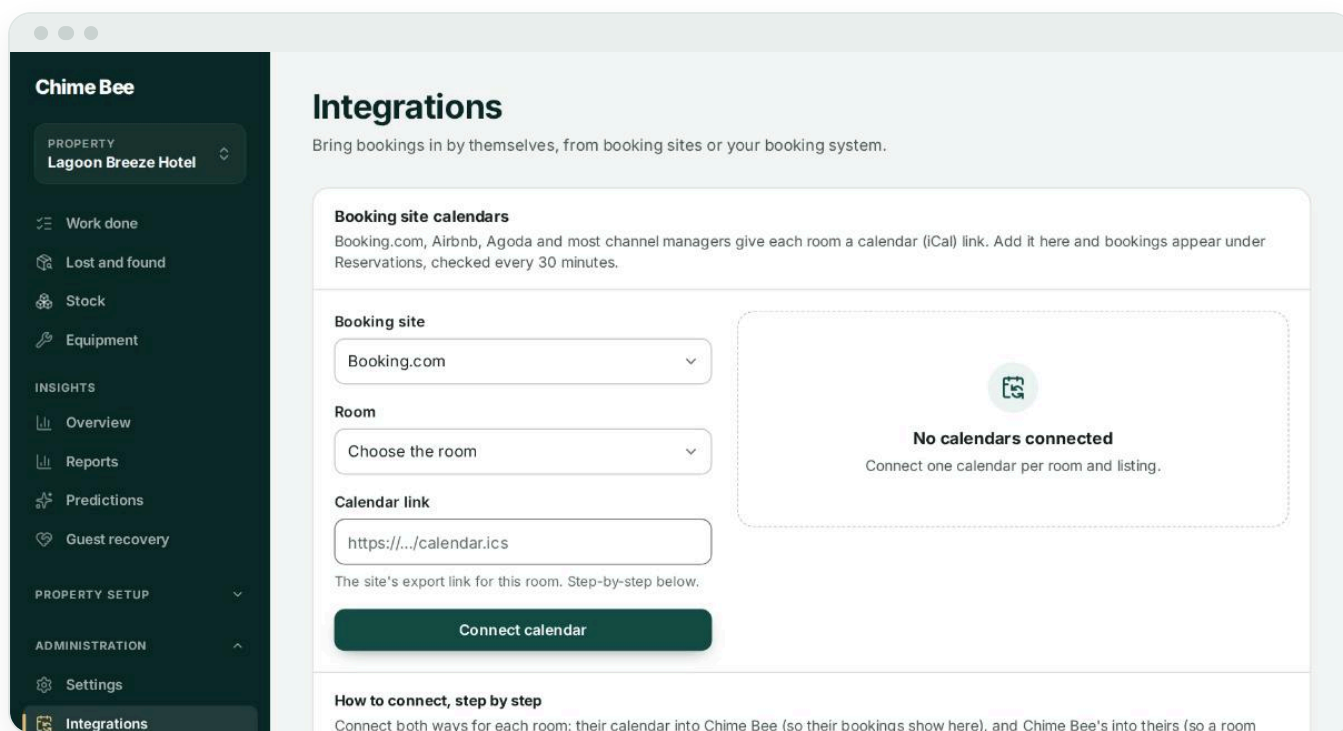
Welcome message, brand colour, and your Google and Booking.com review links.

Features

Switch parts of Chime Bee on or off to keep it simple for your team.



Booking sites and online payments



Integrations: connect the calendars of Booking.com, Airbnb, Agoda and others

- 1 In your booking site's extranet, find the calendar export (iCal) link for each room type and paste it into **Integrations → Booking site calendars**.
- 2 Copy Chime Bee's **availability link** back into the booking site, so rooms booked in Chime Bee close there too.
- 3 Syncs run every few hours. If a sync stops, Chime Bee warns you.

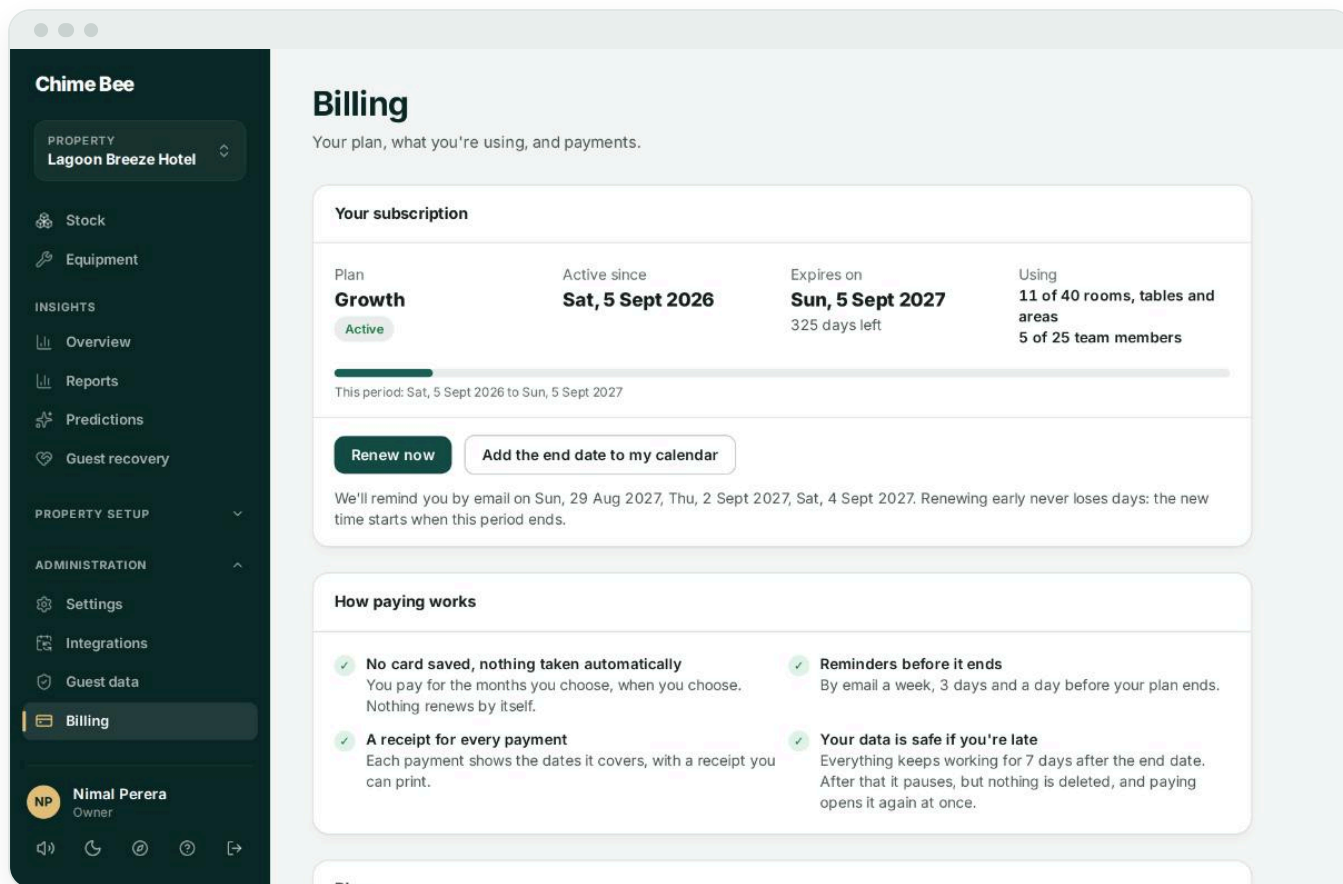
Online payments (PayHere)

Add your PayHere merchant ID and secret in Settings. Guests can then pay a deposit when they book on your page, and pay their bill from their phone. Payments appear on the bill and in today's takings by themselves.

Tip Chime Bee never takes a cut of your bookings or payments. PayHere's own fee applies to card payments.

Your subscription

Administration → Billing. Always know when your plan started, when it ends, and how to renew.



Your subscription: plan, active since, expiry date, days left, and the dates each payment covers

- 1 **Renew now** takes you to the plans. Renewing early never loses days: the new time starts when the current period ends.
- 2 **Add the end date to my calendar** puts the date in your phone's calendar, with alarms a week and a day before.
- 3 Under **Payments**, each payment shows the dates it covers and a **Receipt** you can print.

Reminders before it ends

We remind the owner **a week, 3 days and a day** before the plan ends: by **email**, by **SMS** to your mobile (Sri Lankan numbers), and with a **phone alert** if alerts are on. A banner in Chime Bee shows the date in the last 7 days.

Peace of mind No card is saved and nothing is taken automatically. If you're late, everything keeps working for 7 more days; after that it pauses, nothing is deleted, and paying opens it again at once.

Plans and prices

Pay by bank transfer to the official Chime Bee account shown on your Billing page, then send the slip on WhatsApp to +94 74 383 3865.

Plan	For	1 month	3 months	6 months	12 months
Starter	Up to 10 rooms or areas, 8 team members	4,900	13,900	26,400	49,000
Growth	11 to 40 rooms or areas, 25 team members	9,900	28,200	53,500	99,000
Pro	41 to 100 rooms or areas, 80 team members	19,900	56,700	107,500	199,000
Enterprise	More than 100	Ask us for a price			

Prices in LKR. 3 months: 5% off. 6 months: 10% off. 12 months: 2 months free.

Setup

When you pay for	What you get	Price
1 or 3 months	Guided setup: we guide you step by step on WhatsApp while you set up, and you train your team with Part 5 of this guide	Free
6 or 12 months	Full setup and team training: we set up your rooms, services, team and QR codes with you on a video call, and train your staff in a live online session	Free

All setup help is online (WhatsApp and video calls). You print the QR codes from Chime Bee on any printer or at a print shop. Nothing renews by itself; pay again when your period ends (you get 7 days to do it). Payments aren't refundable; if anything is wrong, contact us and we'll put it right.

How to pay

- 1 Open **Billing** and choose your plan and how long. The box below shows the free setup help that comes with it.
- 2 Transfer the amount shown to the official Chime Bee account on the page (Commercial Bank). Put your workspace address as the reference.
- 3 Press **I've paid** (with the bank reference if you have it). We're told at once, and you can keep working for a few days while we check.
- 4 We check every payment ourselves. When it's confirmed your plan is extended and a receipt is emailed to you.

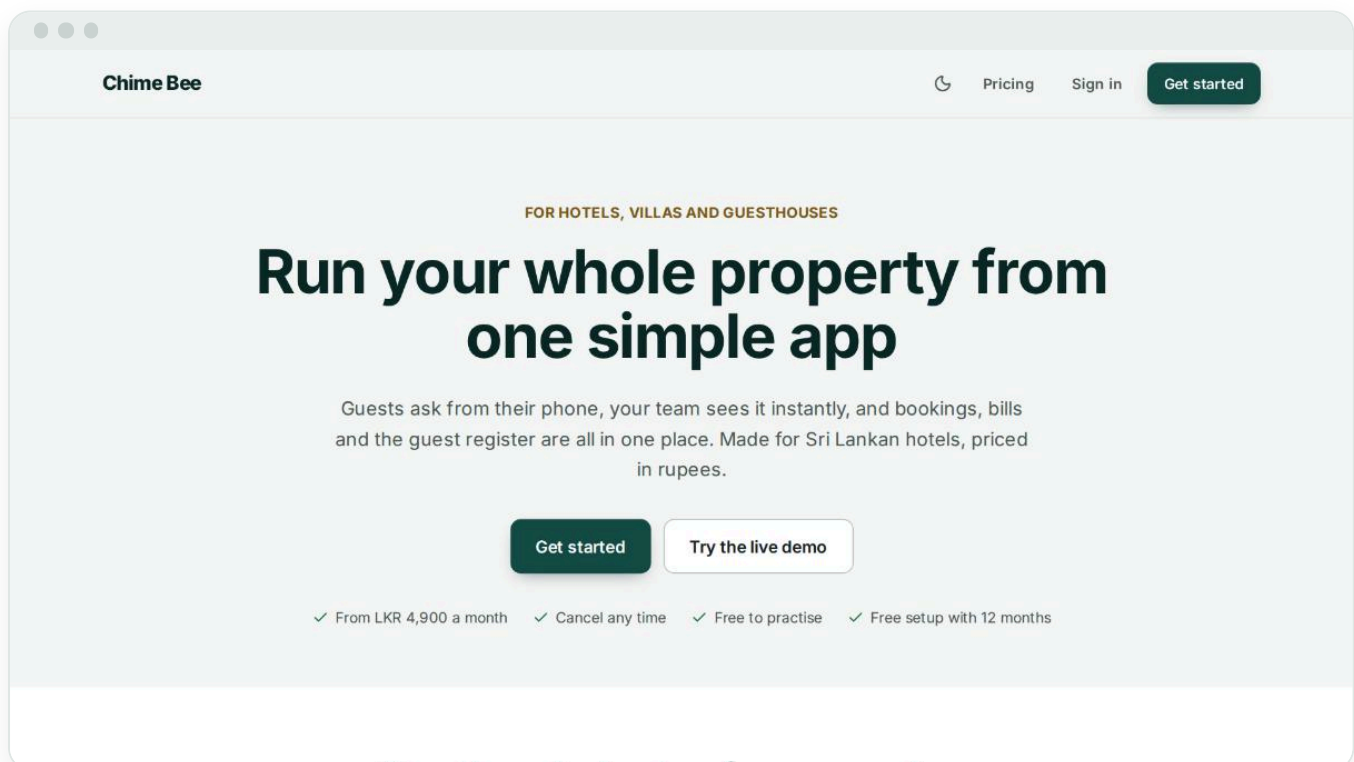
Other kinds of business

Choose your type at sign-up and Chime Bee changes its menus and words to fit.

Business	Calls people	What you use most
Restaurant, café	Customers	QR on each table: order from the table, call the waiter, ask for the bill. Kitchen screen, Tables for table bookings
Salon, spa	Clients	Appointments : each stylist or therapist has their own diary; clients book themselves online
Gym, studio	Members	Appointments for sessions and classes; QR codes on equipment to report problems
Clinic	Patients	Appointments, waiting-room QR codes, requests to the right team
Garage, repair, laundry	Customers	Appointments, and walk-in QR codes so customers ask for updates
Office, coworking, venue	Visitors / members	QR in every room for facility and IT requests; equipment register; reports on response times

Walk-in QR codes

For businesses without check-in, a customer just scans the code on the table or wall and can ask straight away. Their session ends by itself after a few hours.



Each kind of business has its own page on chimebee.com, like chimebee.com/for/hotels, to share with owners

The daily routine

Print this page and keep it at the front desk.

Morning

- ☐ Open the **requests board**. Anything left from the night?
- ☐ Read the **shift log** and tick the follow-ups.
- ☐ Check **Reservations** → **Arriving today**. Give every booking a room.
- ☐ Look at **Rooms**: which rooms housekeeping must clean first for arrivals.
- ☐ Staff: **clock in** and switch **On duty**.

During the day

- ☐ Accept new requests quickly. Deal with **Likely late** first.
- ☐ Check guests in with registration details.
- ☐ Add extras to bills as they happen, not at checkout.
- ☐ Post a **guest notice** for anything happening today.
- ☐ Manager: glance at **Guest recovery** for anyone unhappy.

Checkout

- ☐ Open the guest's **bill**, check it with them.
- ☐ Take the payment with the right **Paid by**.
- ☐ **Issue invoice**; print, receipt-print or email it.
- ☐ **Check out**. Their room is marked to clean.
- ☐ Invite them to book direct next time with your booking page.

End of day

- ☐ **Reports** → **Today's takings**: count cash and card against it.
- ☐ Write anything the night shift must know in the **shift log**.
- ☐ Staff: **clock out**, switch off On duty.
- ☐ Owner: check **Overview** from home.

Common questions

A guest says their link doesn't work.

Their access ends at checkout. If they extended, use **Extend or move** and their access is extended too. Or ask them to scan the room's QR code again.

I made a mistake on a bill.

Before the invoice is issued, remove the line with the x and add it again. After it's issued it can't be changed, so check before you issue.

Someone left the team.

In **Team**, remove them. They're signed out straight away. Their past work stays on record.

A QR code was damaged or stolen.

In **QR codes**, press **Replace** next to it. The old one stops working; print the new one.

When does our plan end, and how do we renew?

Open **Billing**: the expiry date and days left are at the top. Press **Renew now**, pay by bank transfer and send the slip on WhatsApp. You'll get reminders by email and SMS before it ends.

A staff member isn't getting alerts.

Check they're **On duty**, are in the right department, and allowed notifications on their phone when Chime Bee asked.

A room was booked twice.

Chime Bee won't let you put two bookings in one room on the same night. If it came from a booking site, sync is every few hours: move one guest with **Choose a room** or **Extend or move**.

A guest asks what data we hold about them, or asks us to delete it.

Owners use **Guest data**: find the guest, download what's held, or erase it.

We have no internet at the property.

Use mobile data on the phone or tablet. Chime Bee runs in the cloud, so nothing is lost.

Need help?

WhatsApp +94 74 383 3865 (tap "Chat on WhatsApp" on chimebee.com) or email **chimebee.hq@gmail.com**. Inside Chime Bee, use **Contact Chime Bee** in the menu. A real person answers. Setup help is free: we guide you on WhatsApp, and with 6 months or more we set everything up with you and train your team on a video call.

Some things in this guide need a one-time setup by your account owner: online payments need a PayHere account; booking-site sync needs each site's calendar link.