

## **HOTEL MANAGEMENT SYSTEM- STAKEHOLDER\_short description**

1. **Hotel Owners:** Also the administrators, they have the highest authority within the management system. They will be able to monitor financial performance, set overall prices of services, observe statistics, and make strategic decisions to ensure the hotel's success.
2. **Hotel Management:** Oversees day-to-day operations, responsible for coordinating various departments, addressing customer complaints, managing staff, and implementing policies to maintain high standards of service. They will also handle the financial side of the system.
3. **Employees (Front Desk, Housekeeping, Maintenance Workers, Chefs, etc.):**
  - Front Desk: Responsible for guest check-in and check-out.
  - Housekeeping: Responsible for cleaning the rooms.
  - Maintenance Workers: Repair and maintain facilities.
4. **Guests:** Can make reservations, check rates, modify their booking and edit their credentials. They will be notified if the room is ready by housekeeping. Guests can also file complaints, which will be handled by managers.
5. **Investors and Shareholders:** Their main interest is the financial performance and profitability of the hotel. They provide financial support and participate in decision-making processes.
6. **Suppliers:** Provide goods and services to the hotel, including food, beverages, cleaning products, and equipment. There will be smooth coordination between suppliers and the department responsible for supplies, ensuring the hotel is always provided with the necessary products in the shortest amount of time.
7. **Regulatory Authorities (e.g., Health, Food, Hotels Room Authority, Tax, Environmental):**
  - Regulatory Authorities enforce laws and regulations related to health, sanitary conditions, food safety, hotel room standards, taxation, and environmental compliance. They also check overall security systems like anti-fire/earthquake systems. The system ensures that these certifications are periodically recorded.
8. **Tourism Agencies:** Collaborate with the hotel to offer packages or promotions to attract visitors.
9. **Marketing Platforms:** Their main goal is to promote the hotel to a wider audience. They include websites, social media platforms, and booking platforms (Booking.com/Airbnb), which receive special attention in the system. The system prioritizes ensuring a smooth workflow between these platforms and management