

Sri Lanka Institute of Information Technology



IT2080 - IT Project

Year 2, Semester 2 – 2025

Batch 7.1 Group 149

Activity 01

Requirements Analysis Activity

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Problem identification and business requirements

The middle-sized hotel requires an IT system to solve issues with managing rooms and reservations, restaurant, guests for rooms, customers in restaurant, staff, hotel inventory, payments, gathering feedback for service improvements and collecting reports about business. Currently, the room reservations and food orders are done manually via phone calls or walk in orders and all the internal tasks are also assigned by verbally. The inner circle interacts poorly with the outer circle of the business process and also within the inner circle of the business that leads to delays and inefficiencies.

The main causes that affect to the business problem are:

- Human errors with manual bookings frequently result in inaccuracies in record keeping, scheduling, and payment processing.
- As the hotel grows, it becomes increasingly difficult to manage the enormous number of guests, restaurant customers and operations, as well as the staff and inventory, which are all managed manually.
- Both the customer and the hotel confront numerous challenges as time-consuming processes take place in every aspect of the operation.
- Lack of real-time data such as room availability, staff availability, and inventory tracking are not centralized for easy access, resulting in complicity when giving new information.
- Not having multiple payment processes, causes the business as a minus point too.
- Delays in communication, both internally and with guests, are an obstacle to corporate growth.

So, to be accurate, spend less time on administrative tasks, boosts staff productivity and maintain high customer satisfaction, the hotel needs to implement an automated online reservation system that includes well-organized rooms and reservation management, restaurant management, user management, staff management, inventory management, payment management, and feedback management, as well as with a centralized database, automated notifications, and report generation.

Users and benefits of the system

User - Guest for room

Benefits –

1. The guests can see the available rooms with details and feedbacks when they visit as an unregistered user and get some idea about the hotel.
2. The rooms have many amenities like Wi-Fi, air conditioning, private balcony, tea/coffee maker, telephone with IDD facility, hair drier, ironing table, bathrobe and slippers, bathtub/rain shower, complimentary toiletries. So, the guest can search for availability of the rooms by their own and do the reservations for preferred rooms with given amenities.
3. Cancel bookings as needed.
4. Do the payments through the system with multiple payment options that supports online payments.
5. Receive notifications for booking confirmations.
6. The guests can provide feedbacks and reviews about the service according to their satisfaction.

User - Customer for restaurant

Benefits –

1. Customers can do pre-orders by seeing the digital menu and then come and collect the orders by telling order no.
2. Allowing to book tables before come to the restaurant for dining.
3. Doing the payments through the system with multiple payment options that supports online payments and receive digital invoices.
4. The customers can provide feedbacks and reviews about the service according to their satisfaction.

User – Hotel manager (Admin)

Benefits –

1. The manager can get the real-time insights about the hotel operations easily.
2. Reduce the workload and helps to optimizes resources.
3. By collecting the generated reports, can monitor the staff efficiency, guest satisfaction and identifies what are the service areas that should be improved.
4. Easy to track the stock levels and restore them to prevent shortage.
5. Reduce delays and confusions in the process by help of instant communication with the staff.
6. Automated salary calculations make the payroll system more convenient.
7. Task assignments are done through the system and it improves the work efficiency.

User – Accountant

Benefits –

1. Tracking all transactions in one place.
2. Helps to reduce manual errors in financial records with the help of automated billing and invoicing.
3. Easy to find the incomes and loss of the business with each and every detail.

User – Receptionist

Benefits –

1. Reducing waiting time by faster check-in and check-out.
2. Easily checks the availability of the rooms and assign guests to those within seconds through the system if someone come to the hotel and do the reservations.
3. Automated guest records help to catch customer details easily.
4. Speed up the payments by instant automated billing and invoice generation.
5. Enables the direct communication with the management.

User – Staff member**Benefits –**

1. Automated task assignment and shift scheduling helps to know the workload allocated to staff member at the beginning of the day easily.
2. Instant notifications about any task, request or order.
3. Easily apply for the leaves or half-days through the system.
4. Enables the direct communication with the management.

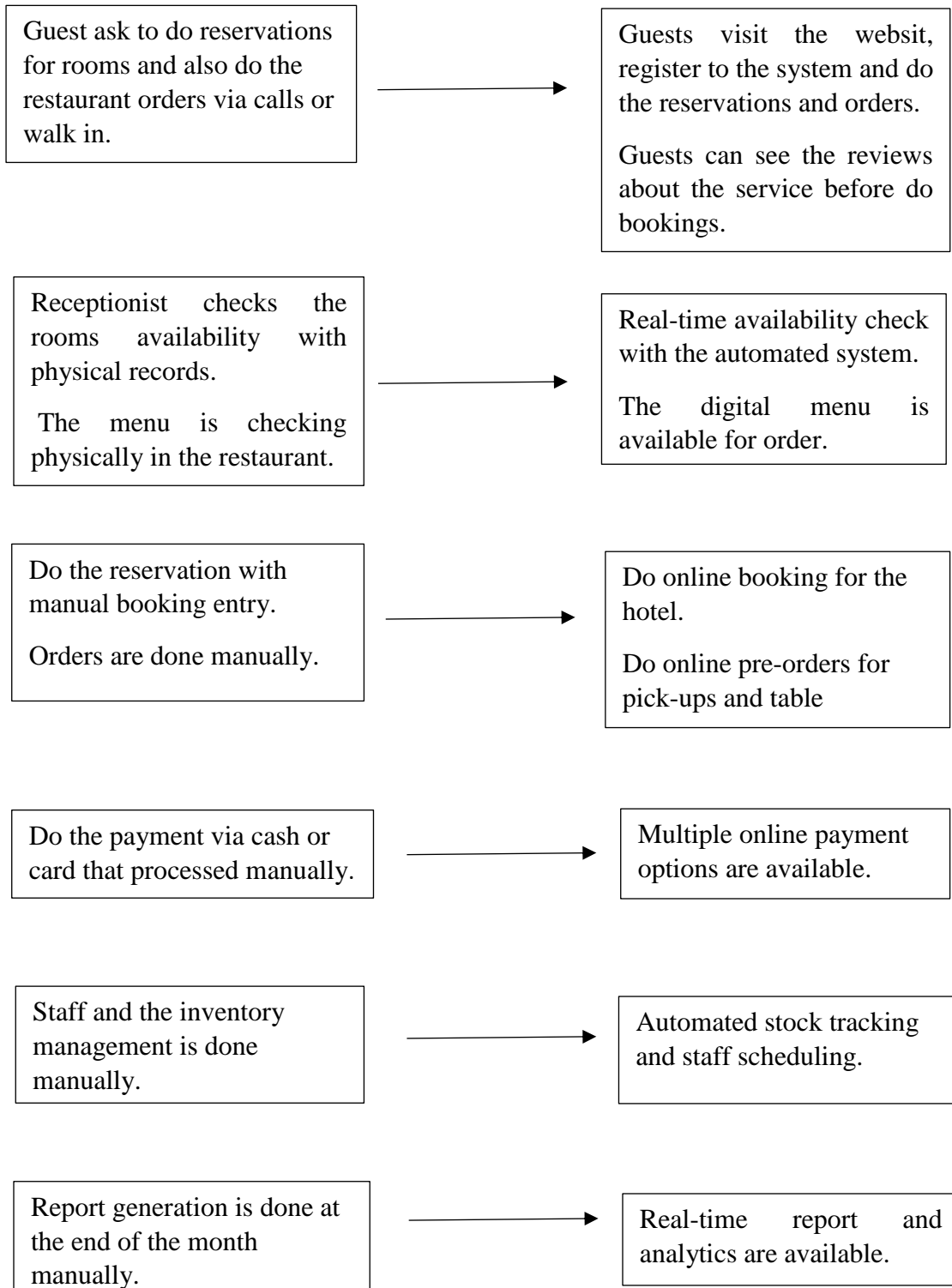
User – Restaurant cashier**Benefits –**

1. Minimizes the errors with billing by the automated billing and invoice generation.
2. Able to give faster customer service.
3. Accepts multiple payment methods that supports online payments and also allow customers to divide bills among multiple payers as well.

Business process diagram

Manual process (Before IT solution)

Automated process (After IT solution)



Main features of the product that is planning to develop

Room & Reservation Management

- Real-time room availability – With this system, guests can check the availability of rooms easily on anytime and anywhere.
- Online bookings and cancellations – The users can do the bookings and cancellations through the system.
- Maintenance updates –After set the room availability as unavailable, that rooms are not visible in the room reservations page.
- Automated check-in and check-outs – Receptionist can process the guest quickly.
- Digital invoices and notifications – Automated payment invoices and booking conformation notifications are available.

Restaurant Management

- Digit menu and pre-ordering option – Customers can browse the restaurant menu and place orders easily.
- Table reservations option – Customers can reserve tables for dining before come the restaurant.
- Real-time order tracking – Both customer and the staff can track the order preparation status.
- Automated billing and invoices - Increase the customer service speed and reduce the human errors.

User Management

- Role-based access - Allowing the person can access the system based on their roles such as guests or customers, staff, receptionist, accountant and admin.
- Secure login and authentication – Ensure the security of user data.

- User profile management – Guest or customers can update their personal details and change password as they want.

Staff management

- Automated tasks assignment - Daily tasks assigning for the staff members can do efficiently.
- Shift schedules and leave requests – Staff members can view shift schedules allocated to the day and request leaves online too.
- Direct communication between staff and the management - Good interaction between them and easy to manage.
- Real-time notifications – Instant updates with notifications about new tasks, request or order.
- Staff efficiency monitoring with report generation – It helps to improve the employee productivity.

Inventory Management

- Stock tracking for amenities and supplies – Management of the hotel can get an updated report about inventory stock.
- Restocking efficiently – Allowing to check the quantities of inventories and fill the low stocks timely.
- Low stock alerts to replenishments – Automated notifications to prevent shortage and improve the business process efficiency.

Payment Management

- Multiple online payment options – The guest of the hotel and customers of the restaurant can pay with credit/debit cards, digital wallets.
- Automated billing and invoice generation – Ensure the accuracy of the transactions.

- Report generation of all payments – It helps the accountant to track and manage all financial records very easily.
- Split billing option - The customers of the restaurant can pay bills with multiple payers too.

Feedback Management

- Updated method of feedback collection – With this system, Guests and restaurant customers can give their valuable feedbacks directly and easily.
- Feedbacks report –The hotel management can directly grab the feedbacks from the guests and customers with their satisfaction levels and that will help to improve the service quality.

User requirements

Guest (room booking) requirements-

- Register to the system and login securely with their own credentials.
- View feedbacks about the hotel rooms and search available rooms with amenities they need to have.
- Do reservations and cancel reservations as needed.
- Receive automated booking confirmation notifications and automated invoices.
- Provide review about hotel service.

Customer (restaurant) requirements –

- View the digital menu and do the pre-orders.
- Reserve tables for dining before come the place.
- Track real-time order status.

- Make online payments securely.
- Receiving automated invoices with the payment summary.
- Provide feedbacks about the restaurant service.

Hotel Manager (Admin) requirements –

- Track all the rooms, foods, restaurant orders, reservations, stock, staff, employee leaves, payments and feedbacks real-time data quickly.
- Assign and manage staff operations efficiently.
- View and analyze the reports to improve business process.
- Manage stock levels of the hotel easily.
- Automated salary calculations to make the payroll system more convenient.
- Communicate directly with the hotel management at any time.

Receptionist requirements –

- Check the room availabilities with check-in and check-out processes and do the walk-in room reservations.
- Generate automated invoices for guests.
- Directly communicate with the hotel management.

Accountant requirements –

- Manage transactions easily.
- Generate financial reports quickly.
- Ensure the accuracy in billing and invoicing.
- Track all the payments accurately.

Staff member requirements –

- View assigned tasks for the day and work schedules.
- Received real-time notifications about new tasks, requests and orders.
- Applying for the leaves.
- Communicate directly with the hotel management.

Restaurant cashier requirements –

- Do the restaurant orders and payments accurately.
- Generate automated invoices for customers.
- Accept multiple online payment methods including split billing with multiple payers.

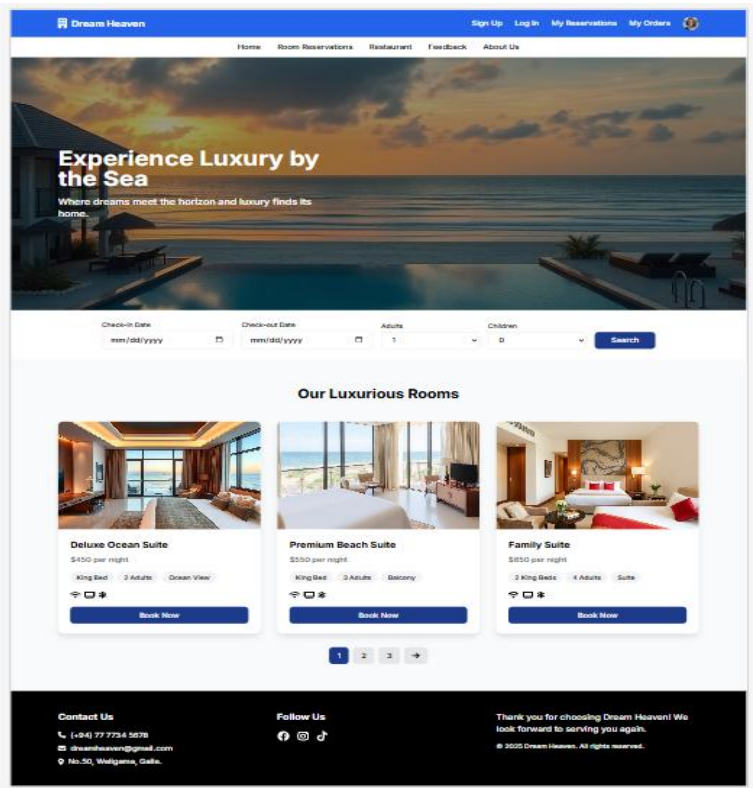
These are the functional user requirements and there are some other non-functional user requirements too. They are best performance, security, usability, scalability, reliability and maintainability.

Project name:

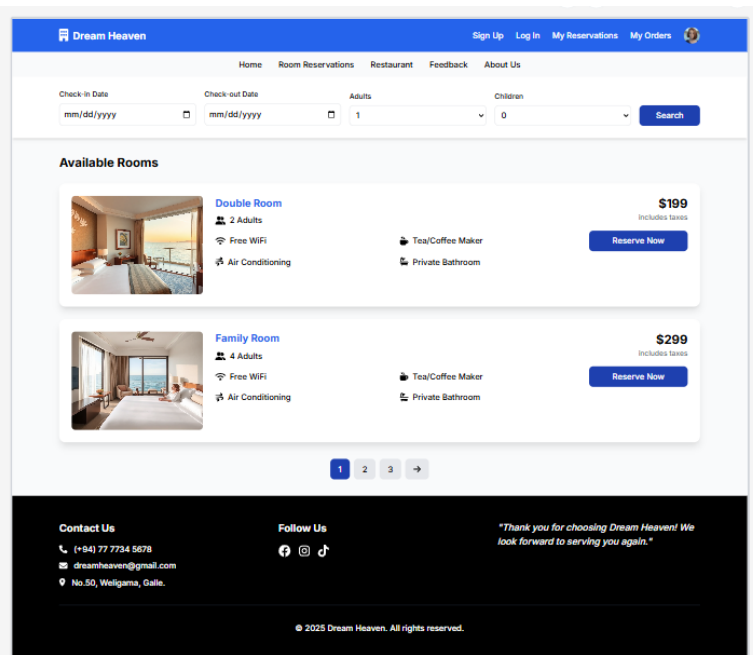
Dream Heaven.

GUIs

Room reservation management GUIs



‘Rooms page’ for guests.



‘Available rooms page’ for guests for their searched check-in and check-out dates.

Dream Heaven Sign Up Log In My Reservations My Orders

Home Room Reservations Restaurant Feedback About Us

Reservation Details

Guest Information	Booking Details
Guest Full Name John Alexander Smith	Check-in Date 03/15/2025
Email Address john.smith@email.com	Check-out Date 03/18/2025
Mobile Number +94 77 123 4567	Number of Guests 2 Adults
NIC Number 991234567V	Room Type Deluxe Ocean View
Physical Address 123 Beach Road, Colombo 03, Sri Lanka	Total Price: \$1,250.00

[Confirm and Pay Now](#) [Pay at Property](#)

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Reservation details page.

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My Reservations

Room No: 301 Check-in Date: 2025-02-15 Check-out Date: 2025-02-18 Number of Guests: 2	Room Type: Deluxe Ocean View Total Price: \$750 Payment Status: Done Booking Status: Booked	Cancel Delete
Room No: 405 Check-in Date: 2025-03-01 Check-out Date: 2025-03-05 Number of Guests: 3	Room Type: Family Suite Total Price: \$1,200 Payment Status: Pending Booking Status: Canceled	Cancel Delete
Room No: 202 Check-in Date: 2025-04-10 Check-out Date: 2025-04-12 Number of Guests: 2	Room Type: Premium Garden View Total Price: \$480 Payment Status: Done Booking Status: Request to Cancel	Cancel Delete

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'My reservations page' for guests to track all the room reservations done by themselves.

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[Log In](#)

[All Users](#)
[All Rooms](#)
[All Reservations](#)
[Foods](#)
[Inventory](#)
[Staff](#)
[All Payments](#)
[Feedback](#)

Add New Room

Room ID

Room Name

Amenities

Bed Size

Number of Guests

Price Per Night

Room Image

Choose File | No file chosen

+ Add to the System

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‘Add new room page’ for admin to add new rooms to the system.

[Sign Up](#)
[Log In](#)

[Dashboard](#)
[All Users](#)
[All Rooms](#)
[All Reservations](#)
[Foods](#)
[All Orders](#)
[Inventory](#)
[Staff](#)
[All Payments](#)
[Feedback](#)

All Rooms

+ Add New Room

Room ID	Room Name	Type	Features & Description	Price per Night	Status	Image	Actions
R001	Deluxe Ocean Suite	Luxury	King Bed, Ocean View, Smart TV, Air Conditioning	\$450	Available		

Showing 1 to 7 of 21 entries

1
2
3
>

Contact Information

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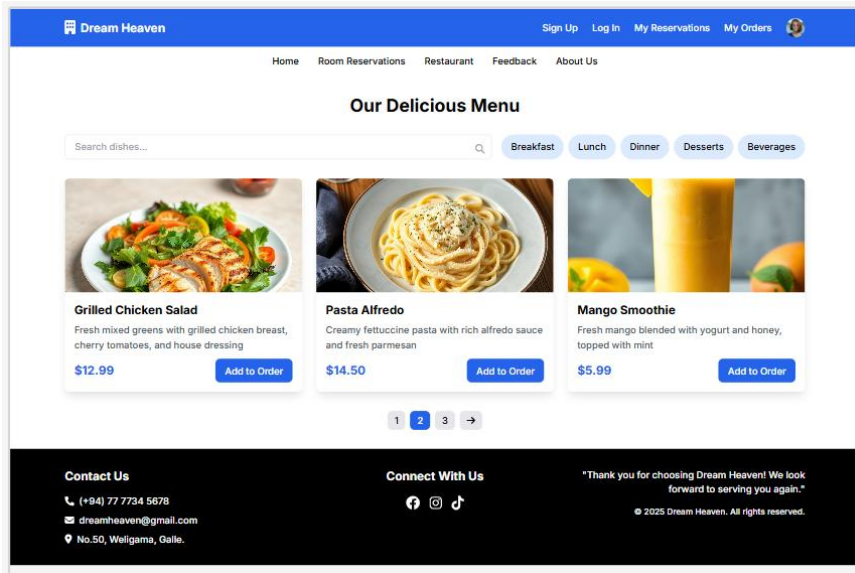
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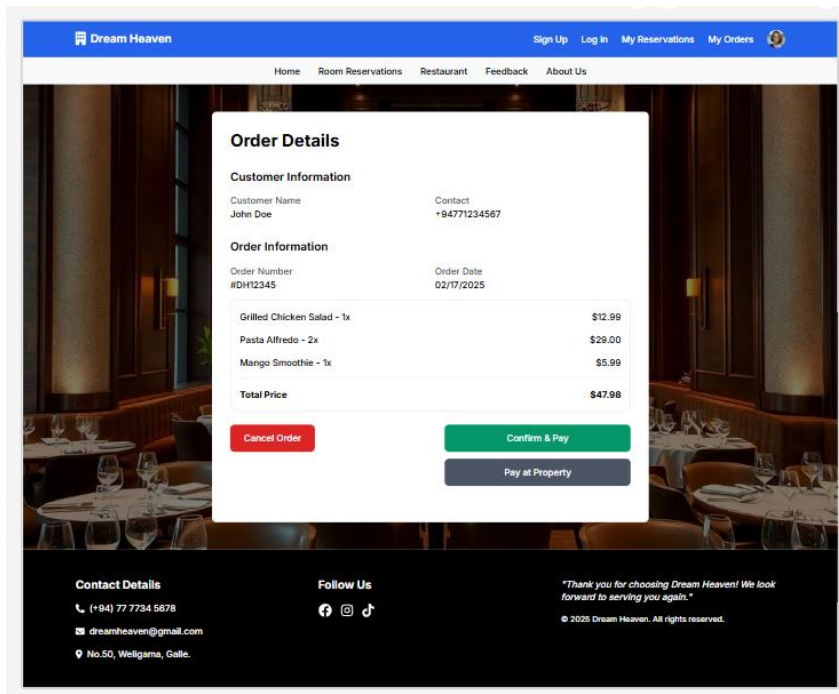
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‘All rooms page’ for admin to view, edit and delete room

Restaurant management GUIs



‘Restaurant page’ with menu for customers to order.



‘Order details page’ for customers before confirm and do the

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[Log In](#)
[My Reservations](#)
[My Orders](#)

[Home](#)
[Room Reservations](#)
[Restaurant](#)
[Feedback](#)
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My Orders

Order #UX98765
Order Date: 02/15/2025

Paid

Completed

Grilled Chicken Salad (1x)	\$12.99
Lemon Iced Tea (1x)	\$4.99
Total	\$17.98

Cancel Order

Delete Order

Order #UX12345
Order Date: 02/10/2025

Pending

Preparing

Pasta Alfredo (2x)	\$28.00
Mango Smoothie (1x)	\$5.99
Total	\$34.99

Cancel Order

Delete Order

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Social Media

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‘My orders page’ for customers to track the order and view order

[Sign Up](#)
[Log In](#)

[All Foods](#)
[Add Food](#)

Add Food Item

Food ID

Enter food ID

Food Name

Enter food name

Type

Vegetarian

Description

Enter food description

Price (USD)

Enter price

Image Upload

Drag and drop your image here or click to browse

Add to System

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‘Add room page’ for admin to add new rooms to the system.

[Sign Up](#)
[Log In](#)

[All Foods](#)
[+ Add Food](#)

All Foods

Food ID	Food Name	Type	Description	Price	Image	Actions
F001	Margherita Pizza	Vegetarian	Classic Italian pizza with fresh tomatoes and mozzarella	\$12.99		Edit Delete
F002	Grilled Chicken	Non-Vegetarian	Juicy grilled chicken with herbs and spices	\$15.99		Edit Delete
F003	Vegan Salad	Vegan	A fresh mix of organic greens, nuts, and avocado	\$10.50		Edit Delete
F004	Chocolate Brownie	Vegetarian	Rich and fudgy chocolate brownie served with ice cream	\$8.99		Edit Delete

[1](#)
[2](#)
[3](#)
[>](#)

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‘All foods page’ for admin to view, edit and delete food items to the system.

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[Log In](#)

[All Users](#)
[All Rooms](#)
[All Reservations](#)
[Foods](#)
[Inventory](#)
[Staff](#)
[All Payments](#)
[Feedback](#)

[All Status](#)

Order Number	Customer Name	Order Date	Order Items	Total Price	Status	Actions
#ORD001	John Doe	2025-02-18	2x Seafood Pasta, 1x Wine	\$50.00	Ordered	Edit Delete
#ORD002	Emily Smith	2025-02-17	1x Grilled Steak, 1x Cocktail	\$35.00	Cancelled	Edit Delete
#ORD003	Alex Brown	2025-02-16	3x Sushi Platter, 2x Mocktail	\$75.00	Ordered	Edit Delete

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‘All orders page’ for admin to view, edit, track status of the order and delete orders.

User management GUIs

Create Your Account

Full Name

Email Address

Phone Number

NIC

Date of Birth

Gender

Address

Username

Password

Confirm Password

☐ I agree to the Terms & Conditions

[Register Now](#)

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‘Create user account page’ for guests and customers to register to

Sign In

Username

Password

☐ Remember me [Forgot Password?](#)

[Sign In](#)

Or continue with

[Google](#) [Facebook](#)

[New user? Register here](#)

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‘Sign In page’ for all users of the system to login to the system.

User Profile
Manage your account settings and preferences

Full Name Date of Birth

Email Address Address

Phone Number

NIC

Change Password

New Password Confirm Password

Notification Preferences

☐ Email Notifications

☐ SMS Notifications

☐ Push Notifications

[Delete Account](#) [Log Out](#) [Save Changes](#)

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‘User profile page’ for users to update personal details, log out, change password and delete account.

Staff management GUIs

Staff Registration Form

Full Name Address

Email Address

Phone Number Job Title

NIC Salary

Date of Birth Username

Gender Password

Confirm Password

Profile Picture
[Choose File](#) No file chosen

Employment Start Date

[Register Staff](#)

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‘Staff registration form page’ to register staff members, accountant, receptionist, and restaurant cashier to the system.

Assigned Tasks
Leaves
Approval

Assigned Tasks

Task ID	Task Name	Due Date	Status	Priority	Action
#TK001	Room Inspection and Maintenance	March 15, 2025	Pending	High	
#TK002	Guest Check-in Processing	March 10, 2025	Completed	Medium	

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‘Assigned tasks page’ for the staff member.

Assigned Tasks
Leaves
Approval

Request Leave

Full Name

Employee ID

Start Date

mm/dd/yyyy

End Date

mm/dd/yyyy

Reason for Leave

Submit Request

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‘Request leave page’ for staff member.

Assigned Tasks
Leaves
Approval

Leave Approval Dashboard

Leave ID	Employee Name	Employee ID	Start Date	End Date	Status
L001	John Doe	EMP001	01/15/2025	01/17/2025	Approved
L002	Jane Smith	EMP002	01/20/2025	01/22/2025	Rejected

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‘Leave approval page’ for admin to track all the leaves of the employees.

Payment management GUIs

Sign Up
Log In
My Reservations
My Orders

Home
Room Reservations
Restaurant
Feedback
About Us

Complete Your Payment

Booking Summary

Room Type: Deluxe Ocean View
Check-in: Jan 15, 2025

Check-out: Jan 18, 2025
Total Amount: \$750.00

Billing Details

Full Name
Email Address

Phone Number

Billing Address

Payment Method

☒ Credit/Debit Card
☐ Bank Transfer

Card Number

Expiration Date
CVV

☐ Save Payment Method for Future Transactions

SSL Secure Payment

Pay Now

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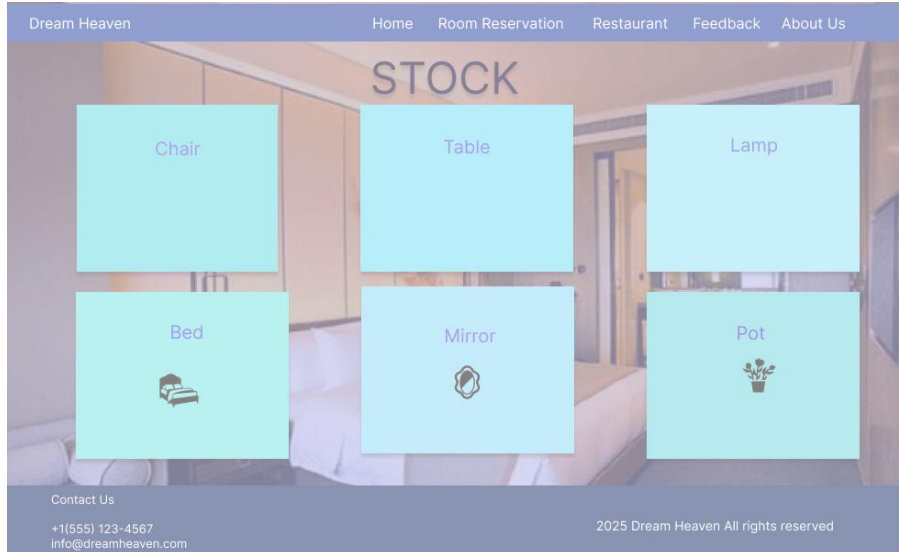
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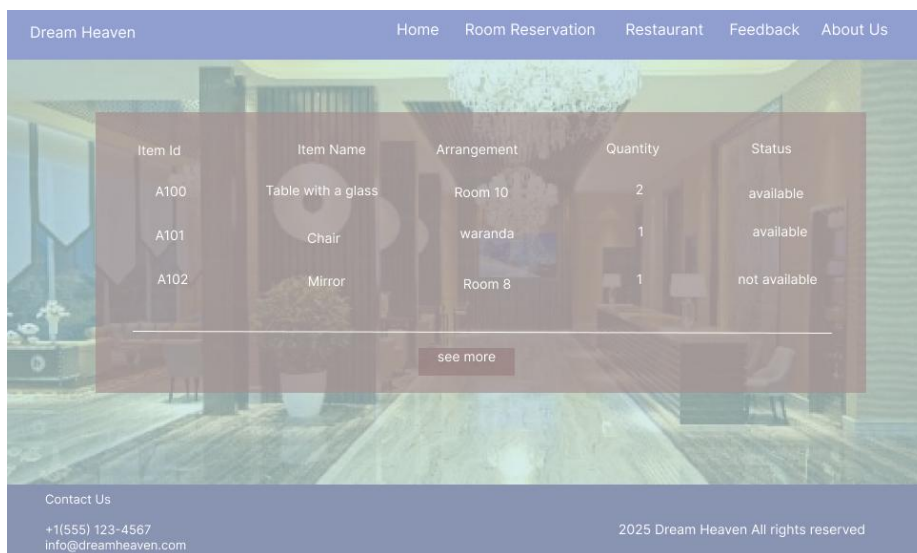
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‘Payment page’ to do the online payment.

Inventory management GUIs




‘Inventory categories page’ to navigate to the stocks.




‘All inventories page’ to track the stock quickly.

Feedback management GUIs

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[Home](#) [Room Reservations](#) [Restaurant](#) [Feedback](#) [About Us](#)



Share Your Experience

Guest Name (Optional)

Email Address

Rating

★ ★ ★ ★ ★

Comments & Suggestions

Submit Feedback

Guest Testimonials

★★★★★

"Amazing experience! The view was breathtaking and service was impeccable."

- Sarah Johnson

★★★★★

"Perfect getaway destination. Will definitely come back!"


- Michael Chen


★★★★★


"The best resort experience I've had in years. Exceptional hospitality!"

- Emma Davis




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‘Feedback page’ for guests and customers to give the reviews about the service.

25

Database tables

Rooms

Column Name	Data Type	Description
roomID	INT PRIMARY KEY (AUTO_INCREMENT)	Unique ID for each room.
roomName	VARCHAR(50)	Name of the room.
roomType	VARCHAR(50)	Type of the room.
Amenities	VARCHAR(1000)	Features in the room.
Price	DECIMAL(10,2)	Price per night.
Status	VARCHAR(20)	Status of availability.
ImageURL	VARCHAR(300)	URL for the room's image.

Reservations

Column Name	Data Type	Description
reservationID	INT PRIMARY KEY (AUTO_INCREMENT)	Unique id for each reservation.
userID	INT (FOREIGN KEY)	ID of the guest who make the reservation.
roomID	INT (FOREIGN KEY)	Room no.
checkInDate	DATE	Check-in-date of the guest.
checkOutDate	DATE	Check-out-date of the guest.
rStatus	VARCHAR(50)	Status of the reservation.
paymentStatus	VARCHAR(50)	Status of the payment.
RoomTypes	VARCHAR(50)	Types of the room reserved.
totalPrice	DECIMAL(10,2)	Total price for the stay.

Foods

Column Name	Data Type	Description
foodID	INT PRIMARY KEY (AUTO_INCREMENT)	Unique food item ID.
foodName	VARCHAR(200)	Food name.
foodType	VARCHAR(100)	Type of the food (Vegetarian or non-vegetarian/beverage/breakfast/lunch/dinner).
Description	VARCHAR(1000)	Description about the food.
fPrice	DECIMAL(10,2)	Price of the food.

Orders

Column Name	Data Type	Description
orderID	INT PRIMARY KEY (AUTO_INCREMENT)	Unique ID for the order
userID	INT (FOREIGN KEY)	ID of the guest who make the order.
foodID	INT (FORIGN KEY)	ID of the ordered food item.
orderQuntity	INT	Quantity of the food item.
orderStatus	VARCHAR(50)	Status of the order.
orderDate	DATE	Ordered date.

Users

Column Name	Data Type	Description
userID	INT PRIMARY KEY (AUTO_INCREMENT)	Unique ID for the user of the system.
fullName	VARCHAR(150)	User's full name.
email	VARCHAR(250)	User's e-mail address.
dateOfBirth	DATE	Date of birth of the user.
phoneNumber	VARCHAR(20)	User's contact number.
address	VARCHAR(1000)	User's address.
NIC	VARCHAR(20)	NIC no of the user.

Inventory

Column Name	Data Type	Description
ItemID	INT PRIMARY KEY (AUTO_INCREMENT)	Unique ID for inventory
ItemName	VARCHAR(150)	Inventory item's name
Category	VARCHAR(100)	Category of the inventory item
Quantity	INT	Stock of each items
invStatus	VARCHAR(50)	Status of the item.
Arrangement	VARCHAR(200)	Where is the item.

Feedback

Column Name	Data Type	Description
feedbackID	INT PRIMARY KEY (AUTO_INCREMENT)	Unique ID for each feedback.
guestName	VARCHAR(200)	Guest's name.
Email	VARCHAR(300)	Guest's e-mail.
rating	INT	Guest's rating for the service.
comments	VARCHAR(1000)	Guest's feedback.

Staff

Column	Data Type	Description
staffID	INT PRIMARY KEY (AUTO_INCREMENT)	Unique ID for staff member.
fullName	VARCHAR(200)	Full name of the staff member.
role	VARCHAR(100)	Role of the job.
phoneNumber	VARCHAR(20)	Contact number of the staff member.
salary	DECIMAL(10,2)	Monthly salary for the staff member.

Leaves

Column Name	Data Type	Description
leaveID	INT PRIMARY KEY (AUTO_INCREMENT)	Unique ID for each leave.
fullName	VARCHAR(100)	Name of the staff member.
staffID	INT (FOREIGN KEY)	ID of the staff member who take a leave.
startDate	DATE	Start date of leave.
endDate	DATE	End date of leave.
reason	VARCHAR(1000)	Reason for leave.
leaveStatus	VARCHAR(200)	Status of leave (Approved or rejected).

Tasks

Column Name	Data Type	Description
taskID	INT PRIMARY KEY (AUTO_INCREMENT)	Unique ID for each task.
taskName	VARCHAR(500)	Name of the task.
dueDate	DATE	End date of the task.
taskStatus	VARCHAR(100)	Status of the task (Pending or completed).

Payment

Column Name	Data Type	Description
paymentID	INT PRIMARY KEY (AUTO_INCREMENT)	Unique ID for payment.
userID	INT (FOREIGN KEY)	ID of the guest who make the payment.
amount	DECIMAL(10,2)	Total amount of the payment.
paymentMethod	VARCHAR(50)	Payment method (Credit card or Bank transfer).
paymentDate	DATE	Payment date.
pStatus	VARCHAR(50)	Status of the payment (Paid, Failed or Pending).