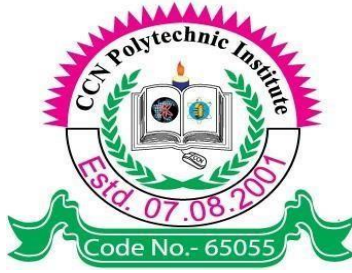


CCN POLYTECHNIC INSTITUTE



HOTEL MANAGEMENT

Project report



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Introduction

Hotel Management System will serve in many purposes which will make it easier for customer to perform many operations consistently. Several kinds of services, and facilities will be including in it as modules.

Different Modules which are to be implemented in the project are following along their description:

Front Office

The persons can ask any queries about the hotel. Tasks performed are printing tasks, sorting emails, and typing tasks.

Booking and reservation

This will include:

Making a Reservation

Amending a Reservation

Cancelling a Reservation

Travel Agents (Guide)

All the travel packages will be displayed in this module. Consultation services will also be provided when needed by the customers. Depending upon the employability of the Agents whether it is self or permanent for the hotel their income will be decided. Commission for accommodations, transportation companies will be calculated here.

Guest Response Management/Customer Relationship Management

It will schedule and track preventive tasks minimizing the hotel owner's capital expenses while maintaining the facility that delivers maximum guest satisfaction.

All of the guest information and interactions will be tracked. There will be integration with property management system and central reservation system.

Staff task assignments will be automated insuring all issues and requests are resolved in a timely manner. This module will take customer's feedback and suggestion which will be further helpful for enhancing guest's satisfaction.

Billing

This module will include the calculation and record of the expenditure of the individual costumer and finally generate the bill (including the taxes).

Sales and Catering

It includes following:

Eliminates the need for duplicate data entry. A complete set of features for providing catering services and scheduling events. Flexible configuration options include menu planning, item engineering, and packages. Manage event-management requirements ranging from coffee breaks to gala dinners. Graphical display of events by function space provides drill-down features for in-depth details.

Spa/Health Club

A health club (also known as a fitness club, fitness centre, health spa, and commonly referred to as a gym) is a place that houses exercise equipment for the purpose of physical exercise. Different timings for Main workout area, cardio area/exercise theatre, group exercise classes, sports facilities and personal training will be established.

Internet Reservations

Online Hotel Reservations are a popular method for booking hotel rooms. Travelers can book rooms through online portal staying at their place and save the time and money instead visiting the traveller agent's offline and bargain about the price and compromise the quality. Online hotel reservations are also helpful for making last minute travel arrangements.

Banquet

A banquet is a large meal or feast, complete with main courses and desserts. As the idea of banqueting developed, it could take place at any time during the day and have much more in common with the later practice of taking tea. Banqueting rooms varied greatly from house to house, but were generally on an intimate scale, either in a garden room or inside such as the small banqueting turrets in Longleaf House and also select banquet menu items available.

Material Management

A rather important module, inventory management lets managers automate the process of tracking rooms, and food and beverage consumption in the hotel. Manually filing cash memos and getting clearance from finance department to pay vendors was a nightmare and a huge waste of effort. Automation of the inventory system means lesser work and greater visibility into stock, automated reminders as stock levels diminish, faster decision making on which vendor delivers what, at what price point and thus greater efficiency on stock maintenance in the hotel.

Vendor Performance – Allows hotel managers to choose better performing vendors by tracking information such as time of delivery time, accuracy of delivery, cost effectiveness etc.

Vendor Accountability – Ensuring a vendor delivers the right shipment and hotels. An integrated inventory management system allows hotel managers to pinpoint errors in delivery with great accuracy and make vendors accountable for their own action.

Order Management – to prevent both overstocking and stock outing situations

Energy Management

Hotel Energy Management is the practice of controlling procedures, operations and equipment that contribute to the energy use in a hotel operation. This can include electricity, gas, water or other natural resources. Because hotels can have complicated operations and extensive facilities they utilize many different types of energy resources. Hotel energy usages are tracked and classified by the US Department of Energy and statistics are regularly published in the Energy Information Administration annual reports.

Housekeeping

Housekeeping in a hotel is a very physically demanding job that includes many, varied tasks. The actual amount of work depends on the size of the room and the number of beds. A housekeeper needs between fifteen and thirty minutes to do one room. A housekeeper carries out the following tasks:

Making beds

Tidying rooms

Washing clothes

Removing stains

Vacuuming

Maintenance

Maintenance is very essential part of a Hotel Management System. This module will allow customer to put forward any malfunctioning of appliances, or any issues regarding to available facilities.