Front Services App User Manual

Step-by-step guide for valet, bell, door, manager, and admin users.

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Important	Front Services is still in active development. Screen names, button placement, and available tools may change as testing continues. Do not use real guest information in any client-facing demo. Client demos should use sample users, sample vehicles, sample tickets, and sample notes only. Front Services is an independent product concept developed by Tommy Shoes Morrison for configurable front-of-house operations.

Quick-start workflow

Step	What to do
Sign in	Enter your Employee ID, PIN, and assigned tower for today. Admin and Manager users go directly to the Admin page.
Park	Tap PARK, capture or enter the ticket number, add vehicle details, confirm the space, and save the record.
Track	Use My Parks to review your saved vehicles. Rows show the space, model, plate/state, ticket number, and guest name.
Lookup	Tap LOOKUP, scan or type the ticket number, then open the matching vehicle record.
Update	Edit details, re-park to a new space, add notes, or erase notes when needed.
Message	Use Messages for private messages and manager broadcasts. New messages appear at sign-in and in the header.

Daily vehicle flow

Sign In ID, PIN, tower	Park Ticket, photo, vehicle	My Parks Track saved vehicles	Lookup Scan or type ticket	Update Edit, re-park, message

Role guide

Role	Access
Valet	Park, lookup, edit assigned records, message, and view personal work.
Bell	Front-service support access as configured by management.
Door	Front-door support access as configured by management.
Manager	Operational oversight, employee setup, messaging, and admin tools.
Admin	Full setup and management access, including authorized employee records.

Main controls

Control	What it does
Profile	Shows the signed-in user's photo and name.
Calendar/Hours	Opens attendance, hours, PTO, points, and FMLA tools when available.
Paycheck Info	Opens paycheck information tools when available.
Messages	Envelope icon opens private messages and broadcasts.
Tower	Shows T1, T2, T3, A, or M based on the user's current access context.
Settings	Opens user preferences, profile settings, and account tools.
Exit	Logs out or closes the app session.
Action buttons	AUDIT, SAVE, PARK, VALET PARKS, and LOOKUP sit below the header.

Getting Started

Use this section before a shift, when training a new tester, or when setting up access.

Steps

1. Open the Front Services app from the saved home-screen icon or the current test link.
2. Enter your Employee ID in all caps. The app should normalize letters automatically.
3. Enter your 6-digit PIN. The PIN field is masked for privacy.
4. Choose your assigned tower for today: Tower 1, Tower 2, or Tower 3.
5. Tap Sign In. Valet, Bell, and Door users go to the operational screen. Admin and Manager users go to the Admin page.

Tips

- If the PIN fails after switching users, close the app and sign in again.
- If two users share the same PIN during testing, reset one PIN to avoid sign-in confusion.
- Assigned Tower Today is required for operational users.

Parking a Vehicle

Create a complete vehicle record when a guest vehicle is parked.

Steps

1. Tap PARK.
2. Scan the valet ticket or tap the manual entry row.
3. Enter the 9-digit ticket number. If voice entry gives fewer than 9 digits, the app pads zeros on the left.
4. Take or confirm the rear vehicle photo when prompted.
5. Enter vehicle color, vehicle model, plate number, state, guest name, space, notes, and any useful tags.
6. Add tip information if needed.
7. Review the record and tap Save or Done.

Tips

- Use clear photos whenever possible. Ticket and vehicle photos help later lookup and verification.
- Space can be a numbered space or a special location like 1BW, 2BW, 3BW, 1UP, 2UP, 3UP, or TG.
- Use the notes field for useful operational context, not private guest information.

Voice Entry and Dictation

Use voice entry to fill multiple fields quickly.

Steps

1. Tap a field that accepts dictation or choose voice entry when available.
2. Wait for the listening pop-up.
3. Speak naturally using field names when helpful.
4. Pause for about two seconds when finished so the app can commit the entry.
5. Review the filled fields before saving.

Examples

Say	Result
Name Johnson, space 3210, black Camry, plate ABC123 Nevada	Guest Name: Johnson; Space: 3210; Color: Black; Model: Camry; Plate: ABC123; State: Nevada
Space 1BW, white Corolla, California plate 8ABC123	Space: 1BW; Color: White; Model: Corolla; State: California; Plate: 8ABC123

Tips

- Plate numbers should become all caps.
- Guest names, colors, and models should appear in normal readable case.
- Always verify voice-filled data before saving.

My Parks

My Parks is the main work list for vehicles you have parked.

Steps

1. Open the main operational screen after signing in.
2. Review the My Parks list. Newest records appear first.
3. Read each row from left to right: space, vehicle model, plate/state, ticket number, and guest name.
4. Use the row background color as a quick vehicle color reference.
5. Use freshness colors to spot older records: recent, aging, or older saved vehicles.
6. Tap a record when you need to review or update it.

Tips

- Saved vehicles are intended to auto-hide after 12 hours.
- Notes may include a line showing who last moved or edited the record.
- My Stats currently opens an under-construction window.

Lookup and Retrieval

Use LOOKUP when a guest returns or a ticket needs to be found.

Steps

1. Tap LOOKUP.
2. Scan the ticket or manually enter the ticket number.
3. If there is one matching record, the app opens it automatically.
4. If there are multiple matches, choose the correct record from the compact result list.
5. Use NO TICKET filters when the guest does not have the ticket number.
6. Review the space, vehicle description, plate/state, and notes before retrieval.

Tips

- Scanning may feel faster after the first few scans because the camera and recognition tools are already warmed up.
- If scanning stalls, use manual entry so the retrieval is not delayed.

Editing and Re-Parking

Update a vehicle record when details change or the vehicle is moved.

Steps

1. Open the vehicle record from My Parks or LOOKUP.
2. Edit fields directly when corrections are needed.
3. Use re-park when the vehicle moves to a new space.
4. Enter the new space manually or with voice entry.
5. Use Erase Notes only when the note content should be cleared.
6. Save the changes before leaving the screen.

Tips

- The app should record who last moved or edited the vehicle.
- Be careful when erasing notes. Use it only when the note is outdated or incorrect.

Messages

Messages support private communication and management broadcasts.

Steps

1. Tap the envelope icon in the header.
2. Check unread messages. A filled or bulging envelope means messages are waiting.
3. Send private messages when the note is for one user or a small group.
4. Managers can send or manage public broadcasts.
5. Delete your own private messages when they are no longer needed.

Tips

- Management can view and censor public broadcasts.
- Private message deletion may apply only to the side of the conversation that deletes it.

Admin and Manager Tools

Admin tools are used to manage authorized users and setup codes.

Steps

1. Sign in as an Admin or Manager.
2. Open the authorized employee tools.
3. To add a user, enter full name, access level, employee ID, PIN, setup code, email, mobile number, assigned tower today, and status.
4. Use Auto Generate Code when creating a temporary setup code.
5. Use Text or Email to send activation details after the record is saved.
6. If no information has changed, the app should show a centered No changes to send message.
7. Use Edit or Disable to update or remove access for existing users.

Tips

- Employee IDs should be stored in all caps.
- Duplicate Employee IDs should trigger a warning and require a different ID.
- Text and email should only send actual changes.

New Accounts

New users activate their own account from a setup link or code.

Steps

1. A Manager or Admin creates an authorized employee record.
2. The Manager or Admin sends the setup link by text or email.
3. The new user opens the link and reviews the pre-filled property and setup code.
4. The user enters Employee ID, PIN, assigned tower, contact information, and profile photo.
5. The user saves the account and returns to sign-in.
6. The profile photo should appear after activation.

Tips

- Temporary setup codes should not be reusable.
- Missing required fields should produce a clear pop-up and return the user to the form.

Troubleshooting

Use these checks before reporting a problem.

Steps

1. If the website or app seems stale, switch networks or refresh after a short wait. Cached pages can lag behind a new publish.
2. If sign-in fails, confirm Employee ID, PIN, and tower. Then close and reopen the app.
3. If scanner entry fails, use manual ticket entry and continue the workflow.
4. If a photo cannot be positioned, try tap-and-drag or retake the photo.
5. If Text or Email does not send, confirm the user has a saved email address or mobile number.
6. If duplicate accounts appear, check Employee ID capitalization and uniqueness.

Tips

- When reporting an issue, include the user name, tower, approximate time, screen, and what you tapped right before the issue.
- Screenshots help, especially during active development.