



UNIVERSITY OF BUEA
FACULTY OF ENGINEERING AND TECHNOLOGY
DEPARTMENT OF COMPUTER AND ELECTRICAL ENGINEERING
LEVEL 300

ANALYSIS AND DESIGN OF INFORMATION SYSTEMS

CEF 333

GROUP 15 MEETING 1 PROJECT PROGRESS REPORT:

HOTEL MANAGEMENT SYSTEM

S/N	GROUP MEMBER	MATRICULATION NUMBER
1.	AFUH CHIKE CHEWAKONDI	FE23A005
2.	ANU ROLENCE (CO-LEADER)	FE23A0013
3.	ATEH SWIRRI FOFANG(CO-LEADER)	FE23A018
4.	EKOLE SERAH MALOBA	FE23A043
5.	NDI ROMARICK	FE23A100
6.	TCHEUNTA GABRIEL	FE23A164

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❖ **TASK STATEMENT:**

We were asked to develop an information system to manage a hotel.

Hotel management information system.

❖ **INTRODUCTION:**

Considering it's an information system, we had to start by gathering some requirements and analysing them with guidance from what we were taught so far.

Those present were

- | | | |
|-------------------------|----------|---------------|
| • AFUH CHIKE CHEWAKONDI | FE23A005 | |
| • ATEH SWIRRI FOFANG | FE23A018 | (CO - LEADER) |
| • EKOLE SERAH MALOBA | FE23A043 | |
| • NDI ROMARICK | FE23A100 | |
| • TCHEUNTA GABRIEL | FE23A164 | |

Absent was

- | | | |
|---------------|-----------|---------------|
| • ANU ROLENCE | FE23A0013 | (CO - LEADER) |
|---------------|-----------|---------------|

My co-leader wasn't present at the meeting because he said he was seriously ill.

❖ **VENUE**

One **Saturday the 2nd of November 2024**, I hosted a meeting with my fellow group members at **G Block** at the time **3:00pm**, and these are the following suggestion we spoke on.

❖ **MINUTES OF THE MEETING:**

The meeting began with a discussion on the objectives of the research project on hotel management information systems. Each group member provided insights into their area of focus. I outlined the importance of understanding guest check-in/check-out procedures and reservation systems, while **Sarah** emphasized the need to look at backend management, including room availability and maintenance tracking. **Chike** shared his interest in studying how these systems support customer relationship management (CRM) to enhance guest experiences. **Gabriel** agreed with him, suggesting that they also consider how marketing tools within these systems influence guest loyalty. Finally, **Ndi** pointed out the significance of security and data protection protocols in these systems, as they handle sensitive guest data.

The group then discussed the methodology and timeline for completing the project. I suggested conducting interviews with hotel managers to gain practical insights, while **Sarah** proposed an analysis of case studies from various hotel chains. **Gabriel** recommended including data from surveys of hotel guests to understand user

satisfaction with different systems. **Ndi** and **Chike** both agreed to split the literature review, covering areas of system architecture and emerging technologies in hotel management systems. The team set a schedule for weekly check-ins to ensure progress and decided to assign each member a preliminary task to be completed by the next meeting.

Furthermore we agreed that we are going to do more research on the hotel management system to what it is all about to guide us along the way including the assistance of our lecturer. Our next meeting is on Saturday 9 of November.

❖ **PROGRESS PRESENTATION:**

We considered analysing the requirements of the system using the main parts of an information system as a guide that is, people, procedures/protocol, data, network, hardware, software.

People:

The persons or stakeholders concerned in this information system are

- The front desk: This includes the receptionists, the cashiers
- The hotel management: The manager and the administrative staff of the hotel
- Room management: laundrymen, janitors
- The financial staff
- Inventory management: The unit in charge of tracking the inventory and supplies (food, sheets, ...) for room maintenance and guests' satisfaction
- The stewards: All those who act as servants. The waiters, the chefs, the concierges (luggage handlers)
- The clients: The reasons for the business holding in the first place
- IT specialists: Update the system with respect to new updates made in hotel

Procedures:

- Reserving a room
- Checking - in and checking out from a room
- Bill payment
- Registering client info
- Service ordering (luggage pick up, help request, meal provision)
- Check room vacancy
- Collect daily report (on admin dashboard)
 - Track revenue
 - View occupancy
 - Inventory
- Update room status
- Track supplies and inventory
- Review and rate hotel

Data:

- Client info
- Inventory statistics
- Room status
- Revenue and transactions made
- Guest orders
- Bookings

Hardware:

- Computers (Desktops, Workstations)
- Smart doors which read cards and tracks vacancy (optional)
- Mobile smart phones (On which guest can book)

Software:

The software version of the management system we will be developing

❖ CONCLUSION

With we had studied on the course so far, we came out with this. We would document and implement more as our knowledge of the course widens through sessions with the lecturer.

Group Picture During The Meeting:

These are some of the pictures we took while the meeting was on going.



