BOOK WITH KASHIF

LUXURY TOURS • EXECUTIVE FLEET • VERIFIED STAYS • CORPORATE EVENTS

OFFICIAL TRAINING MANUAL & DOCUMENTATION

ADMINISTRATOR USER GUIDE & OPERATIONS MANUAL

A step-by-step illustrated handbook crafted specifically for novice administrative staff, booking coordinators, and hospitality managers to operate the live Book with Kashif business engine.

FOUNDER & GENERAL MANAGER

Kashif Hussain Awan

Kashmiri MLA • State Youth Assembly Minister

LIVE PRODUCTION PLATFORM

https://bookwithkashif.com

Database: MySQL • StackCP Cloud Hosting

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01 Overview & Accessing the Portal

The **Book with Kashif** management engine is a secure, cloud-hosted administrative web portal designed to run on any computer, tablet, or smartphone without requiring external software installations.

How to Open the Portal:

1. Open your favorite web browser (Google Chrome, Microsoft Edge, Safari, or Firefox).
2. Type the official URL in the address bar: `https://bookwithkashif.com`
3. Locate the golden **"Admin"** button in the top navigation bar at the top-right of the screen.



FIGURE 1.1 The Book with Kashif homepage top navigation bar highlighting the Admin access button.

02 Signing In to the Admin Panel

Clicking the **"Admin"** button opens the **Administrator Security Gate** modal dialog. This security screen prevents unauthorized access to sensitive customer details, financial receipts, and corporate settings.

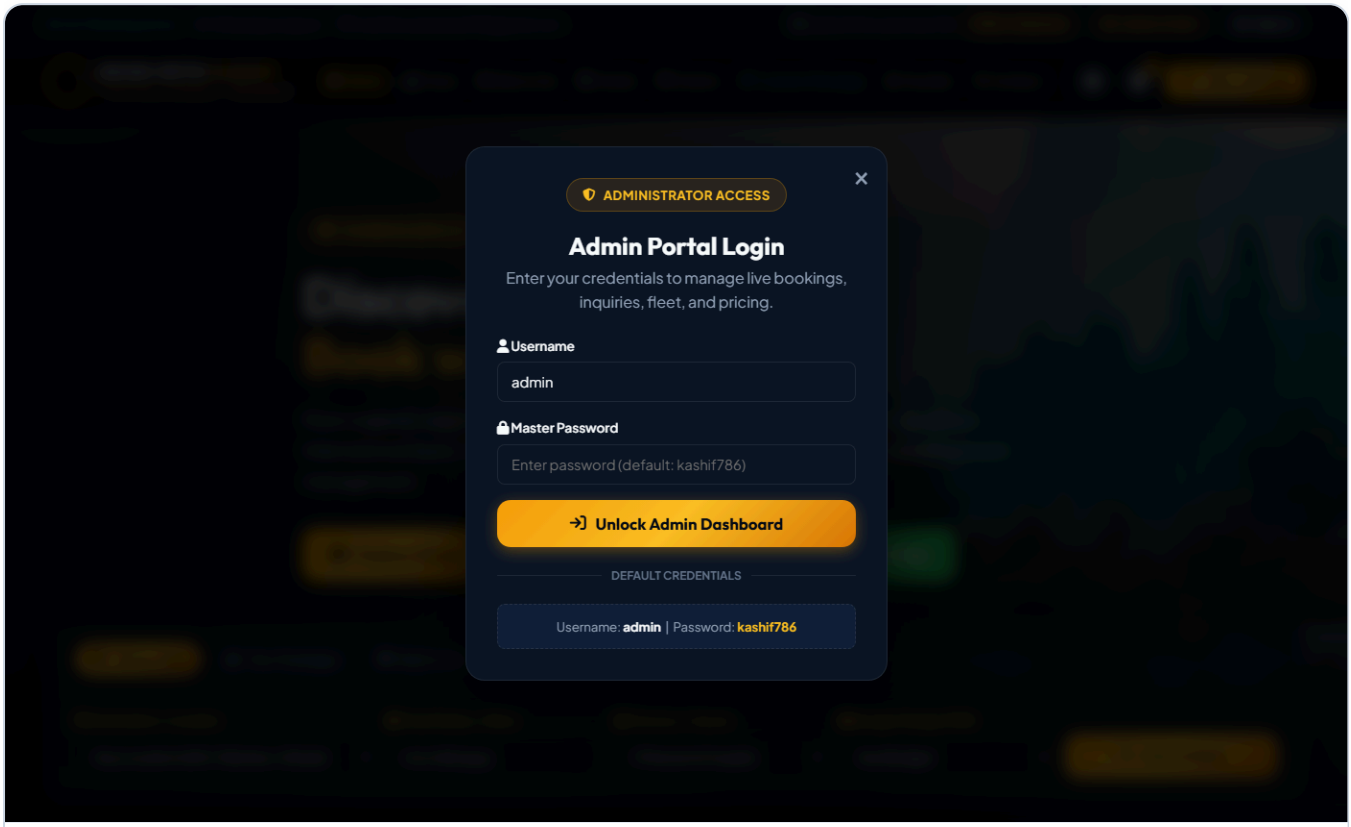


FIGURE 2.1 Administrator Security Gate login prompt with credentials inputs.

Default Administrator Credentials:

Field	Primary Value	Alternate Permitted Value
Username	`admin`	`kashif`
Master Password	`kashif786`	`KashifAwan786!@#$%`

> **Session Memory:** Once logged in, your active session token is stored securely in your browser tab. You will remain logged in until you explicitly click **Logout** or close your browser tab.

03 Understanding Dashboard KPIs & Metrics

Upon authenticating, you will see the **Admin Dashboard Overview**. The top section contains 8 real-time Key Performance Indicator (KPI) cards calculated live from the MySQL database.

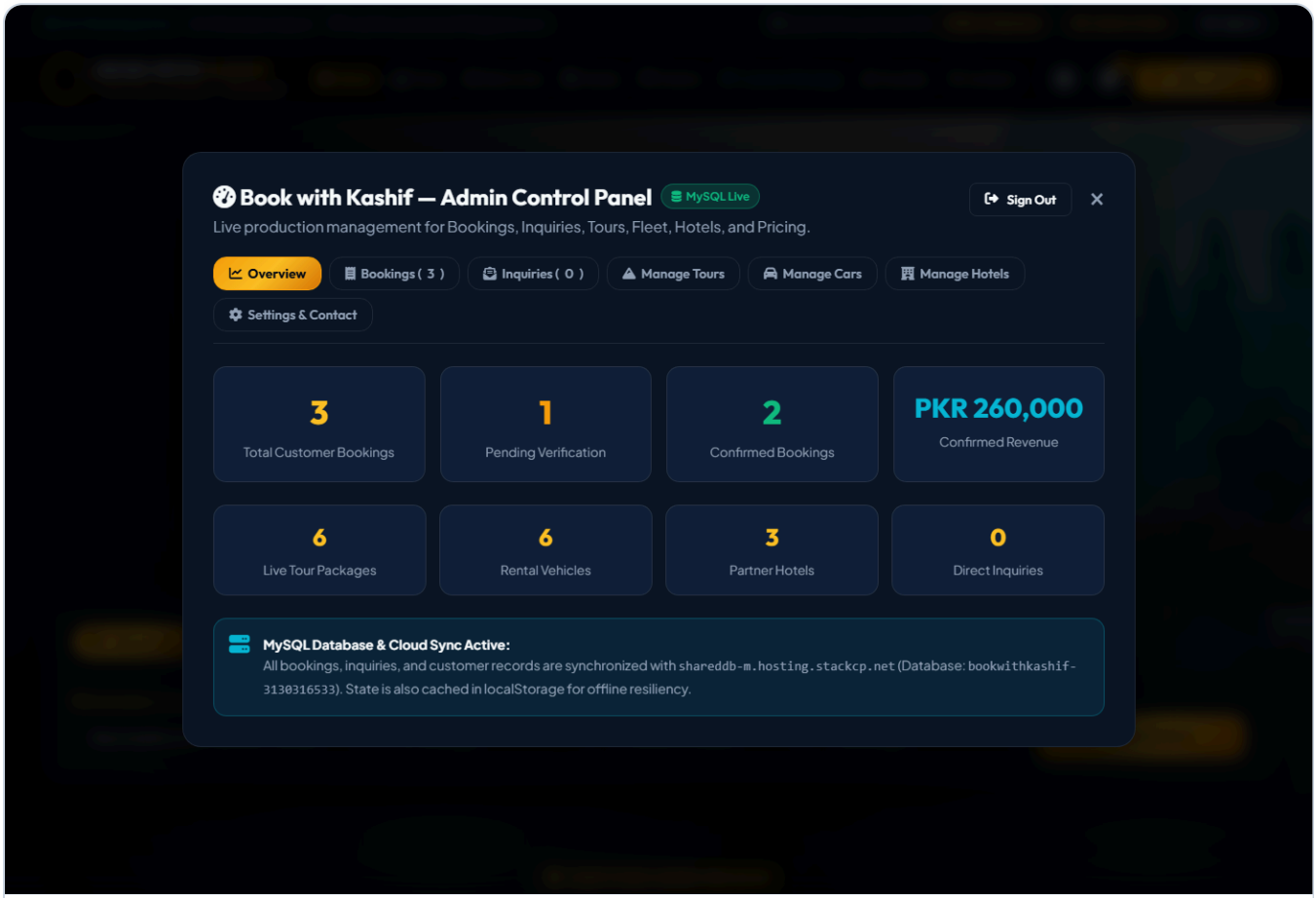


FIGURE 3.1 Live KPI analytics overview showing bookings count, revenue in PKR, and catalog metrics.

KPI Metric Cards Guide:

KPI Metric Card	What It Represents	Operational Meaning for Admin
Total Bookings	All reservations on record	Historical volume across all services
Pending Bookings	Awaiting verification / payment	Immediate action required: follow up with guest
Confirmed Bookings	Payment deposit received	Scheduled for execution: dispatch guide & driver
Revenue (PKR)	Financial sum of confirmed trips	Realized gross revenue from reservations
Inbound Inquiries	Contact form submissions	Potential leads waiting for WhatsApp reply
Active Tours / Fleet	Current inventory live on site	Packages and vehicles available for reservation

04 Managing Customer Bookings Step-by-Step

Clicking the **"Bookings"** tab in the sidebar reveals the core reservation engine. Here you can filter, search, update statuses, chat directly with clients on WhatsApp, and print luxury vouchers.

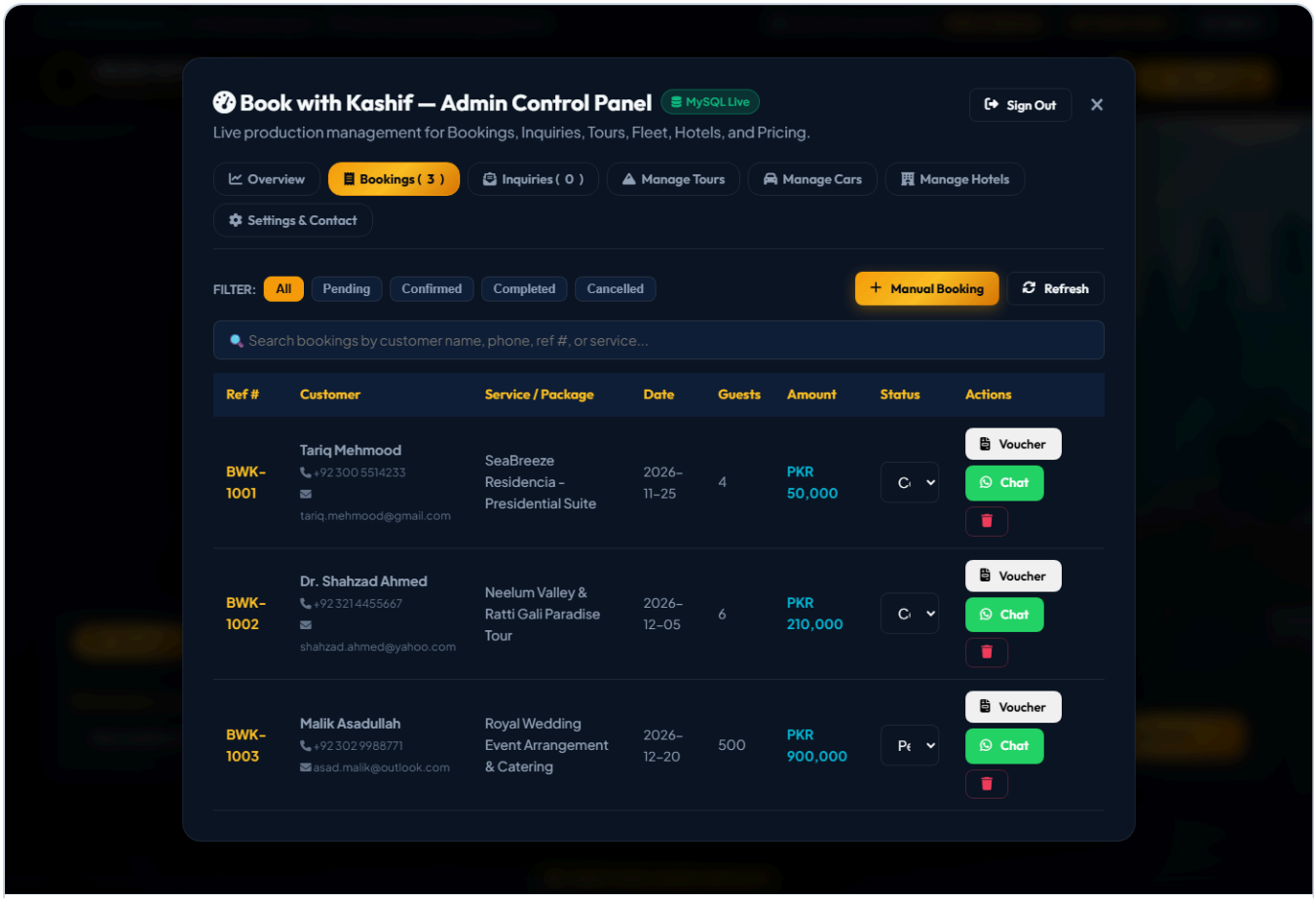


FIGURE 4.1 The Bookings management table showing status filters, live search, and interactive rows.

4.1 Using Status Filters & Real-Time Search

Use the filter buttons (PENDING , CONFIRMED , COMPLETED , CANCELLED) to view exact slices of reservations. The search bar filters instantly as you type guest names, phone numbers, or booking refs.

4.2 Updating a Booking Status

Every booking row has an interactive **Status Dropdown**. When you select a new status (e.g., changing from *Pending* to *Confirmed*), the system instantly writes to the MySQL database and recalculates your total revenue KPI without reloading the page.

4.3 Action Buttons on Each Booking

- **Voucher (Gold Button):** Renders the official customer invoice ready to print or save as PDF.
- **Chat (Green Button):** Opens a pre-filled WhatsApp conversation with the customer's phone number.
- **Trash (Red Button):** Prompts for confirmation before permanently deleting the booking.

05 Generating & Printing Official Customer Vouchers

Providing professional documentation is vital for executive hospitality. The **Printable Booking Voucher** generates an official reservation invoice featuring authorized branding and Kashif Hussain Awan's signature.

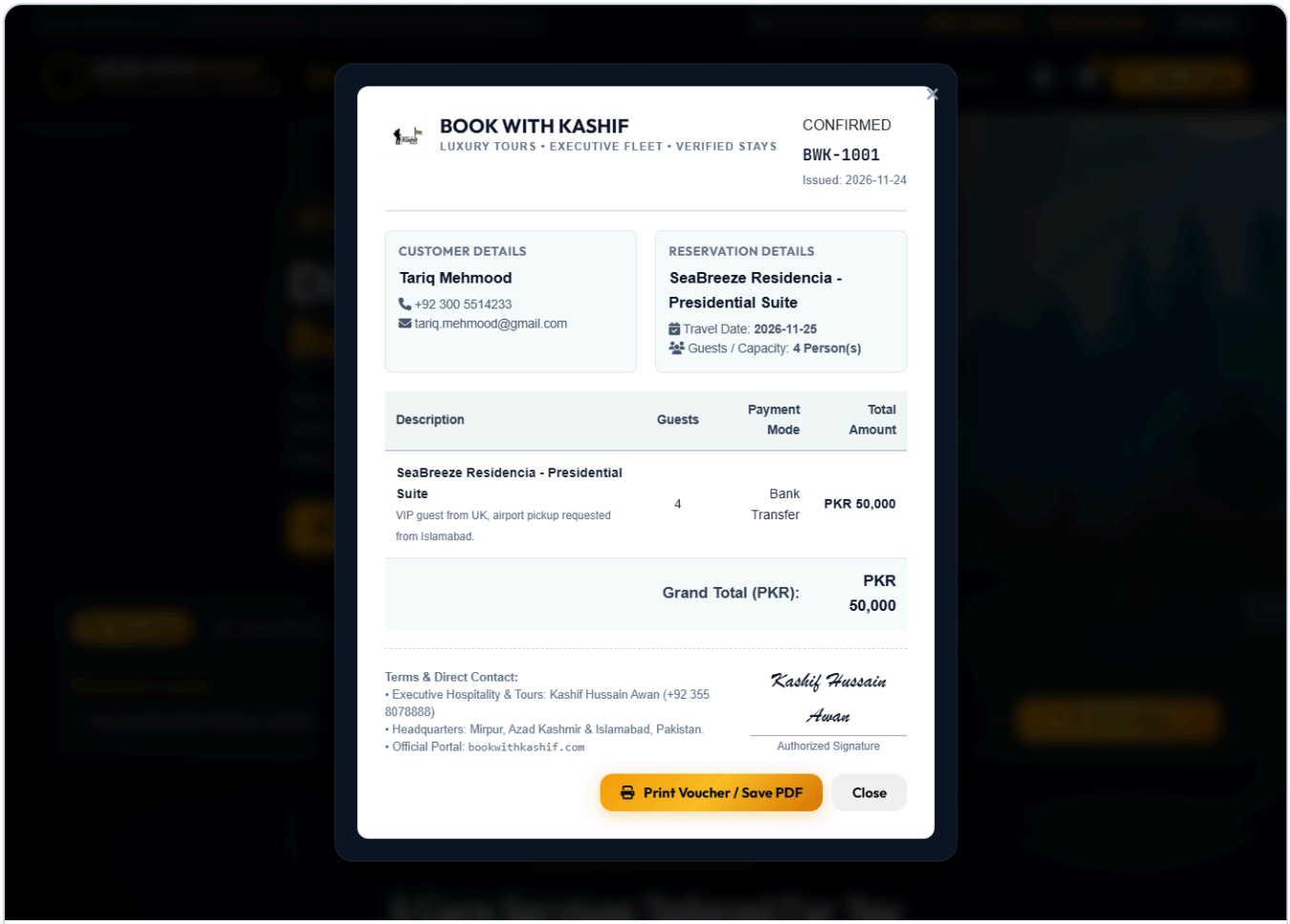


FIGURE 5.1 The printable customer travel voucher with booking reference, breakdown, and signature block.

How to Print or Save as PDF:

1. Click the gold **"Voucher"** button on any customer's row in the Bookings table.
2. Review customer details, service type, travel date, guests count, and total amount.
3. Click the gold **"Print Voucher / Save PDF"** button at the bottom of the voucher.
4. In your browser's print dialog, choose **"Save as PDF"** to create a digital file, or select your physical printer.
5. Share the generated PDF with the client via WhatsApp or email.

06 Recording Manual & Phone Reservations

When customers book via direct telephone call, office walk-in, or direct WhatsApp message, you can record the transaction into the central database using the **Manual Booking Modal**.

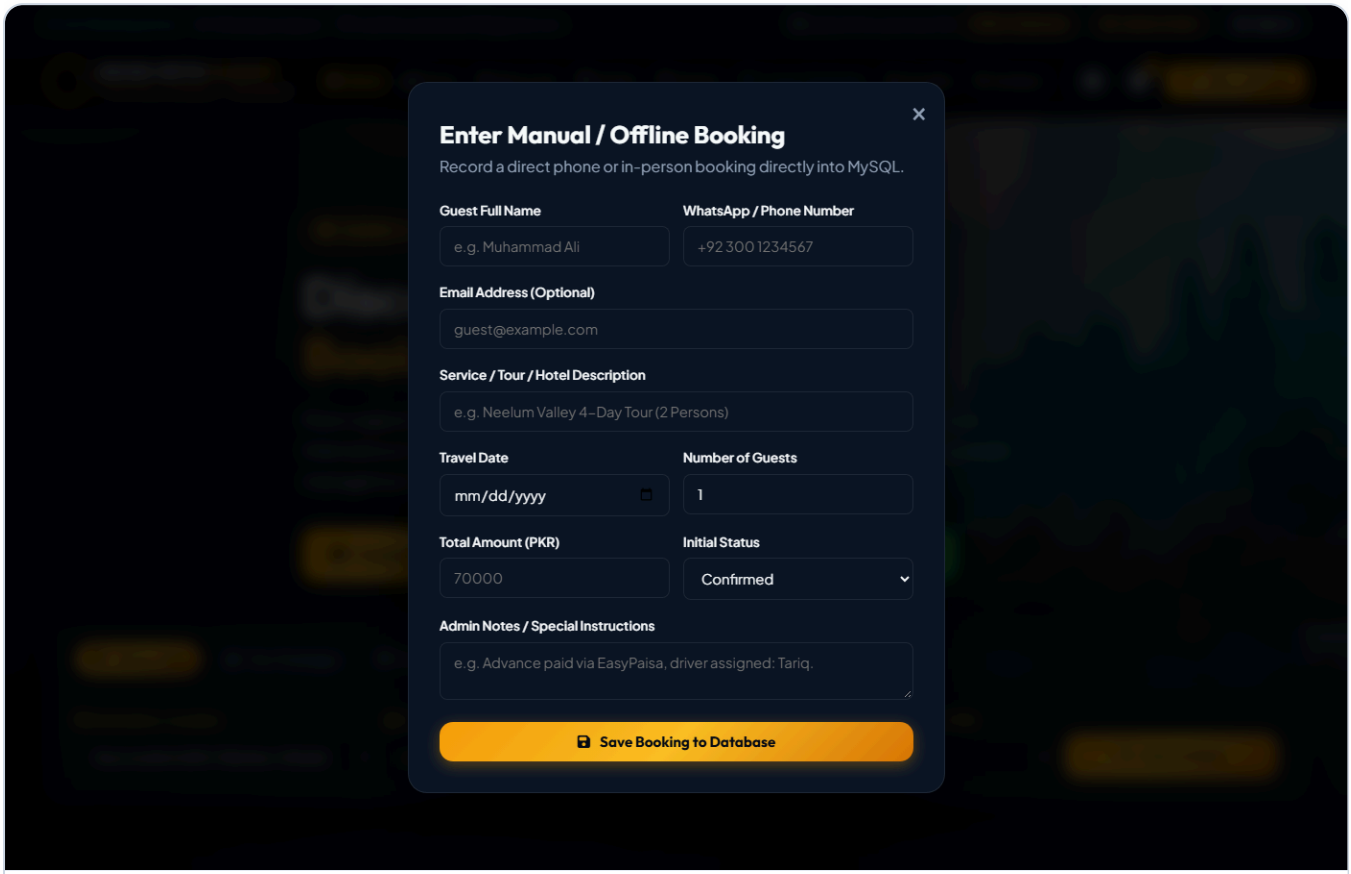


FIGURE 6.1 The Manual Booking form for recording telephone, WhatsApp, or office walk-in reservations.

Step-by-Step Manual Booking Entry:

1. In the Bookings tab, click the gold **"+ New Booking"** button in the top right.
2. Enter the guest's **Full Name** and **Contact Phone / WhatsApp**.
3. Enter or choose the **Service / Package Title** (e.g., *"Prado 150 Rental (3 Days) with Driver"*).
4. Select the **Travel Date** and specify the **Guests Count**.
5. Enter the **Total Amount in PKR** and select the initial status (*Pending* or *Confirmed*).
6. Click **"Save & Record Booking"**. The reservation will be saved to MySQL, and the printable voucher will open immediately.

07 Responding to Inbound Customer Inquiries

The **Inquiries** tab stores all submissions from the public website's Contact Us form. It provides a direct pipeline for converting inquiries into confirmed reservations.

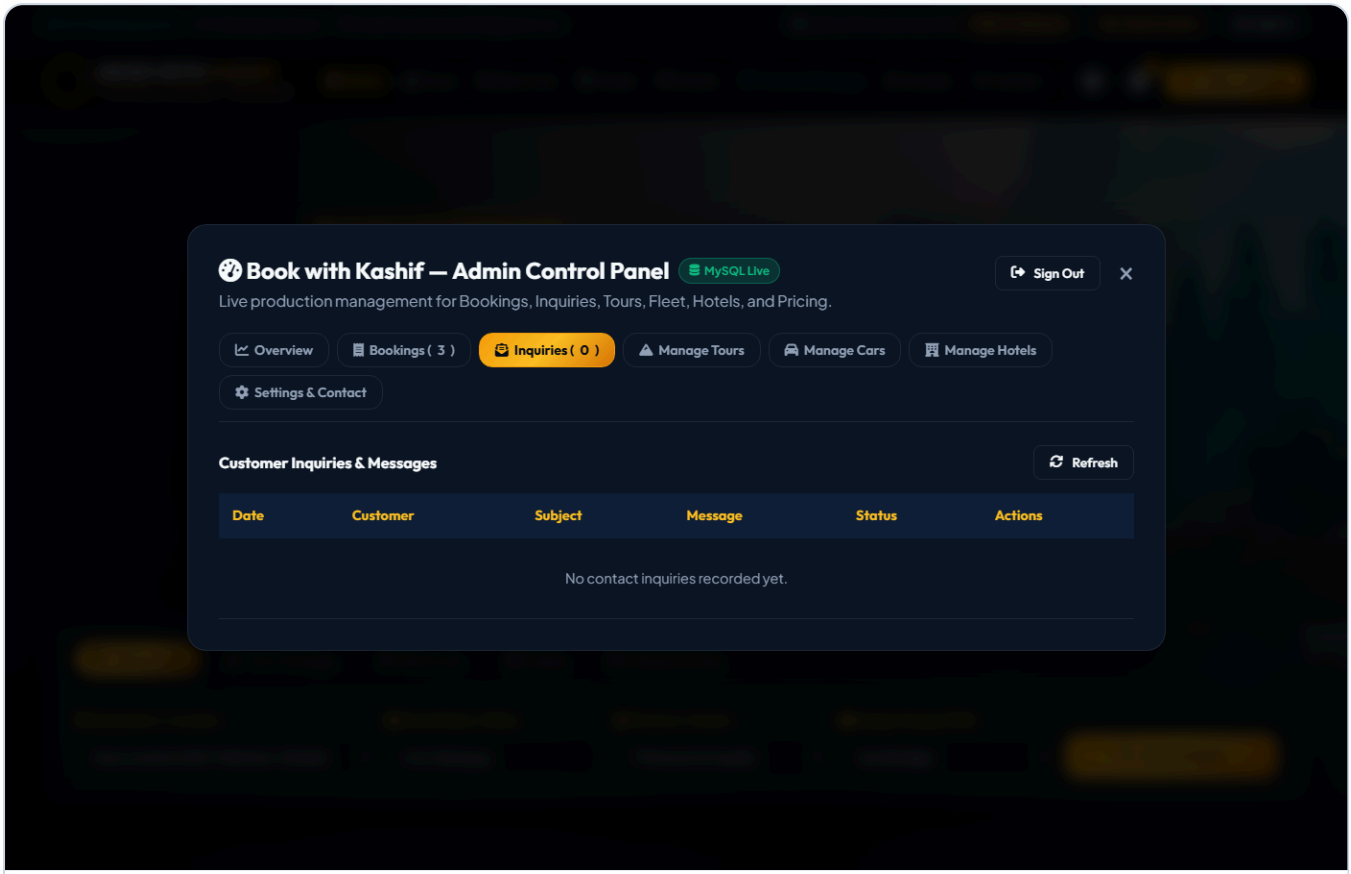


FIGURE 7.1 Inbound customer inquiries table with guest message details and direct WhatsApp reply.

Handling Customer Inquiries:

1. Click the **"Inquiries"** tab in the dashboard navigation.
2. Read the guest's name, phone number, inquiry subject, and message.
3. Click the green **"Reply"** button. The system opens WhatsApp with a pre-formatted message addressed to that guest.
4. After addressing the customer's request, you can delete the inquiry using the red trash icon.

08 Managing Tours, Vehicles & Hotels Inventory

The Admin Dashboard provides real-time catalog management for tours, vehicles, and hotel listings. Any changes made here are instantly reflected on the public website.

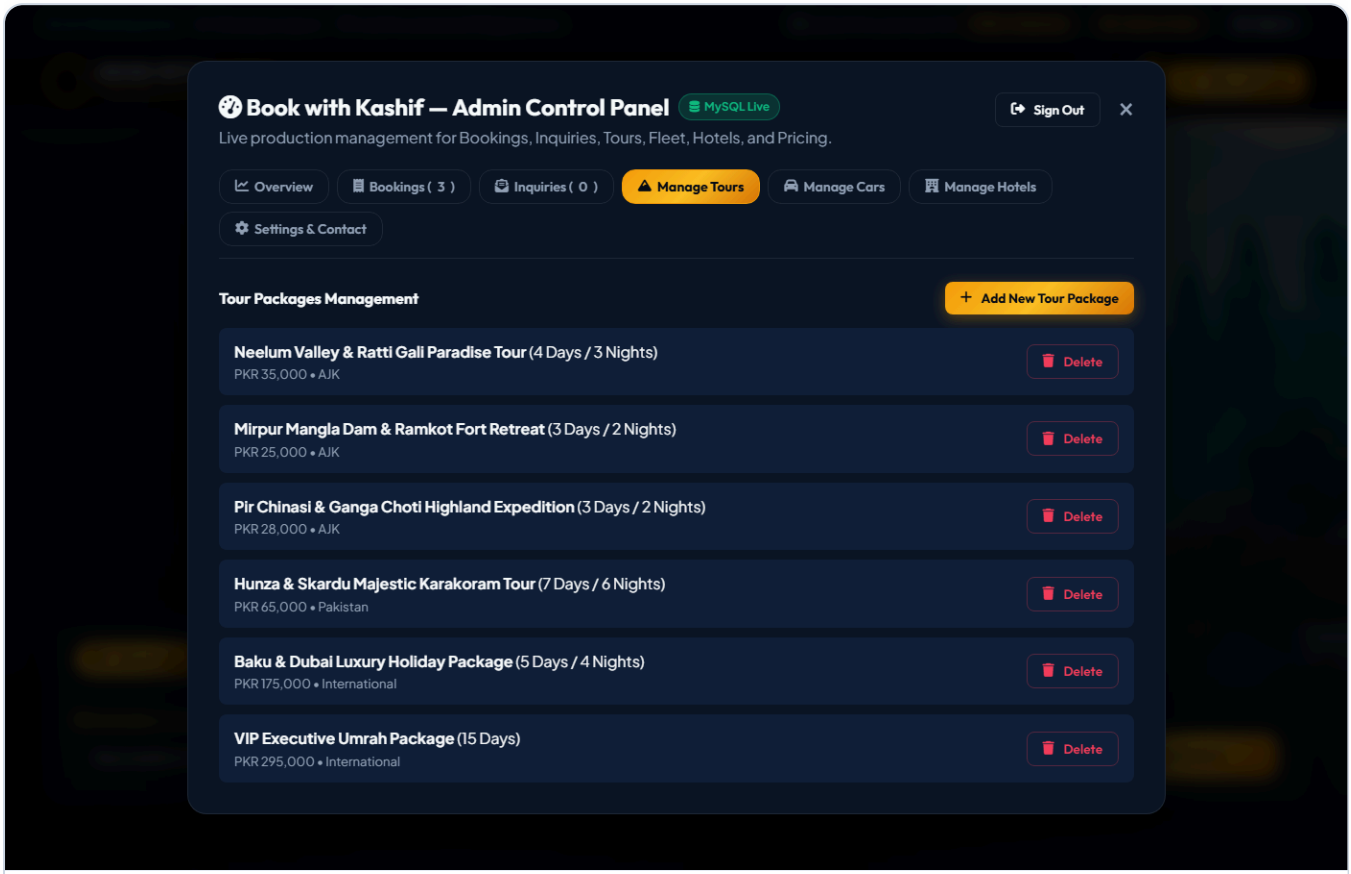


FIGURE 8.1 Tours and inventory management list with package details and Add/Delete controls.

Inventory Controls:

- **Tours Tab:** Click *"+ Add Tour Package"* to create a new itinerary with custom pricing, duration, and region (AJK, Northern Pakistan, International).
- **Cars / Fleet Tab:** Click *"+ Add Vehicle"* to add models (Corolla, Prado, Land Cruiser, Hiace, Coaster) with separate self-drive and chauffeur rates.
- **Hotels Tab:** Click *"+ Add Hotel"* to list partner verified properties across Mirpur, Muzaffarabad, and Bhurban.

09 Platform Settings & Security Management

The **Settings** tab controls the company's public payment details, contact hotlines, and administrator access credentials.

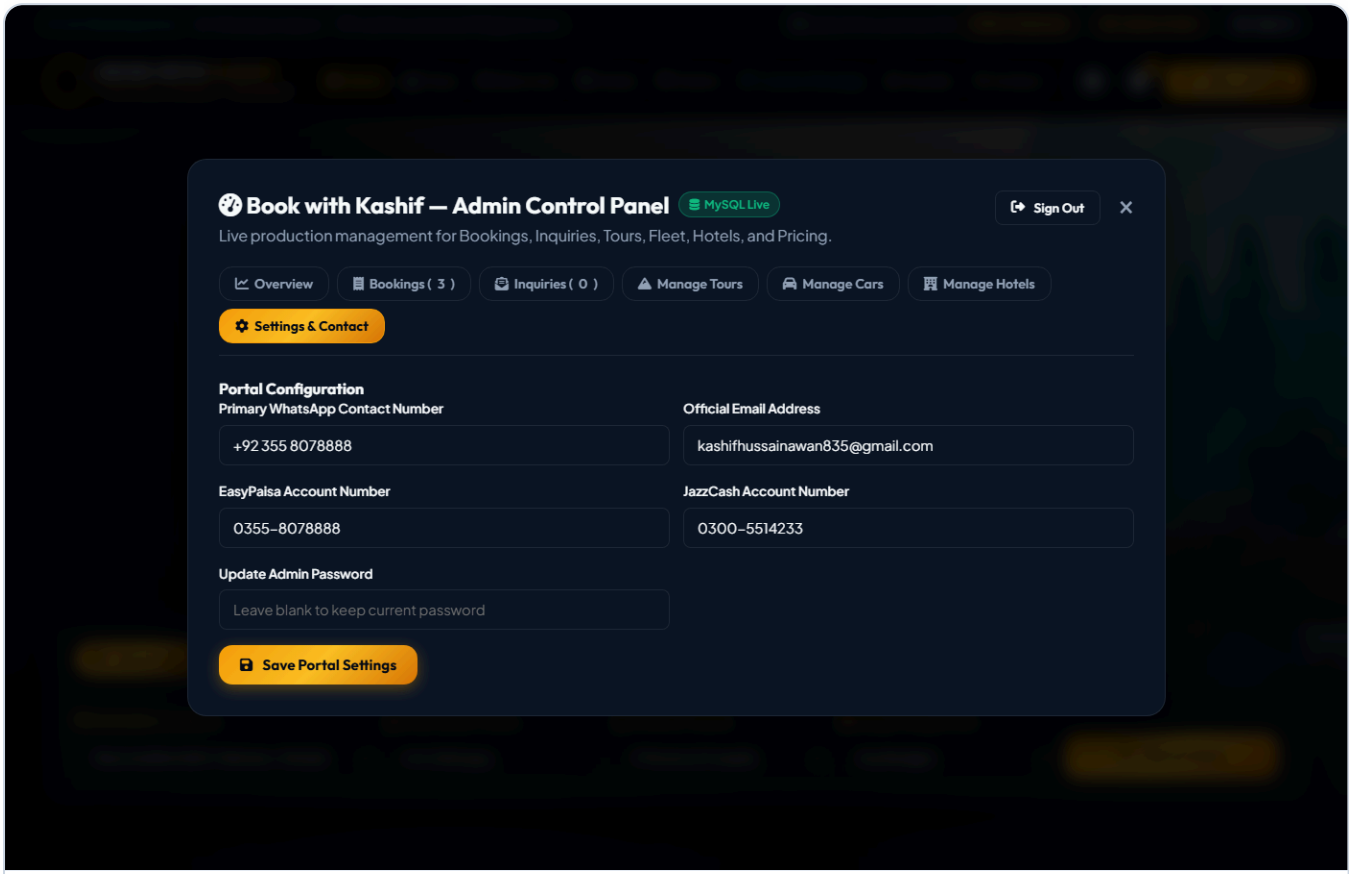


FIGURE 9.1 Platform settings editor for hotline numbers, EasyPaisa/JazzCash, and password changes.

Configurable Business Settings:

Setting Field	Default Value	Purpose
Official WhatsApp Hotline	`+923558078888`	Destination for all website WhatsApp buttons
Official Email	`kashifhussainawan835@gmail.com`	Public contact email on footer & vouchers
EasyPaisa Number	`0355-8078888`	Shown to customers during payment checkout
JazzCash Number	`0300-5514233`	Shown to customers during payment checkout
New Admin Password	*Optional*	Set a new password for future dashboard logins

10 Daily Admin Operations Routine

For consistent excellence in hospitality management, follow this recommended morning, afternoon, and evening routine:

Time of Day	Routine Action	Where to Go	Expected Outcome
09:00 AM	Review overnight online reservations	Bookings Tab (Filter: *Pending*)	Identify guests requiring payment verification
11:30 AM	Verify bank / EasyPaisa receipts	Status dropdown ➔ *Confirmed*	Revenue KPI updates; reservation locked in
02:00 PM	Generate & dispatch customer vouchers	Click *Voucher* ➔ Save PDF	Customer receives official travel voucher via WhatsApp
05:00 PM	Respond to inbound website inquiries	Inquiries Tab ➔ Click *Reply*	Prospective travelers receive rapid WhatsApp support
08:30 PM	Record walk-in & phone bookings	Click *+ New Booking*	All offline reservations recorded in MySQL

Support & Verification Notice:
This portal is hosted on StackCP Linux infrastructure with active MariaDB clustering. All customer bookings, invoices, and metrics synchronize across sessions. For further assistance, visit **https://bookwithkashif.com**.