

GUJARAT TECHNOLOGICAL UNIVERSITY

Chandkheda, Ahmedabad
Affiliated



V.V.P. Engineering College

A Project Report On:
Hotel Management

Under subject of
DESIGN ENGINEERING – II-A

B.E. III, Semester – V
Information Technology

Submitted by:
Group ID: 401325

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We even thanks and appreciate to our colleagues in developing the project and people who have willingly helped us out with their abilities.

➤ Introduction:

❖ **PROJECT DEFINITION:**

eZee front desk

❖ **PROJECT ABSTRACT:**

As we know in hotel if we want to order something then we need to check hotel menus, means we will getting touch in with hotel menus.. during this pandemic situation there are very high chances to spreading viruses from hotel menus. So as a solution of this problem we will build the project called eZee front desk. This project is mainly depend on QR Code scanning. We will build web/mobile application, by that application one can scan QR code which will stick on the dining table of particular hotel. After successful scanning of QR our system will display entire menu of particular hotel. later then one can order for food by system itself.as the outcome one should not a need to getting touch in hotel menus because our system will permanently change the hard copies of Menus to E-Menu and it will also lead entire old system to digitalization

➤ AEIOU Canvas:

After choosing our domain and completing the observation and interaction section and survey, we have completed many canvas in which we have mentioned all our observations that we have collected from our site visit. So, the very first stage of many canvases we had AEIOU canvas.

Here in **AEIOU**, each word stand for some meaning where **A** stands for Activity, **E** stands for Environment, **O** stands for Object, **U** stands for Users and **I** stands for Interactions.

AEIOU Summary :		Group ID: 401325	Date: 30/11/22	Version:
Domain name: eze front desk				
Environment: <div>Children are playing in garden</div> <div>Flowers are on the desk</div> <div>Pots and bag</div> <div>Kitchen</div>	Interactions: <div>Between waiter and customer</div> <div>Between manager and customer</div> <div>Greetings</div> <div>Customer greets</div>	Objects: <div>Dining and dishes</div> <div>Food</div> <div>Spoons and forks</div> <div>Attractive food frames</div> <div>Sea, AC & sound system</div> <div>Welcome drinks</div>		
Activities: <div>Customer ordering</div> <div>Water serving</div> <div>Customer giving feedback</div> <div>Observation by manager</div> <div>Management by manager</div> <div>Customer's mess</div>		Users: <div>Customer</div> <div>Technician</div> <div>Manager & Receptionist</div> <div>Staff members and cooks</div>		

Activity :-

In this section we mention all the possible activities which perform by users on our site. This activities we have observed during the site visit and the survey.

Environment :-

In this subsection of first canvas we have mentioned the atmosphere of the domain which we have observed during the visit and the survey.

There was a different environment as mentioned below.

Interaction :-

In our observation there were interactions between many different personalities present there, as mentioned below.

Objects :-

Object are the things we can co-related with physical schema of our application what we provide to users to perform their task easily.

Users :-

Users are the people who directly or indirectly makes the use of our application. And they have played a huge role in making our application by giving the required feedbacks and the suggestions.

➤ Empathy mapping canvas:

Empathy Map is the canvas where designer has to observe and understand the emotional needs of the user, and on the basis of empathy of user he will think of the solution.

It is used to develop a deep, shared understanding and empathy for other people, an empathy map is a tool that helps in describing aspects of a user's experience, needs and pain points.

Hotel Management

Empathy Mapping Canvas

Design For
Date 9/11/24

Design By
Version Jatin Babbar, Soniya Rakhasiya, Dhvani Pancholi

User	STAKEHOLDERS
CUSTOMERS TECHNICIAN	HOTEL STAFF HOTEL MANAGER CO-WORKERS RECEPTIONIST

ACTIVITIES

TRANSACTION
MAINTAINING CLEANLINESS
WAITERS SERVING
PLACING ORDER
SCANNING QR CODE
MANAGEMENT BY MANAGER

STORY BOARDING

HAPPY when the user check out the vacane tables palao in the application so that h/she don't need to wait. User feels safe as he don't have to touch any of hard copy of menu or bill & it is all sorted by ordering as well as paying through application itself.

HAPPY user can order anything at any time without help of any waiter.
User is not feared of any virus and feels satisfied with the updated technology.

SAD Due to some network issue user might have to wait for the order to be reached to the chef. It might lead to frustration.

SAD User might need some special changes in the food which is difficult to explained by the direct order through the application.

Users :-

User are the main part of our observation, and main part of our project because they play main role in our project.

Stakeholders :-

Stakeholders includes all the person other than users who are involved in the observation.

Activities :-

This Section consist of the activity which people where experiencing and by seeing that activates how and which activity has been experience by us.

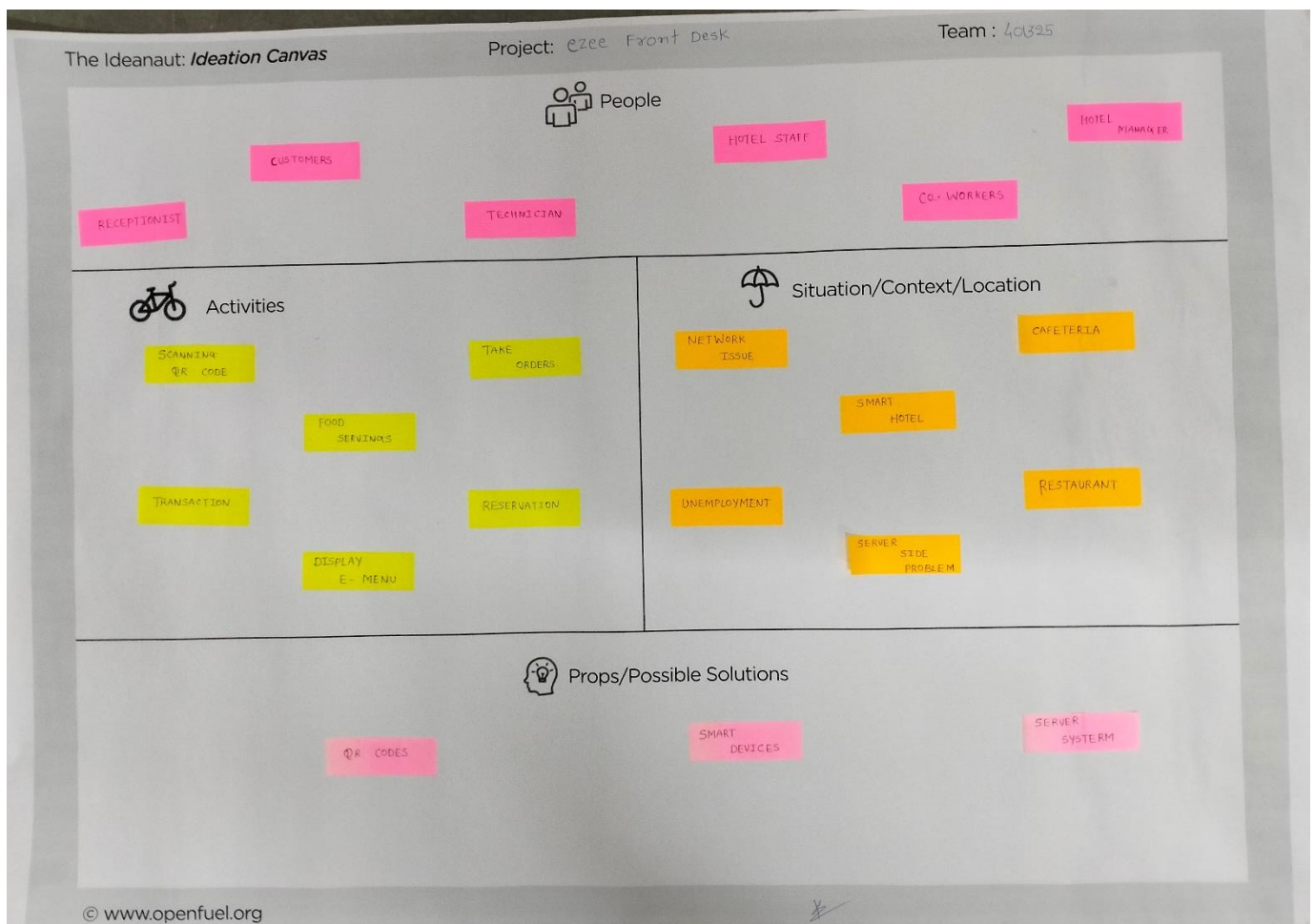
Story Boarding :-

Story boarding is the let part of empathy mapping canvas. In this part we meet some people and listen to their stories which is related to our project.

Some people have described their good stories and some have told about the sad stories and at the end we reached to the conclusion as described below.

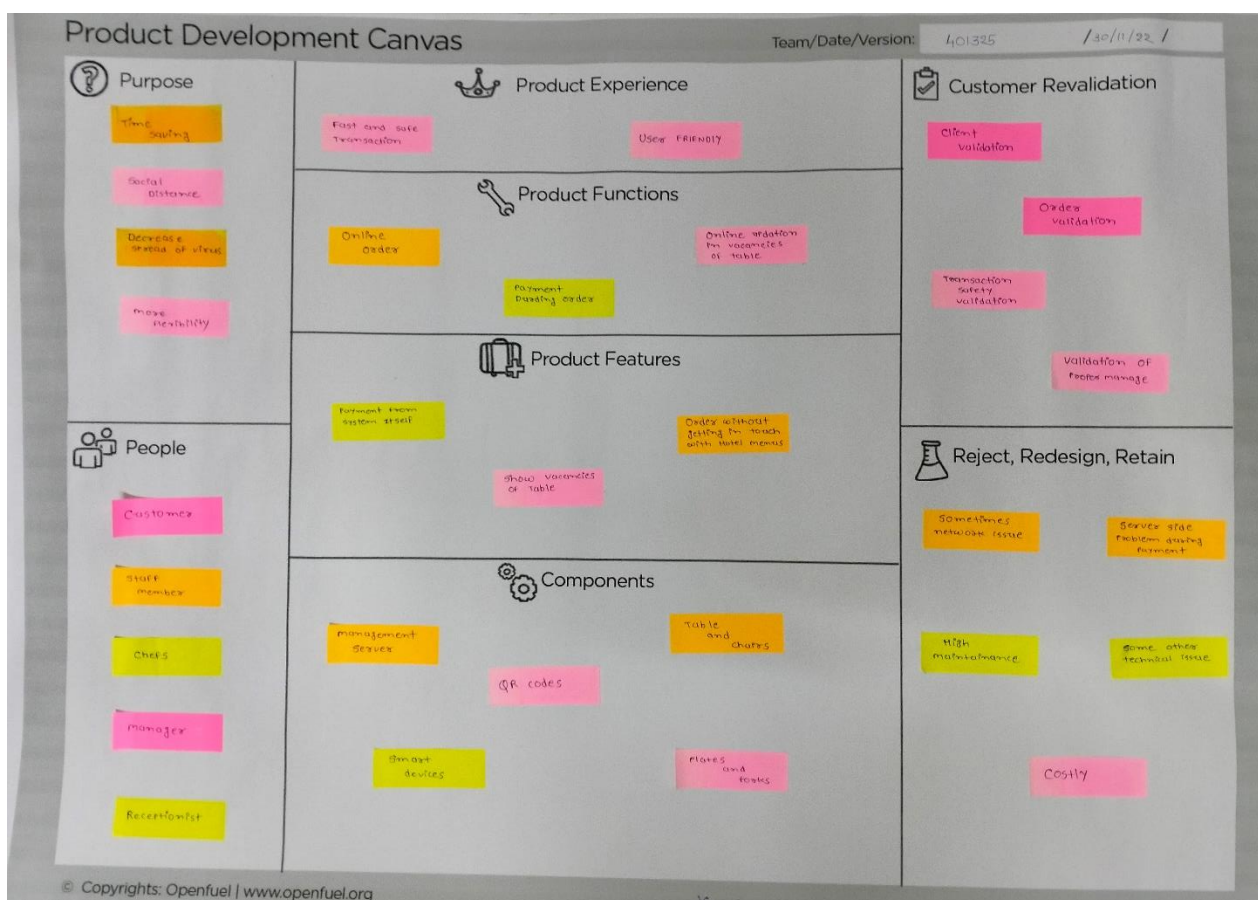
➤ Ideation canvas:

Ideation canvas is the most exciting stage in a design thinking project, because during ideation, the aim is to generate a large quantity of ideas that the team can filter and cut down into best, most practical or most innovative ones in order to inspire new and better design solutions and products.



➤ Product Development Canvas:

Product development canvas deals with steps related to the development of the product and how the prototype of the product is designed keeping in mind the basic need of the user and how to do a validation check and redesign if necessary to perfection and how it will be helpful in determining the development of the project.



Purpose :-

As mentioned earlier also our main purpose is to help the society and work for the welfare of the humanity, we want to spread equality and unity among the society. And our aim is to provide the best possible service to the user and create a healthy society.

People :-

This is the section where we have mentioned about the people who are going to use our site and who have also contributed by giving their suggestions. The people are as mentioned below.

Product Experience :-

Here we have mentioned what is the experience of the user. We have been mainly focusing to provide the best and effective facility to the user and we got the following experience feedback.

Product Functions :-

Our main focus is on the users and users focus will be on the product function. Here we have written all the basic function which our application would provide and we have tried to cover all the required necessity of the users.

Product Features :-

Feature is the key of any product, the success of the product is decided by the variable features it contain which makes it better than the other.

Components :-

The Components which are used in making the product are included in this

Customer revalidation :-

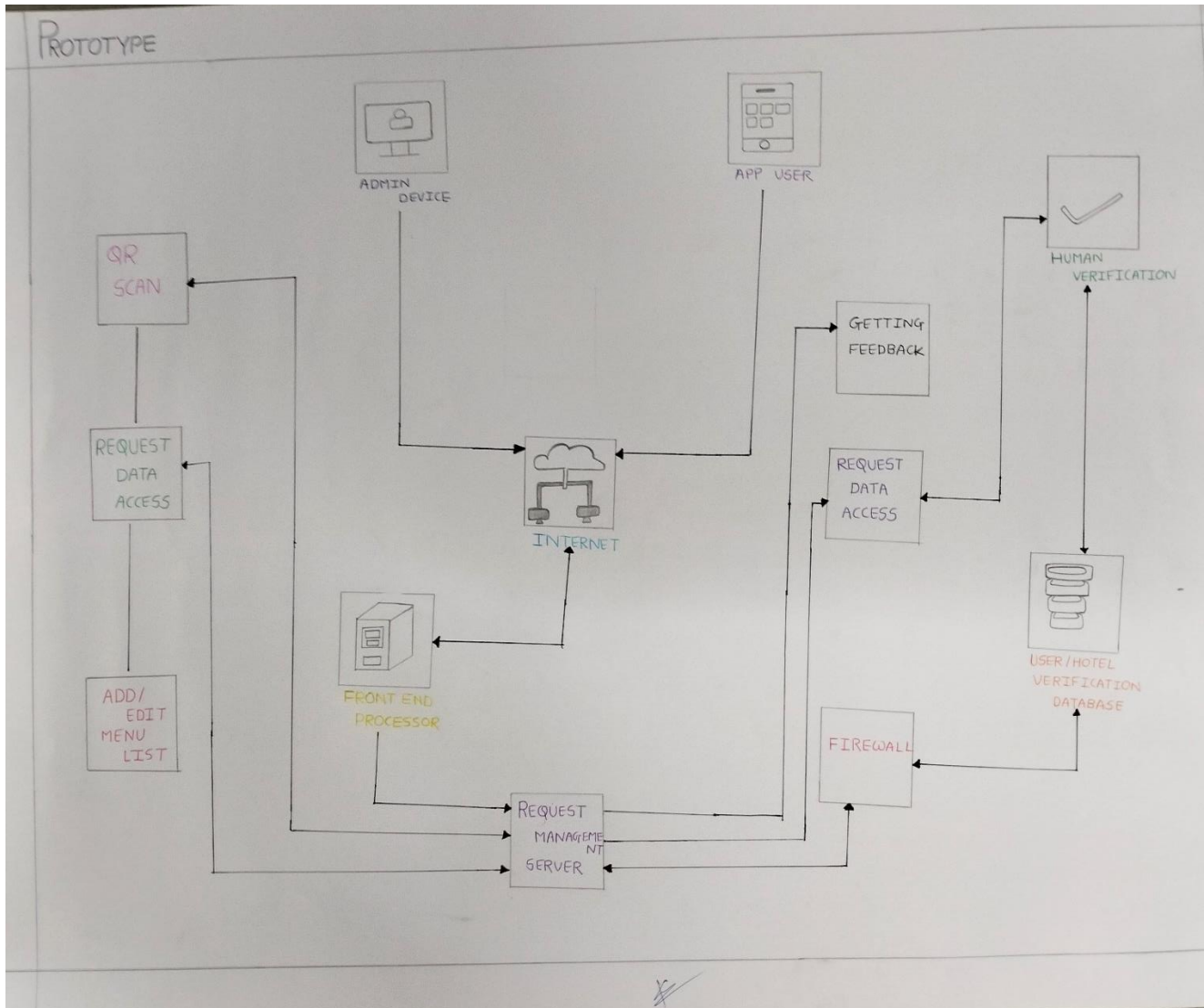
Here, we have mentioned that what all care of the users will be taken and what all special treatment will provided to them by us. Here, we check that weather we have fulfilled all the needs of the user or not.

Reject, Redesign, Retain :-

After having interaction with many of the different people we have received many different types of feedback and suggestion with different prespective. So, there are some points in our project which needs to relooked and should be taken care of.

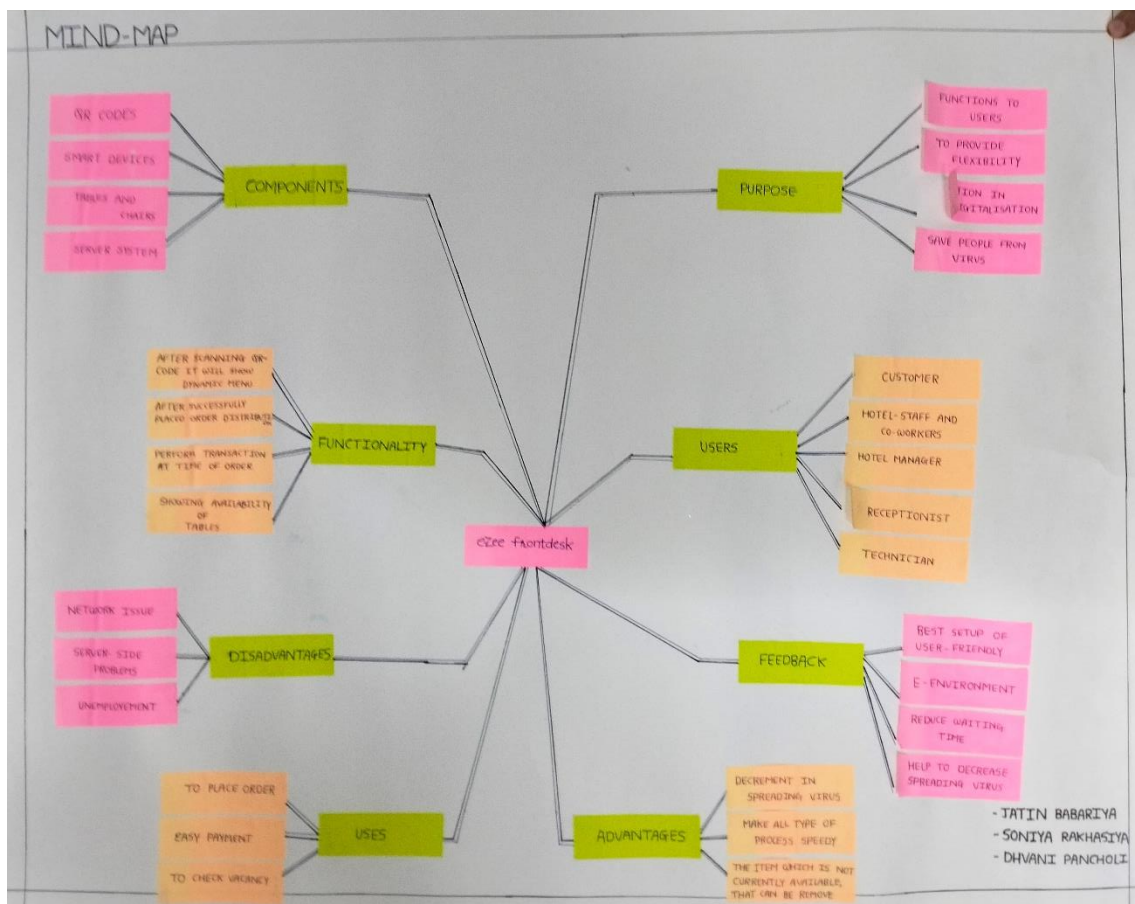
➤ Prototype Model:

Prototyping is the example of how the project would look like before making an innovative product or service. It helps you to test a certain aspects of the product of service you have in mind. It is generally used to evaluate a new design to enhance precision by system analysts and users.



➤ Mind mapping canvas:

A mind map is a easy way to brainstorm thoughts organically without worrying about order and structure. It allows you to visually structure your ideas to help with analysis and recall. A mind map is often created around a single concept, drawn as an image in the center of a blank landscape, the major ideas are connected directly to the central concept, and other ideas branch out from those.



➤ LNM Canvas:

