

PRODUCT OVERVIEW

Smart Resort Management System

The all-in-one platform that runs your entire resort — and keeps every byte of your data under your own roof.

OVERVIEW

One platform to run the entire operation.

Africa Resort OS brings your whole business into a single, connected system. It is built for modern resorts, hotels, restaurants and entertainment venues, uniting Reception (bookings, check-ins and check-outs), POS, inventory, HR, spa, accounting, events and advanced reporting — so nothing falls through the cracks between disconnected tools.

Owners, managers and directors get one source of truth, with live visibility and genuine accountability across every department — accessible from the floor or the other side of the world.

And because the platform runs entirely on your own premises, your data stays exactly where it belongs: with you. Complete ownership, stronger privacy, and total independence from third-party hosts.

8

INTEGRATED MODULES

100%

ON-PREMISE DATA

Real-timeOPERATIONAL VISIBILITY

The pages that follow highlight a selection of our key capabilities — not the full feature set, but the ones that set the platform apart — along with our approach and the commitment we make to every new client.

KEY CAPABILITIES

Built to make you money — and save it.

A selection of key capabilities — these are highlights, not the complete feature set.

01 See Everything in Real Time

Know exactly what is happening across your operation the moment it happens — from anywhere in the world.

Track staff attendance, working hours, and every order from creation to completion with precise time monitoring at every stage of service.

Measure exactly:

- How long each food item takes to prepare
- Total order completion time
- How long orders remain in:
 - Pending
 - Preparation
 - Ready
 - Served

Instantly identify:

- The slowest items on your menu
- Delays before they affect customers
- Kitchen bottlenecks and peak-hour slowdowns
- Trends in food preparation and service times over time

Gain full visibility into staff performance with real operational data:

- See how much revenue each staff member contributes through raised orders
- Track cancelled bills, pending bills, and missing bills
- Monitor staff efficiency, accountability, and service speed
- Identify top-performing employees based on revenue contribution and operational performance

Detect operational inefficiencies early, reduce losses, improve customer experience, and maintain complete control of your business in real time.

KEY CAPABILITIES — CONTINUED

Orders that move at the speed of service.

02 Orders That Move at the Speed of Service

Empower your staff to take and manage orders faster, smarter, and without delays.

Waiters can place orders directly from phones, tablets, or any connected device, instantly sending them to the kitchen and bar in real time — eliminating paper slips, unnecessary movement, and lost tickets.

The moment a dish or drink is ready, staff receive instant alerts from anywhere in the restaurant. No more wasting time walking back and forth to the kitchen asking, “Chef, is it ready?”

This creates a faster, smoother service flow where:

- Orders move instantly from table to kitchen
- Kitchen and bar communication becomes seamless
- Staff spend more time serving guests instead of chasing updates
- Food reaches customers faster
- Tables turn over more efficiently
- Guests experience quicker, more responsive service

Reduce operational friction, improve coordination between teams, increase table turnover, and serve more guests efficiently — without increasing pressure on your staff.

KEY CAPABILITIES — CONTINUED

Decisions backed by hard numbers.

03 Decisions Backed by Hard Numbers

Transform everyday operational activity into powerful, director-level insights that drive smarter business decisions.

Access in-depth reports and real-time analytics designed for managers, supervisors, and directors — giving you complete visibility into performance across your entire operation.

Understand:

- Where your revenue is truly coming from
- Which products, departments, or staff generate the highest profit
- Where revenue leakage, losses, or inefficiencies occur
- Which operational delays are slowing down service
- Peak business hours and staffing performance trends

Identify problems before they become costly:

- Detect understaffing before service quality drops
- Monitor slow service trends and operational bottlenecks
- Spot declining product performance early
- Track cancelled, pending, and missing bills in real time

Make confident, data-driven decisions backed by measurable operational intelligence — not guesswork.

Know exactly which products, teams, and employees are driving profitability, so you can optimize performance, improve efficiency, and grow revenue with clarity and control.

KEY CAPABILITIES — CONTINUED

Stop losing money to wastage.

04 Stop Losing Money to Wastage

Take full control of your inventory with precise stock tracking down to the smallest unit — from every bottle, tote, and shot of spirits to every gram of ingredient used in the kitchen.

Using intelligent Bill of Materials (BOM) control, every sale automatically deducts the exact ingredients and quantities used, giving you complete visibility into stock movement and consumption in real time.

Track:

- Every shot poured from a bottle
- Tote and bottle usage from opening to depletion
- Ingredient consumption per menu item
- Food production and kitchen usage
- Variances between expected and actual stock levels

Whether it's chicken portions, cocktails, mixers, or kitchen ingredients, every pour and every plate is fully accounted for.

Instantly detect:

- Theft and unauthorized stock movement
- Over-portioning by staff
- Quiet wastage and hidden losses
- Inventory inconsistencies
- High-loss products and departments

Know exactly where your stock goes, protect your profit margins, and eliminate revenue loss caused by poor inventory control and operational leakage.

HOW WE WORK

Fair pricing, built around you.

OUR COMMITMENT

Tailored to solve your problems.

Every resort is different. We assess your operations, identify the gaps, and quote what fits — no overpricing, no underpricing. Just what you need at fair value.

STEP 01

We listen

Tell us about your resort — size, services, current challenges. We map your workflow end to end.

STEP 02

We recommend

Based on your needs, we propose the right modules and integrations. You see a clear, itemised quote upfront.

STEP 03

You decide

No pressure. Review, ask questions. When you're ready, we deploy and train your team — included.

GET IN TOUCH

Let's put it to work in your venue.

WEBSITE

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ADDRESS

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LOCATION

Nairobi, Kenya