



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

**ANALYSIS AND DESIGN OF INFORMATION SYSTEMS**

**CEF 333**

**GROUP 15 MEETING 3 PROJECT PROGRESS REPORT (FIELD STUDY):**  
**HOTEL MANAGEMENT SYSTEM**

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❖ **TASK STATEMENT:**

We were asked to gather and analyse requirements for our management information system which we had started doing but now being more elaborate using the methods learned from the week 2 of the course material

❖ **MINUTES OF THE MEETING:**

- The meeting took place at the classroom block 2 at 3:00pm.

Those present were

- AFUH CHIKE CHEWAKONDI      FE23A005
- ANU ROLENCE                      FE23A013 (CO - LEADER)
- ATEH SWIRRI FOFANG              FE23A018 (CO - LEADER)
- NDI ROMARICK                      FE23A100
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Sera wasn't present at the meeting because she had to participate in a hackathon.

- This time, we had to gather requirements for the system using the notes on requirement gathering and analysis that we were given to by the teacher and in the process make our last questionnaire more informative.
- We started by choosing a requirement gathering method we would use and **Chike** suggested we use
  - o Interviews
  - o Surveys and questionnaires (as we tried doing earlier)
  - o Experience (asking what problem some of our members faced while being clients at a hotel if they ever were)
- **Swirri** stated that as a client, she had a problem at hotel because she wanted to swim at a particular time clients weren't allowed to swim. She didn't know the rules.
  - o So, we decided that our system should be able to forward the procedures and rules of the hotel to the clients reserving a room
- **Gabriel**, as a client, stated that the room service came and verified the room for damaged items only when they were about leaving the hotel which he said to take them up to an hour which extended the clients stay involuntarily
  - o So, we decided that on the receptionist or staff portal of our system, using the prerecorded check out time of the client, there will be a notification message sent to those in charge of checking the state of the room in time so they inspect the room earlier before the client's departure
- We were informed during our last survey by the IT manager that would check out the website of the hotel he managed to see how it looks like and identify why clients wouldn't be pushed to book completely their rooms on the site. A

document review of the hotel was to be asked too we know more about the hotel.

- **Swirri** suggested we upgrade on the amount of information gotten from the clients on booking online. We could ask for the time of arrival (check-in time), the time of departure (check-out time).
- Rating the wifi quality, price quality ratio
- **Rolence** suggested our site should display the categories of rooms and clients on the client portal, that is, if it is a VIP level room or classic, is a two-person room or single person room alongside their prices
- **He** also suggested they should be a rating and review section on the client portal. **Kati** furthermore suggested that they should be a daily review section too so that if on arrival or after spending a day amongst days the client has to spend there, he or she should be able to post a complain or correction to be made or state the lack of a particular service he paid for ordered. **Rolence** suggested that this would ensure customer relationship maintenance.
- **Swirri** suggested the clients should be able to book particular services in case they pay for extra services. For example, you may want to book for a night and you want to just sleep. There, you might not desire to eat anything so you don't need to order food or receive the food service.
- **Chike** suggested that the client portal should have a description of the stay with pictures for prove and advertisement showing also it's location on the map
- He also suggested we use the **Kano Model** and **MoSCoW** techniques in order to prioritize our requirements as the hotel's main objective is assure clients satisfaction.

#### Questionnaire (second part)

?

#### ❖ PROGRESS PRESENTATION:

##### Questionnaire (second part)

- ? Do you have cases of clients getting into the hotel and not following procedure or hotel rules because they didn't know they shouldn't have done so? How often does that happen?
- ? Could we have a document describing the hotel management structure, the staff, the room services or the hotel as a whole?
- ? Do your clients enter departure and arrival time on the booking portal?
- ? Are all reviews considered as just reviews or are they reviews for the daily activities, complains or services in order to appreciate or criticize these services
- ? How do clients complain about the problems they face on while staying there, is it by phone or they inform physically personnels?
- ? Are the cases of clients whose activities were delayed because of the room service staff?

- ? What other problems do clients; staff face in this hotel with respect to communicating information from one entity to another? Is all information transferred effectively at all levels?

This involves the questionnaire, and stating of new information collected.

**Questionnaire (already answered):**

Q: Do you have a particular classification of clients and how do they differ in treatment

A: There was no particular classification of clients but they were different room types. Rooms for one, for two...

Q: Do you have an IT unit and what do they do?

A: They said they had one and their main task was handling their website. They said on the frontend, the users just check out room status(availability, type) and they didn't really trust the website enough to pay there, they prefer reserving through Whatsapp texting and paying on arrival. The backend was the part that really dealt with the management as it collected data inputted by the receptionists concerning clients and could even generate daily reports of the hotel activities which the manager and the IT unit were in charge of

**Procedures**

Q: How do they reserve rooms?

A: There is an online website for that but clients prefer paying on spot after specifying the room to be reserved through WhatsApp texts making the website frontend to be more ornamental than helpful

Q: Checking - in and checking out into and from rooms

A: Checking - in (registering the room as being occupied by the client) is done at the level of the reception after payment while checking out is announced a day or a set of hours before departure after that, the room is updated as available on the website.

Q: Bill payment

A: The site offers payment services but "Africans" as the questioned described are not fully immersed in the website experience and not very trustful towards it too.

Q: How do you check room vacancy?

A: When the room is being booked or the client is checking-out, all of that information is updated by the IT unit on the website. The information is gotten from the receptionists.

Q: Rating

A: It is done on their google maps page

❖ **CONCLUSION**

For this phase of requirements gathering, since we had already stated the main stakeholders and procedures that a typical hotel should have during our first meeting, we had to go deeper and look for potential problems a hotel could face using the methods stated in the course notes on requirement gathering. The next questionnaire was to be sent to the IT manager of hotel/estate for survey.

**Group Picture taken during The Meeting:**

