

# « LIVE IT RICH »

## - Functional Requirements - Staff Requirements

- *Time and synchronization*
- *Use and Safety of Human Ressources*
- *Network and Space*
- *Storage*
- *Links between objects*

# General Organization

## ▪ Links between objects

1. A department is managed by a person in charge.
2. The services of every department are managed by directors (managers).
3. Each hotel directs its own council, made up by all the heads of department.
4. The requests of supply of every department can :
  - a. Be altogether accepted and validated by the director of the department;
  - b. Delegated to the heads department but with a quantity max to respect.

# Staff management

## ▪ Use and security of the human resources

5. The system will count (record) the working hours of every employee thanks to a system of checking (clocking in).
6. The system will have to manage the schedules of the staff according to “convention collective”.
7. The system will have to organize the rotation of the teams of every service: management timetable.

## ▪ Storage

8. The system will have to register the “convention collective” by employee.
9. There are two tables employee: current/old.

# **Entertainment**

## *Spa – Golf*

### ▪ **Time and Synchronization**

10. The staff of the spa will have to proceed to the opening of the service at 9 am and will have to proceed to the closure of the service at 8 pm.
11. The staff of the swimming pool will have to proceed to the opening of the service at 8 am and will have to proceed to the closure of the service at 10 pm.
12. The staff of the golf will have to proceed to the opening of the service at 10 am and will have to proceed to the closure of the service at 8 pm.
13. The swimming pool will be controlled by one service providers (every other week).

### ▪ **Use and security of the human resources**

14. The maintenance of the golf and the free services are maintained by service providers.
15. Every hotel has to have at least two beauticians with the training certified by the ESPA.

### ▪ **Links between objects**

16. The complaints will be managed by the conciergerie.

# **Catering**

## ***Restaurant – Bar***

### ▪ **Time and Synchronization**

17. When an order placed by the room-service, it is the waiter of the grill which will bring the order if this one passed during the hours of service. In the contrary case it will be brought by a member of the reception.

### ▪ **Use and security of the human resources**

18. The system will have to respect the French hierarchy of the traditional kitchens :
  1. Head chef,
  2. the second, called to replace him in its absence,
  3. The chefs “de partie”,
  4. The clerks,
  5. The divers.
19. The restaurant has a butler to handle reservations.
20. The restaurant has a sommelier who manages inventory control for wine.

### ▪ **Network and space**

21. When a customer call the reception to place an order:
  - a. The reception enters into the system the order to invoice it;
  - b. The system manages the sending of the order to the service concerned.

### ▪ **Links between object**

22. The chefs “de partie” are responsible for the supply concerning their domain of kitchen.
23. The head chef can command what he wants for any domain.
24. The Department Head fixes the maximal quantity that a leader or that a chef “de partie” can command without its authorization.

- 25.** In the high kitchen a table has only a waiter but a waiter can have several tables.
- 26.** The system will have to supply to the waiters PDAs to be able to take commands.
- 27.** There is always a brigade to the grill-service.

# **Maintenance**

## ***Maid – Laundry***

### ▪ **Time and Synchronization**

28. The maids start at 8am and ends at 13h.

### ▪ **Use and security of the human resources**

29. The “convention collective” of the personnel laundry and the chambermaids is different.

### ▪ **Network and space**

30. The distribution of maids on a unique sector is made by the director of the service.

31. Every attendant is assigned to a unique sector of bedrooms.

### ▪ **Storage**

32. The system will provide maids PDA RFID reader to automate inventory management.

### ▪ **Links between objects**

33. Each employee is responsible for maintaining their rooms they are assigned. The condition of the room must be perfect.

34. Each employee owes complete whatever missing articles in a room : shampoo, minibar ...

35. The maids are in charge of the linen and the requests of laundry of the customers by bringing them in the service of laundry.

36. The laundry service has its own employees who take care of the laundry for all guests.

37. The laundry is a paying service.

38. The maids bring the welcome pack in the rooms

# **Conciergerie**

## ***Room-service – Conférences – Reception***

### ▪ **Use and security of the human resources**

**39.** The system will have to manage the hierarchy of the members of staff of the reception:

1. Reception head;
2. The second;
3. The leaders of brigade;
4. The booking agents;
5. The desk clerks (day and night);
6. Porter ;
7. Doorman ;
8. The drivers;

**40.** The reception head manages the service and reception staff.

He is responsible for:

- Attributions of room ;
- Relationships with customers;
- Billing customer and its payment;
- Various type of cases ;
- Vault made available to customers;
- The material and the furniture of the reception;

He manages:

- Files of clients

### ▪ **Network and space**

**41.** The staff of the room-service is not distributed in sector.

### ▪ **Links between objects**

**42.** The reception head is in contact with ALL OTHER services of the hotel.

**43.** The members of the reception conceive the welcome pack.