



**PROJECT PROPOSAL**

**HOTEL MANAGEMENT SYSTEM AND WEBSITE**

**2025**

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## 1. PROJECT OVERVIEW

We will create an all-in-one Hotel Management System (HMS) coupled with a sleek website. The HMS will handle day-to-day hotel functions—like guest check-ins, bookings, room assignments, billing, and reporting—while the website will showcase your property and enable direct online reservations.

## 2. SYSTEM OBJECTIVES:

- **Improve Efficiency:** Automate routine tasks to reduce manual work and errors.
- **Enhance Guest Experience:** Provide quick check-in/out, real-time booking, and clear communication.
- **Increase Revenue:** Optimize occupancy tracking and reporting to identify growth opportunities.
- **Ensure Reliability:** Build a secure, scalable solution that performs consistently under peak demand.

## 3. KEY OPERATIONS

- **Room Booking:** Guests can view availability and reserve rooms online or at reception.
- **Check-In:** Front-desk staff register guest arrival, assign rooms, and issue digital keys.
- **Check-Out:** Complete billing, process payments, and update room availability.
- **Payment Processing:** Accept and record payments via multiple channels (cash, card, mobile money).
- **Room Status Updates:** Track room cleaning, maintenance, and occupancy status in real time.
- **Guest Profile Management:** Store and retrieve guest preferences, history, and personal details.
- **Reporting:** Generate operational and financial reports (occupancy, revenue, expenses).

- **Promotions Management:** Create and apply discounts, packages, and loyalty benefits.
- **Website Reservation Sync:** Ensure online bookings automatically update the HMS calendar.

#### 4. SYSTEM INTERFACES

- **Guest Portal:** A web interface where guests can explore rooms, make reservations, and check booking status.
- **Front-Desk Dashboard:** A secure application for staff to manage check-ins, check-outs, room assignments, and guest inquiries.
- **Admin Console:** An administrative panel to configure room types, rates, user roles, and view system-wide reports.
- **Reporting Module:** A section within the Admin Console dedicated to generating and exporting financial and operational reports.
- **API Endpoints:** Secure REST APIs for integration with third-party services (payment gateways, OTAs, mobile apps).
- **Mobile Interface (Optional):** A responsive layout or app for staff on the go to update room status and access guest information.

#### 5. ER DIAGRAM ENTITIES

- **Admin:** AdminID, Name, Contact
- **Staff:** StaffID, Name, Role, Contact
- **Guest:** GuestID, Name, Contact, Email, Nationality
- **Reservation:** ReservationID, GuestID, RoomID, CheckInDate, CheckOutDate, Status
- **Room:** RoomID, Type, Number, Status, Price
- **Payment:** PaymentID, ReservationID, Amount, Method, Date
- **Service:** ServiceID, Description, Cost, GuestID
- **Report:** ReportID, Type, GeneratedBy, Date
- **WebsiteInquiry:** InquiryID, Name, Contact, Message

### **Relationships:**

- Admin oversees all Staff
- Staff manage Reservations and Rooms
- Guests make Reservations and Payments
- Reservations are linked to Rooms and Guests
- Services are used by Guests during their stay
- Payments are linked to Reservations
- Reports are generated by Admin or Staff
- Website Inquiries are submitted by potential guests or customers

## **6. PROPOSED SYSTEM FLOW**

Below is the high-level sequence of how a typical guest and staff interaction flows through the HMS:

- **Guest Browses & Books:** A guest visits the hotel website or uses the Guest Portal to select dates, view availability, and complete an online reservation.
- **Reservation Recorded:** The system checks availability, confirms the booking, sends email/SMS confirmation, and updates the reservation database.
- **Payment Processing:** Guest payment is captured at booking or at check-in, and the transaction is securely processed and recorded.
- **Pre-Arrival Preparation:** Front-desk and housekeeping teams receive notifications of upcoming arrivals to prepare rooms.
- **Check-In:** On arrival, front-desk staff pull up the guest record from the Front-Desk Dashboard, assign the room, issue digital key, and settle any remaining charges.
- **Stay Management:** During the guest's stay, services (room service, spa, etc.) are logged in the system, updating billing and room status.
- **Housekeeping Updates:** Once a guest checks out or departs the room, housekeeping marks the room clean/dirty/out-of-service in real time.
- **Check-Out:** Guest completes check-out via the system; final billing is generated, payment processed if needed, and room is marked available.
- **Reporting & Follow-Up:** Post-stay surveys or loyalty points are triggered; management can pull reports on occupancy, revenue, and guest feedback.

## 7. SYSTEM BENEFITS

- **Higher Occupancy Rates:** Automated reservation management and targeted promotions can significantly boost room bookings.
- **Operational Efficiency:** Streamlined check-in/out, housekeeping updates, and billing greatly reduce manual tasks and errors.
- **Revenue Growth:** Real-time analytics help identify peak seasons and optimize pricing, enhancing revenue per available room.
- **Improved Guest Satisfaction:** Faster service, personalized experiences, and clear communication lead to better review scores and repeat business.
- **Data-Driven Decisions:** Custom reports give management insights into performance metrics, supporting strategic planning.
- **Scalability & Reliability:** Cloud hosting ensures the system remains responsive during high-demand periods and can grow as your hotel expands

## 8. DEVELOPMENT TIMELINE & COST ESTIMATE

- **Development Time:** 2 months.
- **Estimated Cost:** TZS 2,500,000.