



Creating Memorable Stays with
Personalized Services



HOSPITALITY INDUSTRY MANAGEMENT SYSTEM



Introduction

CRAFTING MEMORABLE STAYS

- 1. Easy Communication:** Guests can easily communicate with hotel staff for any needs or issues directly through the app.
- 2. Quick Service:** The app allows quick service requests like room cleaning, food orders, or maintenance, making everything faster and more efficient.
- 3. Personalized Experience:** Guests can customize their stay by setting room preferences, schedules, and services through the app, enhancing their overall experience.
- 4. Efficient Management:** The app provides admins with real-time data on hotel operations, helping manage tasks and staff more effectively.
- 5. 24/7 Access:** Both guests and staff can access the app at any time, making it convenient to get information or support whenever needed.



03 /10

"According to a survey by Phocuswright, 45% of hotel guests have faced challenges with accessing amenities or facilities during their stay, highlighting deficiencies in facilities management."



PROBLEM STATEMENT

The hospitality industry faces challenges in managing complex operations, providing exceptional guest services, and maintaining competitive advantage through technology. Inefficiencies in-room management, customer service, billing, and data handling can lead to subpar guest experiences and operational losses. The HIMS will address these issues by providing an integrated software solution.



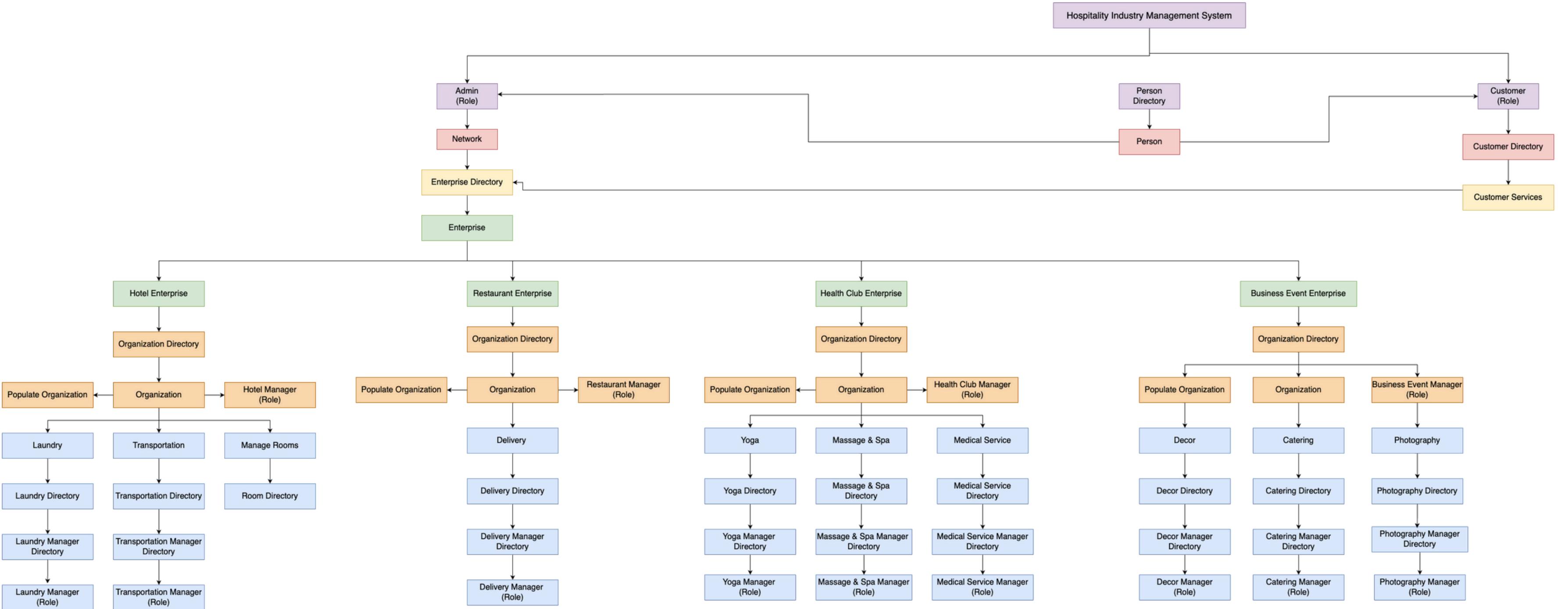
OBJECTIVE

- Design and implement a comprehensive Hospitality Industry Management System (HIMS).
- Streamline hotel operations.
- Enhance guest experience.
- Leverage data analytics for strategic decision-making.

"Research by PwC suggests that 70% of hotel guests expect personalized experiences during their stay, signaling a need for improvements in guest service customization."



UML DIAGRAM



06 /10

ADMIN PAGE



SYSTEM ADMINISTRATOR

MANAGE NETWORKS

MANAGE ENTERPRISES

MANAGE MANAGERS

MANAGE CUSTOMERS

HOTEL MANAGER

07 /10

VIEW TASK

MANAGE ORGANIZATION

MANAGE ORGANIZATION ADMIN

MANAGE ROOMS



HOTEL MANAGER
PAGE



CUSTOMER SERVICES PAGE

08 /10



BACK

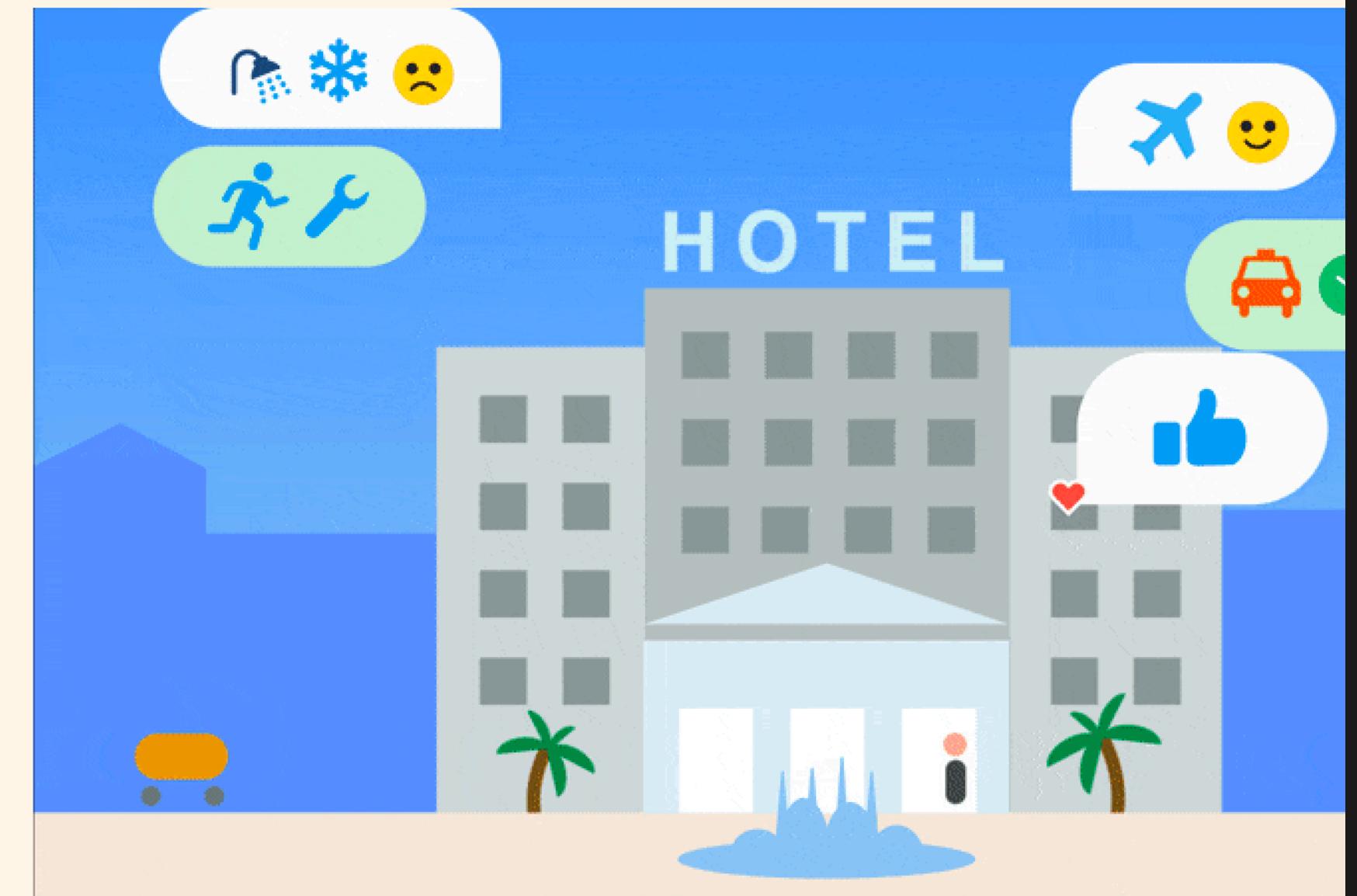
ADD SERVICES

BUSINESS EVENTS

PLACE ORDER

HEALTH CLUB

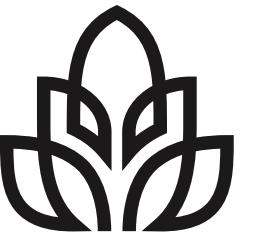
OTHER SERVICES



FUTURE ENHANCEMENTS

- Integrating Payment Features
- Integrating Email functionality





TEAM - 22

TEAM - 22