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HADIYAD · GIFT

SOO JEEDIN · PROPOSAL

Al-Madina Hotel

Dire Dawa · Ethiopia

Nidaamka Maamulka Hotelka iyo Website-ka — waxa la dhisay, faa'iidooyinka, su'aalaha muhiimka ah iyo tallaabooyinka xiga.

Hotel Management System & Website — what we built, the benefits, key questions and the next steps.

DIYAARIYAY · PREPARED BY

Dhidib · dhidib.com

TAARIIKH · DATE

29 Nofembar 2026 · 29 November 2026

Hadiyad u socota hotelkiinna

A gift for your hotel

Mudane milkiilaha Al-Madina Hotel,

Dhidib waxay idiin dhistay nidaam dhammaystiran oo hotelka lagu maamulo iyo website casri ah oo martidu si toos ah uga ballansan karaan qol — **bilaash, hadiyad ahaan**. Labaduba hadda way shaqaynayaan, waana la tijaabiyay.

Dukumentigan wuxuu sharxayaa waxa la dhisay iyo faa'iidada ay u leeyihiin hotelka. Wuxuu kaloo ka kooban yahay su'aalo aan wada eegaynno si nidaamka loogu habeeyo sida hotelkiinnu u shaqeeyo, iyo adeegyo dheeraad ah oo hotelka kor u qaadi kara.

> To the owner of Al-Madina Hotel: Dhidib has built you a complete hotel management system and a modern website where guests can book a room directly — **free of charge, as a gift**. Both are running and tested. This document explains what was built and how it benefits the hotel, the questions we should go through together to fit the system to the way your hotel works, and additional services that can take the hotel further.

1 **Waxa la dhisay**
What we built — free

2 **Faa'iidooyinka hotelka**
Benefits for the hotel

3 **Su'aalaha aan wada eegaynno**
Questions to go through together

4 **Waxa aan idinka u baahannahay**
What we need from you

5 **Adeegyo dheeraad ah**
Additional services

6 **Tallaabooyinka xiga**
Next steps

Waxa aan idiin dhisnay

BILAASH · FREE

What we built for you — running now at amh.dhidib.com

Website-ka hotelka

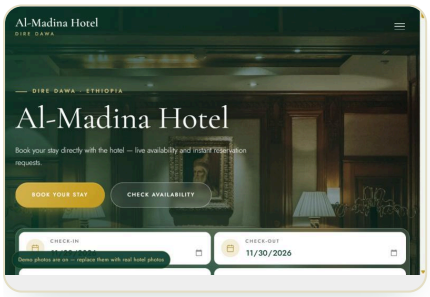
HOTEL WEBSITE

- Bog hore oo qurux badan oo leh raadinta ballanta
  Elegant homepage with a booking search
- Qolalka iyo qiimahooda oo si toos ah uga yimaada nidaamka
  Rooms and prices shown live from the system
- Ballan online ah oo tallaabo-tallaabo ah
  Step-by-step online booking
- Kalandar muujinaya maalmaha bannaan
  Availability calendar for every room type
- Adeegyada, sawirrada, xiriirka iyo khariidadda
  Services, gallery, contact form and map
- Si fiican ugu shaqeeya telefoonka
  Works beautifully on phones
- SEO aasaasi ah si Google loogu helo
  Basic SEO so Google can find the hotel

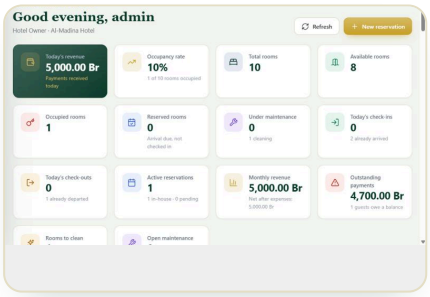
Nidaamka maamulka

HOTEL MANAGEMENT SYSTEM

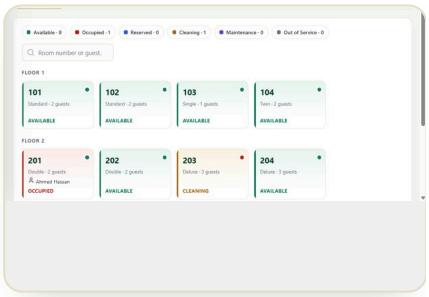
- Dashboard leh tirooyinka maanta oo toos ah
  Live dashboard with today's figures
- Ballamo, kalandar iyo ka-hortagga qol laba jeer la iibiyo
  Reservations, calendar, double-booking protection
- Check-in iyo check-out tallaabo-tallaabo ah, receipt iyo invoice
  Guided check-in/out with receipts and invoices
- Martida iyo taariikhdooda, adeegyada lagu dallaco qolka
  Guest profiles, history and room charges
- Nadaafadda (housekeeping) iyo dayactirka
  Housekeeping and maintenance tracking
- Lacagaha, kharashyada iyo warbixinno CSV/PDF ah
  Payments, expenses and CSV/PDF reports
- 7 door oo shaqaale ah, login gaar ah iyo diiwaanka hawlaha
  7 staff roles, private login and activity log



Website-ka · bogga hore
Website homepage



Dashboard-ka · tirooyinka maanta
Management dashboard



Shaxda qolalka · xaaladda qol kasta
Live room board

Sawirrada website-ka iyo xogta ku jirta waa tusaale (demo); waxaa lagu beddelayaa sawirrada iyo xogta dhabta ah ee hotelka. · Website photos and data shown are demo placeholders and will be replaced with the hotel's real photos and data.

Maxay hotelka u tarayaan?

How the hotel benefits

Ballamo toos ah, komishan la'aan
Direct bookings, no commission

Martidu waxay ka ballansanayaan website-ka hotelka 24 saac, iyagoon marin dhex-dhexaadiye komishan qaata.

Guests book on the hotel's own website, 24/7, without an intermediary taking a commission.

Qol laba jeer lama iibiyo
No double bookings

Nidaamku si toos ah ayuu u diidaa ballan ku dhacaysa qol horay loo qabsaday.

The system automatically refuses a booking that overlaps one already taken.

Birr kasta waa la arkaa
Every birr accounted for

Dakhliga waxaa lagu xisaabiyaa lacagta dhab ahaan la helay; deymaha martida iyo kharashyaduna way muuqdaan.

Revenue counts only money actually received; balances owed and expenses are always visible.

Shaqaale la xisaabtamo
Accountable staff

Shaqaale kasta wuxuu arkaa oo kaliya waxa shaqadiisa ah, wax kasta oo la sameeyana waa la diiwaangeliyaa.

Each staff member sees only what their job needs, and every action is recorded.

Qolal diyaar ah waqtigooda
Rooms ready on time

Check-out kadib qolka si toos ah ayaa loogu diraa nadaafadda; dayactirkana waa la raaci karaa.

After check-out the room goes straight to housekeeping, and repairs are tracked to completion.

Go'aan ku dhisan xog
Decisions based on data

Buuxsanaanta qolalka, celceliska qiimaha, dakhliga iyo kharashyada — warbixinno CSV iyo PDF ah.

Occupancy, average rate, revenue and expenses — reports in CSV and PDF.

Muuqaal xirfadeed
A professional image

Website casri ah, invoice iyo receipt leh magaca hotelka — kalsoonida martida ayay kordhiyaan.

A modern website and branded invoices and receipts build guests' trust.

Meel kasta laga isticmaali karo
Use it anywhere

Computer, tablet ama telefoon — internet kaliya ayaa loo baahan yahay, wax software ah lama rakibayo.

Computer, tablet or phone — only internet is needed, nothing to install.

Nidaamkan iyo website-kan waxaa laga dhisay **bilaash**. Waxa kaliya ee aan idinka rabno waa xogta dhabta ah ee hotelka iyo wada-shaqayn.

The system and the website were built free of charge. All we ask for is the hotel's real information and your cooperation.

03 · SU'AALAHA

Su'aalaha aan wada eegaynno

Questions to go through together — space is left for the answers

A · HOTELKA & XIRIIRKA — HOTEL & CONTACT

1 **Magaca rasmiga ah ee hotelka iyo hal-ku-dhegga (slogan)?**
Official hotel name and slogan?

2 **Cinwaanka saxda ah: xaafadda, waddada iyo calaamad lagu garto?**
Exact address: district, street and a landmark?

3 **Telefoonka reception-ka, WhatsApp-ka iyo email-ka martida?**
Reception phone, WhatsApp and the email for guests?

4 **Logo ma leedihiin? Haddii kale, ma rabtaan mid laga sameeyo?**
Do you have a logo? If not, would you like one designed?

5 **Bogag social media ah ma leedihiin (Facebook, Instagram, TikTok)?**
Do you have social media pages?

B · QOLALKA & QIIMAHA — ROOMS & RATES

6 **Immisa qol ayaa jira, noocyadoodu waa maxay, dabaqeese ku yaallaan?**
How many rooms, of which types, on which floors?

7 **Qiimaha habeenkii nooc kasta — ma jiraan qiimo weekend ama xilli (season) ah?**
Nightly price per type — any weekend or seasonal rates?

8 **Quraacdu ma ku jirtaa qiimaha qolka?**
Is breakfast included in the room price?

9 **VAT ama canshuur kale ma lagu darayaa qiimaha?**
Is VAT or another tax added to the price?

10 **Saacadaha check-in iyo check-out?**
Check-in and check-out times?

11 **Qiimo gaar ah ma u leedihiin shirkadaha, NGO-yada, wakaaladaha safarka ama joogitaanka dheer?**
Special rates for companies, NGOs, travel agents or long stays?

C · SIYAASADAHA — POLICIES

12 **Deposit ma laga qaadaa marka la ballansado? Immisa?**
Is a deposit taken when booking? How much?

13 **Siyaasadda baajinta (cancellation) iyo qofka aan iman (no-show)?**
Cancellation and no-show policy?

14 **Carruurta: da'da iyo qiimaha? Sariir dheeraad ah ma la heli karaa?**
Children: ages and pricing? Are extra beds available?

15 **Xeerar kale (sigaar, aqoonsi loo baahan yahay, iwm)?**
Other rules (smoking, ID required, etc.)?

D · LACAG-BIXINTA — PAYMENTS

16 **Hadda sidee ayay martidu u bixiyaan: cash, telebirr, CBE Birr, bangi ama kaar?**
How do guests pay today: cash, telebirr, CBE Birr, bank or card?

17 **Ma rabtaan in lacagta laga bixiyo website-ka marka la ballansanayo?**
Would you like guests to pay online when they book?

18 **Account bangi ama merchant (telebirr) ganacsi ma leedihiin?**
Do you have a business bank or merchant (telebirr) account?

E · BALLAMAHA & MARTIDA — BOOKINGS & GUESTS

19 **Hadda ballamadu xaggee ka yimaadaan: telefoon, walk-in, Booking.com ama wakaalad?**
Where do bookings come from today: phone, walk-in, Booking.com or agents?

20 **Ma ku jirtaan Booking.com, Expedia ama Google Hotels?**
Are you listed on Booking.com, Expedia or Google Hotels?

21 **Martidiinnu badankood waa kuwee: ganacsato, NGO, qoysas, dalxiisayaal ama dibadda ka yimid?**
Who are most of your guests: business, NGO, families, tourists or foreigners?

22 **Luqadaha aad rabtaan inuu website-ku ku jiro: Soomaali, Amxaari, Carabi, English?**
Which languages should the website offer: Somali, Amharic, Arabic, English?

F · SHAQAALAHA & HAWLGALKA — STAFF & OPERATIONS

23 **Immisa shaqaale ayaa nidaamka isticmaalaya, maxayse yihiin doorarkoodu?**
How many staff will use the system, and in which roles?

24 **Qalabka reception-ka: computer, printer iyo internet joogto ah ma jiraan?**
Reception equipment: computer, printer and reliable internet?

25 **Shaqaaluhu ma u baahan yihiin tababar? Luqaddee?**
Do staff need training? In which language?

26 **Xog hore (buug ama Excel) ma jirtaa oo nidaamka la gelinayo?**
Are there existing records (books or Excel) to bring into the system?

G · ADEEGYADA & MUSTAQBALKA — SERVICES & FUTURE

27 **Adeegyada hotelka: maqaayad, kafateeriya, hool shir, dhar-maydh, gaadiid, Wi-Fi?**
Hotel facilities: restaurant, café, meeting hall, laundry, transport, Wi-Fi?

28 **Haddii maqaayad jirto: ma rabtaan menu online ah iyo dalab lagu dallaco qolka?**
If there is a restaurant: an online menu and orders charged to the room?

29 **Domain-ka aad rabtaan (tusaale almadinahotel.com) iyo email-o rasmi ah?**
Preferred domain (e.g. almadinahotel.com) and professional emails?

30 **Miisaaniyad bille ah oo xayaysiis online ah ma u qorsheysaan?**
Do you plan a monthly budget for online advertising?

31 **Qorshayaal ballaarin ah ma jiraan (qolal cusub, laan kale)?**
Any expansion plans (new rooms, another branch)?

32 **Waa maxay dhibaatada ugu weyn ee aad rabtaan inuu nidaamku idiin xalliyo?**
What is the biggest problem you want the system to solve for you?

Waxa aan idinka u baahannahay

What we need from you before going live

Si website-ka iyo nidaamka loogu furo si rasmi ah, fadlan noo soo diyaariya waxyaabahan:

To launch the website and the system officially, please prepare the following:

- [ ] **Logo-ga hotelka**
  Hotel logo file (PNG or SVG)
- [ ] **Sawirro dhab ah: qolalka, lobby-ga, dibadda, maqaayadda**
  Real photos: rooms, lobby, exterior, restaurant
- [ ] **Liiska qolalka: lambar, nooc, dabaq, qiime**
  Room list: number, type, floor, price
- [ ] **Siyaasadaha: deposit, baajin, carruur**
  Policies: deposit, cancellation, children
- [ ] **Xiriirka: telefoon, WhatsApp, email, cinwaan**
  Contact: phone, WhatsApp, email, address
- [ ] **Liiska shaqaalaha: magac, door, email**
  Staff list: name, role, email
- [ ] **Qoraal ku saabsan hotelka iyo taariikhdiisa**
  A short text about the hotel and its story
- [ ] **Faallooyin dhab ah oo martida**
  Real guest testimonials

! Xogta tijaabada ah (qolal, shaqaale iyo ballamo demo ah) iyo sawirrada tusaalaha waa la tirtirayaa ka hor inta aan website-ka si rasmi ah loo furin.

The test data (demo rooms, staff and bookings) and the placeholder photos will be removed before the website opens officially.

05 · ADEEGYO DHEERAAD AH

Adeegyo hotelka kor u qaadaya

Additional services that take the hotel further

Bilaash · Free

Website-ka iyo nidaamka maamulka ee horay loo dhisay.

The website and management system already built.

Ikhtiyaari · Optional

Adeegyadan hoose midkasta qiime gaar ah ayaa la isla garanayaa. Calaamadee kuwa aad xiiseyneysaan.

Each service below is quoted separately. Tick the ones you are interested in.

A Online-ka & suuq-geynta Online presence & marketing

☐ **Domain, email rasmi ah & hosting**
Own domain, professional email & hosting

Ciwaan u gaar ah hotelka (tusaale almadinahotel.com), email sida info@ iyo reception@, iyo SSL.

A domain of your own, emails like info@ and reception@, with SSL security.

☐ **Google Maps & Google Business**
Google listing

Hotelka oo si sax ah uga muuqda Google iyo Google Maps, sawirro, saacado iyo faallooyin leh.

The hotel shown correctly on Google and Maps, with photos, hours and reviews.

☐ **SEO & qoraallo**
SEO & content

In hotelka laga helo marka Google lagu raadiyo "hotel Dire Dawa" iyo ereyo la mid ah.

Help the hotel rank when people search for "hotel Dire Dawa" and similar.

☐ **Maamulka social media & xayaysiis**
Social media & ads management

Facebook, Instagram iyo TikTok: qoraallo joogto ah, muuqaallo iyo xayaysiis la beegsaday.

Regular posts, videos and targeted ads on Facebook, Instagram and TikTok.

☐ **Sawir-qaadis & muuqaal xirfadeed**
Professional photo & video

Sawirro iyo muuqaal tayo sare leh oo qolalka, lobby-ga iyo adeegyada ah.

High-quality photos and video of rooms, lobby and facilities.

☐ **Astaanta hotelka (branding)**
Branding & print

Logo, midabbo, kaararka furaha, boorar, brochures iyo calaamadaha hotelka.

Logo, colours, key cards, posters, brochures and signage.

B Ballamo badan & lacag-bixin More bookings & payments

☐ **Lacag-bixin online ah**
Online payments

Martidu waxay ku bixin karaan telebirr, CBE Birr, Chapa ama kaar marka ay ballansanayaan.

Guests pay by telebirr, CBE Birr, Chapa or card when they book.

☐ **Booking.com, Expedia & Google Hotels**
OTA & channel sync

Ku xirka boggaga ballamaha caalamiga ah, qolalka bannaanna isku mid ka ahaada meel kasta.

Connect to global booking sites and keep availability in sync everywhere.

- [ ] **Website luqado badan**
  Multilingual website
  Soomaali, Amxaari, Carabi iyo English — marti kasta luqaddiisa.
  Somali, Amharic, Arabic and English — every guest in their own language.

- [ ] **Ogeysiisyo SMS & WhatsApp**
  SMS & WhatsApp notifications
  Xaqiijinta ballanta, xusuusin ka hor imaanshaha iyo farriin mahadnaq ah.
  Booking confirmations, arrival reminders and thank-you messages.

- [ ] **Shirkadaha & wakaaladaha**
  Corporate & agent accounts
  Akoonno gaar ah, qiimo heshiis ah iyo invoice bille ah oo shirkadaha iyo NGO-yada.
  Dedicated accounts, contract rates and monthly invoicing for companies and NGOs.

- [ ] **Faallooyinka martida**
  Guest reviews
  Codsi faallo ah oo check-out kadib loo diro martida (Google, TripAdvisor).
  Review requests sent to guests after check-out (Google, TripAdvisor).

C Qaybo cusub oo nidaamka ah New system modules

- [ ] **Maqaayad & kafateeriya (POS)**
  Restaurant & café POS
  Menu, dalabyo, receipt iyo dalabka oo lagu dallaco qolka martida.
  Menu, orders, receipts and charging orders to the guest's room.

- [ ] **Hoolka shirarka & munaasabadaha**
  Meeting hall & events
  Ballansiga hoolka, qiimaha, qalabka iyo cuntada munaasabadaha.
  Hall bookings, pricing, equipment and catering for events.

- [ ] **Bakhaarka & iibsiga**
  Inventory & purchasing
  Alaabta nadaafadda iyo minibar-ka, digniin marka ay yaraadaan, iyo diiwaanka iibsiga.
  Cleaning supplies and minibar stock, low-stock alerts and purchase records.

- [ ] **Joogitaanka & mushaharka shaqaalaha**
  Staff attendance & payroll
  Diiwaanka imaanshaha shaqaalaha, shifooyinka iyo xisaabinta mushaharka.
  Staff attendance, shifts and payroll calculation.

- [ ] **Warbixinno gaar ah & xisaabaad**
  Custom reports & accounting
  Warbixinno bille ah oo loo habeeyay milkiilaha iyo u-dhoofinta Excel/QuickBooks.
  Monthly owner reports and export to Excel or QuickBooks.

- [ ] **App telefoon (Android)**
  Mobile app
  Maamulka hotelka iyo ogeysiisyada oo si toos ah uga shaqeeya telefoonka.
  Hotel management and notifications right on the phone.

D Daryeel & taageero Care & support

- [ ] **Qorshe dayactir bille ah**
  Monthly maintenance plan
  Cusboonaysiin, backup maalinle ah, ilaalin amni iyo la socodka in site-ku shaqaynayo.
  Updates, daily backups, security monitoring and uptime checks.

- [ ] **Tababar & buug-tilmaameed**
  Staff training & manual
  Tababar goob-joog ah ama online, iyo buug-tilmaameed Soomaali/Amxaari ah.
  On-site or online training and a user manual in Somali/Amharic.

Gelinta xogta
Data entry & migration

Qolalka, martida iyo taariikhda hore oo laga soo guuriyo buugaagta ama Excel.

Rooms, guests and past records moved in from books or Excel.

Taageero degdeg ah
Priority support

Jawaab dhakhso ah iyo saacado taageero oo go'an marka dhibaato timaado.

Fast response and guaranteed support hours when something goes wrong.

06 · TALLAABOOYINKA XIGA

Sida aan u sii wadi doonno

How we move forward

1

Kulan wada-hadal

Waxaan wada eegaynaa su'aalaha qaybta 3 iyo jawaabahooda.

Meeting — we go through the questions in section 3 together.

2

Xogta & sawirrada

Waxaad noo soo dirtaan waxyaabaha ku qoran qaybta 4.

Materials — you send us the items listed in section 4.

3

Doorashada adeegyada

Waxaad calaamadeysaan adeegyada dheeraadka ah ee aad rabtaan (qaybta 5).

Choose services — tick the additional services you want (section 5).

4

Qiimo & jadwal

Dhidib waxay idiin soo diraysaa qiimo iyo jadwal cad oo adeeg kasta ah.

Quote & timeline — Dhidib sends a clear price and schedule for each service.

5

Furitaanka rasmiga ah

Xog dhab ah, domain-ka hotelka, tababarka shaqaalaha — kadibna martida ayaa ballansanaya.

Official launch — real data, the hotel's own domain and staff training; then guests start booking.

Waad ku mahadsan tihiin kalsoonidiinna.

Dhidib waxay diyaar u tahay inay Al-Madina Hotel ka caawiso inuu noqdo hotel casri ah oo martidu jeclaato.

Thank you for your trust. Dhidib is ready to help Al-Madina Hotel become a modern hotel that guests love.

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dhidib.com

Demo: amh.dhidib.com