

**Project Name: Hotel Property Management System**

**(HPMS)**

**Group #6 Iteration 0**

**Members**

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## Hotel Property Management System Vision Statement

The Hotel Property Management System (HPMS) will be used to manage the core functions of hotel operations. The software will allow for the creation and maintenance of customer reservations such as check-in/check-out, room status changes, and billing-related actions. The system will also keep a record of customer profiles which will be used for repeat business and security purposes. Moreover, the HPMS will also contain a user authentication feature which will set different levels of authorizations for different users of this highly critical system. The HPMS will also maintain the records of employee profiles and their payroll information (e.g., hourly wage, hours worked).

The users of the software will be the employees of the reservations, front desk, housekeeping departments, as well as the hotel managers. Different departments serve different purposes to the hotel operation, therefore, their access within the HPMS will be limited to what they need in order to complete their tasks. For example, the reservations team will only have access to create and make changes to reservations. The front desk staff will only be authorized to check-in and check-out customer reservations, in addition to billing-related tasks and generating reports. The housekeeping department will only have the ability to change the rooms' status and generate in-house customer reports. The managers of the hotel will be given full access to the system. Lastly, access to employee records and payroll will only be approved for the employee and their reporting managers. These authorization measures are not only necessary for the ease of use for the employees of their respective departments, but to maintain a well-organized and smoothly functioning hotel operations.

The system will be designed in such a way that it will be easily expandable to future releases that allows it to have more advance functionalities such as direct online interactions with customers and a web-based interface.

This system will be an improvement over physical records and paper-based bookkeeping. The features bring various aspects of managing a hotel property into a centralized software. This will ensure convenience and efficiency. For example, most existing systems have employee management as a separate entity, therefore, the PMS will make this a much easier task by combining the two.

There will be three main success criteria that the development team will use to measure the viability of the software. The first is whether the final product achieves the functionalities that were set out at the beginning of the project. The second measure of success will be based on the design of the product, namely how well it follows software design principles and standards. Lastly, the final success criteria will be the feedback received from the clients who will be using this product. Ultimately, it is how they receive the final product that will determine its success.

## Big User Stories

### Iteration 1

#### Create Reservations

As a reservation agent, I want to be able to create a new reservation.  
Question: What is the maximum number of reservations allowed in advance?

Priority: High

Cost: 4 days

#### Update Reservation

As a reservation agent, I want to be able to update existing reservations in the system.

Priority: Med

Cost: 3 days

#### Search Reservations

As a reservation agent, I need to be able to search amongst the existing reservations in the system.

Priority: High

Cost: 6 days

#### Removing Reservations

As a reservation agent, I want to be able to delete a reservation.

Priority: Med

Cost: 1 day

## Iteration 2:

### **Search Rooms**

As a front-desk staff, I need to be able to search for rooms in the hotel.

Priority: High

Cost: 6 days

### **Room Management**

As a hotel manager, I need to be able to manage and manipulate all the rooms in the hotel.

Priority: Med

Cost: 5 days

### **Employee Profile/Portal**

As a hotel manager, I need to be able to get authenticated to access employee portals and monitor employee profiles.

Priority: High

Cost: 14 days

## Customer Profile

As a front-desk staff, I need to be able to view and maintain previous, in-house and expected customer's profiles.

Priority: Med

Cost: 3 days

### Iteration 3:

## Billing Charges

As a front-desk staff, I need to be able to manage billing operations in the system.

Priority: High

Cost: 4 days

## Discounts and Promotions

As a front-desk staff, I need to be able to offer discounts and promotions for certain rooms and services.

Priority: High

Cost: 4 days

## Final Invoice

As a front-desk staff, I need to be able to provide the customers with a final invoice that outlines the details of their stay.

Priority: Med

Cost: 7 days

### Iteration 1 Detailed User Stories

## Associating Customer Profiles to Reservations

Link customer profiles to the new reservations.

Priority:

Cost: 2 days

## Select Date Ranges

Input arrival and departure dates in the reservation.

Priority: High

Cost: 1 day

## Select Range of Services

Select the room type and services (e.g., wifi, parking, etc.) in the reservation.

Priority: Med

Cost: 1 day

## Update Range of Services

Modify the range of services for an existing reservation.

Priority: Med

Cost: 1 day

## Update Range of Dates

Modify the range of date for a reservation either by extending or shortening the period of stay.

Question: Should shortening the reservation come with a penalty?

Priority: High

Cost: 1 day

## Update Guests in a Reservation

Update the number of guests and find available rooms in the system for a reservation.

Question: What if the customer's request could not be satisfied?

Priority: Med

Cost: 1 day

## Finding reservations

Find a reservation or a list of reservations by searching with a customer name or a reservation number.

Priority: High

Cost: 3 days

## Sort Reservations

Sort reservations by date (earliest to latest or latest to earliest) in a selected range.

Priority: Med

Cost: 2 days

## Filter reservations

Filter reservations that have today as their check-in day.

Priority: Low

Cost: 1 day

## Cancelling a Reservation

Delete a reservation if it needs to be cancelled.

Question: What should we do with the deleted reservation

Priority: Med

Cost: 1 day