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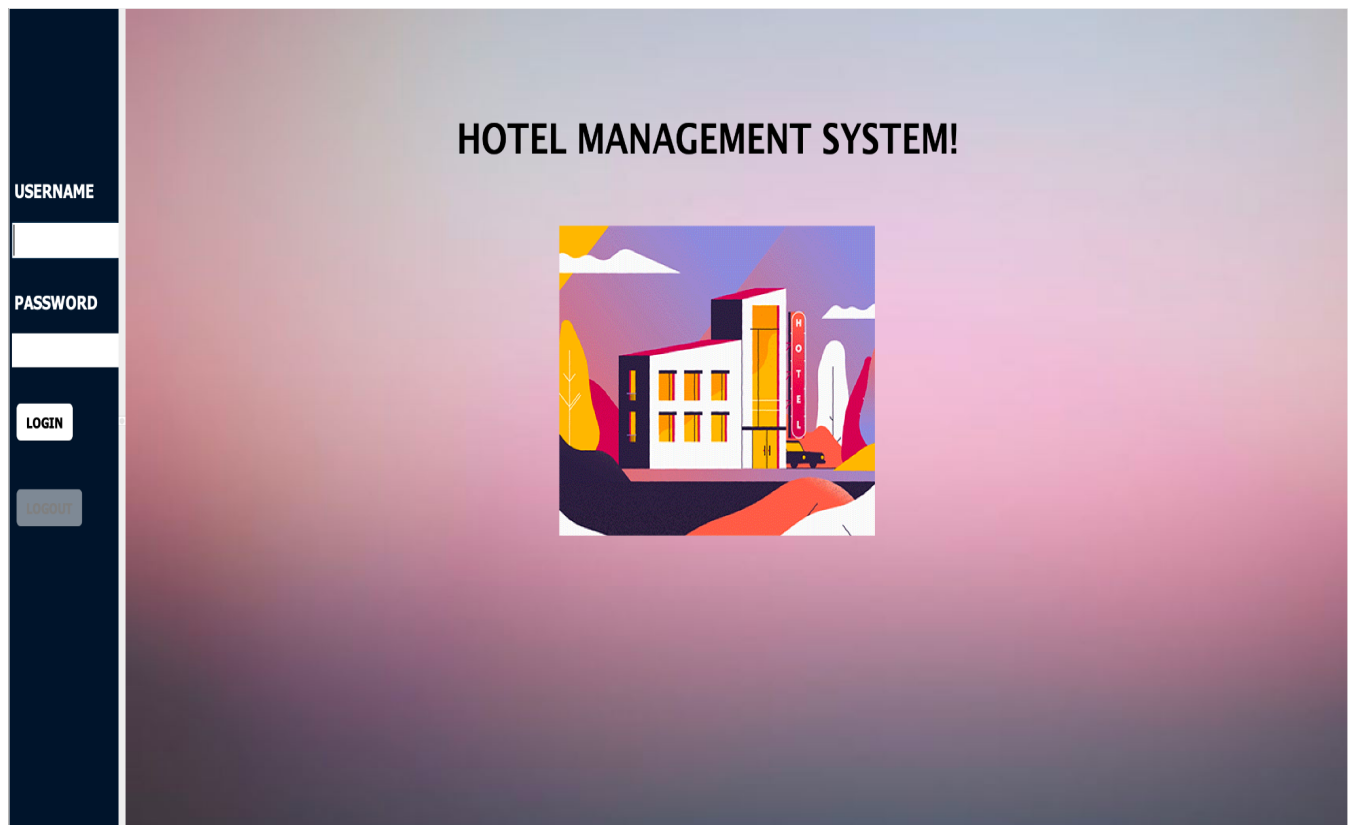
GRP-37

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Hotel Management System(HMS)



Executive Summary:

The hospitality industry has undergone significant technological transformation in recent years, necessitating efficient Hotel Management Systems (HMS) to meet the evolving demands and expectations of guests. While large hotel chains typically employ high-cost, industry-standard software such as 'Opera' or develop proprietary systems like Hilton's 'OnQ,' smaller establishments face budgetary constraints that hinder the adoption of advanced HMS.

In response to this challenge, our project introduces a novel approach to HMS tailored for small and medium-sized enterprises (SMEs) in the hotel industry. Unlike traditional systems that focus on in-house services, our HMS is designed to empower property owners to outsource various services, such as restaurants and laundry, thereby enabling SMEs to thrive in a competitive market.

Project Rationale:

1. Technological Transformation:

- The current era of technological advancement has resulted in a globalized and interconnected world, leading to diverse guest expectations and demands.
- A robust HMS becomes indispensable for effectively managing hotel operations, from bookings and check-ins to billing and beyond.

2. Market Challenges:

- Existing HMS options cater primarily to large hotel chains, posing a challenge for smaller establishments with limited budgets.
- Small and medium-sized properties often forgo implementing an HMS due to prohibitive costs.

3. Unique Value Proposition:

- Our HMS addresses the needs of SMEs by providing a cost-effective alternative that focuses on outsourcing services rather than in-house operations.
- Unlike conventional systems, our approach creates a symbiotic relationship between small and medium hotels and external service providers.

Project Objectives:

Cost-Effective Solution:

- Develop an HMS that is affordable for small and medium-sized hotels.
- Provide a user-friendly interface for easy adoption and implementation.

Outsourcing Capabilities:

- Enable property owners to outsource services such as restaurants and laundry through the HMS.
- Facilitate collaboration between hotels and external service providers.

Market Expansion:

- Capture the underserved market of SMEs in the hotel industry.
- Foster a win-win scenario for both hotels and service providers, creating a mutually beneficial ecosystem.

Class Diagram:



System Differentiators:

1. Focus on SMEs:

- Tailored to the specific needs and budget constraints of small and medium-sized hotels.

2. Outsourcing Opportunities:

- Allows property owners to outsource various services, promoting flexibility and cost-effectiveness.

3. Symbiotic Relationship:

- Creates a platform for collaboration between hotels and external service providers, fostering a mutually advantageous business environment.

Conclusion:

The proposed Hotel Management System offers a transformative solution for small and medium-sized hotels, breaking the barrier imposed by high-cost, industry-standard options. By focusing on outsourcing and collaboration, our system aims to empower SMEs, contributing to the diversification and growth of the hotel industry. This innovative approach opens new possibilities for businesses that previously hesitated to adopt HMS due to financial constraints, ultimately creating a more inclusive and dynamic hospitality landscape.