

« LIVE IT RICH »

- Functional Requirements - Department/Service/Hotel Requirements

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

System

- **Network and space**

1. The DBMS manages several tables on several discs.

Hotel

- **Time and Synchronization**

2. Every year, the company main board allocates a global budget for each hotel.
 - a. The hotel board then splits the budget amongst its departments.
3. The number of the bank card of the customer is kept 7 days after the date of the beginning of stay.
4. The system will have to manage the prices of the hotel according to the market evolution.
5. Each hotel will constantly update (sometimes on a daily basis):
 - a. Room daily rate ;
 - b. Packages (prices and/or composition) ;
 - c. Services (spa, restaurants) ;
 - d. Conference rooms : base price per half-day and per room, and ad-hoc services on top (food, drinks) ;
 - e. Conference packages ;
6. The system manages the fact that the card reader refuses a pointing :
 - a. Overtime for example.
 - b. Staff will consult the hotel manager to deal with the problem.

- **Network and space**

7. The hotel does not accept the overbooking.

8. Each hotel provides at least one conference room.

▪ **Links between objects**

9. Each hotel is divided into 4 departments: “Concierge” “Maintenance” “Catering” and “Entertainment”.

10. The prolongation of a stay is possible if the hotel is not complete.

11. If there is an extension of stay, a new room is assigned to the customer if their room is booked.

12. A hotel is never bigger than 50 guest room.

13. They are usually 4 rooms type (standard, standard with balcony, junior suite and suite) charged at according rates.

14. If a room is booked as single, hotel manager can apply a small discount but never more than 15% of their original rate.

15. One to few disposable single beds can be requested, according to the room size, and charged on top of the standard rate, for a flat fee per bed.

16. Concerning the spa, hotels are franchised with ESpa.

17. Each hotel provides at least two treatment rooms and two ESpa certified beauticians, with regular training.

18. The system must allow a bill to be composed of one or several lines of invoice.

19. In the event of cancellation of the stay, the hotel will make pay one night at the customer.

Department

- **Links between objects**

20. The department is divided into services according to their responsibilities.

21. All procurement requests go through the “Procurement” department in London.

22. Each department has its own procurement requests.

Service

- **Storage**

23. Each service has its own procurement room.

- **Links between objects**

24. The Restaurant, the spa and the golf have an employee charged to deal the bookings.

25. If a customer does not present himself to a reservation the system does not invoice anything

Golf

- **Storage**

26. The system will keep the scores of guest.

- **Links between objects**

27. All greens are 9 holes and they need to be booked as they can hold only a certain number of guests at the same time.

28. Golf is not a paid service.

Spa

▪ Links between objects

29. The spa sell products and proposes treatments.

30. The price of cosmetics the wine must be 25% superior that his purchase price.

Restaurant

▪ Time and Synchronization

31. Each hotel sets its own times, but the hotel policy fixes a minimum between 8am to 10am for breakfast.

32. The restaurant opens at :

a. Lunch : 12am to 15pm

b. Diner : 6:30pm to 11pm

33. The grill opens at :

a. Breakfast : 7:30am to 11am

b. Lunch : 12am to 15pm

c. Diner : 6h30 to 11pm

▪ Network and space

34. The “haute cuisine” restaurant only takes 36 guests per service, and a table is booked for 2.30h minimum

35. The “Grill” will take 50 to 80 guests per service, and a table is booked for minimum 1.30h

▪ Storage

36. The system will have to keep trace of every order for every table

▪ **Links between objects**

- 37. The system will have to manage booking of the customers and assigned their table.
- 38. Each table has a number.
- 39. The restaurant does not accept guests outside the hotel.
- 40. The system will have to manage the communication of PDAs with the room of kitchen.
- 41. The system will have to manage the orders of the room but also the orders of the room-service.
- 42. The system should allow a command to be composed of one or more products.
- 43. A menu of room-service built on some elements of small “Grill” is available for customers 24/7.
- 44. Breakfast is served in the “Grill”.
- 45. It is based on a luxury buffet, although a small menu holds specific items which have to be ordered to the waiters.
- 46. The guest can also choose to order a room-service breakfast from a breakfast menu.
- 47. The system will have to manage the fact that the breakfast can be invoiced for a flat-rate amount per person or included in a booking form option.
- 48. The price of a menu must be lower at the cost of elements of the menu which composes it.
- 49. The price of a menu must be higher 20% at the cost of the sum of the elements which composes it or the system does not accept the menu.
- 50. The price of the wine must be 30% superior than his purchase price.

Bar

▪ **Links between objects**

- 51. A hotel always consists of 3 bars. There are always three of them: lobby, golf house and spa.

52. The price of beverages of bar must be 35% superior that his purchase price

▪ **Storage**

53. There is only one storage room for bars.

Reception

▪ **Time and Synchronization**

54. When a conference is held over many days, discounts may apply.

▪ **Links between objects**

55. Reception take all customers request, from room booking to ordering taxis or newspapers for guests.

56. The reception is given the responsibility to invoice the reservations of the customers.

57. A receipt is sent to the service concerned at the time of a reservation for a service.

58. A conference room can be booked by half-day.

59. The rooms are fitted with standard conference material: video projectors, speakers, a microphones, whiteboards etc.

60. The hotel will also provide various services along the room booking for the conference members :

- a. buffets, drinks;
- b. discounts on bedrooms and/or activities;
- c. diner and/or breakfast;

61.

- a. The customer will pay his invoice at the end of his stay.
- b. The system will send the invoice to the account of the customer if this one has one of them.

62. A valid credit/debit card number is mandatory to make a booking.

63. The conference rooms and services are payable in advance, unless particular agreement approved by the Concierge.

64.

- a. When a guest has a complaint, he fills a form and gives it to the reception.
- b. The reception input data of the form of complaint into system.
- c. The system send an e-mail at hotel manager.
- d. Hotel manager decide to give compensation to the client or not

Room

▪ Time and Synchronization

65. The customers take their room at 1 pm.

66. The customers must release their room at 11:30 pm.

▪ Network and space

67. The system will have to manage the connection between mini-PC and the hotel media-center.

68. The system will have to manage that a guest can consult and check their itemized and their bookings.

▪ Storage

69. Files are replicated from a central server in London.

▪ Links between objects

70. Each room has its own RFID card reader door-lock with its own code.

71. CanalSat/Canal + and Sky TV are available in every room.

72. A room is composed with :

- a. A mini-bar;
- b. A programmable safe;

- c. A mini-pc;
- d. A flat screen lcd tv;
- e. A bathroom kit;
- f. A linen kit;
- g. A laundry service kit;
- h. A welcome pack;

73. All equipments (electronic or not: laundry service kit for example) in a room are coded and identified with the room number.

74. All items (of minibar) taken are automatically charged on the guest's bill.

75. Safes are network-connectable.

Conference

76. Concerning the booking of conference room, the payment is addressed to organizer. Payment included :

- a. Room conference
- b. Buffets, drinks ...

Laundry

77. The customer will have to complete a form for the laundry.

78. The form will be made up:

- a. Type of clothing;
- b. Type of washing : cold/hot;
- c. Ironing: yes/not.

79. The bill is made according to the type of clothing, of the type of washing and if the customer selected ironing