



Project ID: QAHR5
Version draft

Project Overview

Important Notice

This is a demonstration document for training purposes only. The content and subject of this document does not exist and is for exercises only.



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AMENDMENT HISTORY

Version	Description	Date
0.1	Draft	16/3/23



Overview

Following the success of the QA Bank and QA's Learning Academy, QA are supporting learners further to offer an all-round experience whilst attending QA courses.

The newly acquired QA Hotel, Restaurant & Spa will be available for its first reservation in the spring of 2024. With learners being able to book rooms from April 1st 2024.

The hotel has been refurbished and will offer its learners a relaxed environment with which to stay whilst attending QA learner courses.

Only our most valued clients will be able to book their staff into the hotel, making this an exclusive service.

The new Hotel is situated within walking distance to QA's head office to offer exclusive accommodation and reduce the learners and trainers need to travel.

The hotel requires a complete technology upgrade with the old systems being removed and new system installed and integrated.

The will be completed in two phases as follows:

In Scope – Phase 1

- Front desk – Checking in/out system
- Housekeeping – Room status/occupancy checklists
- Integrating accounting – Billing system
- Reporting – Occupancy, employee, usage etc.
- Interactive TV – Rooms and bar
- Bar POS systems – custom orders, manage tabs, process payments, track inventory, run sales reports.
- Online food and beverage ordering system – In room only via app.

- Scheduling software – Calendar booking
- Payment processing – payment merchants,

In Scope – Phase 2

- Website
 - Registration for access
 - Login page
 - Home page
 - About page
 - Rooms page
 - Restaurant page
 - Study page
 - Health & fitness
 - Spa page
 - Room reservations
 - Restaurant reservation
 - Health & Fitness booking and Spa treatments
- Integration to QA's internal course booking software and QA Trainer database



About the Hotel

The hotel will be manned 24/7 whilst guests are staying and will offer 30 rooms for learners. Each room is expected to be uniquely decorated and have room names as opposed to numbers.

QA want the experience to be welcoming and accommodating, whilst providing a relaxed atmosphere.

QA trainers will be offered separate accommodation, to which 3 additional rooms will be available.

Reception/Lobby

Upon entering the hotel lobby, guests will be welcomed by the reception staff who will greet them and check them into the hotel.

The lobby itself will have large sofas, comfy chairs and be sign posted to the room and the onsite facilities.

There will also be a room behind the reception desk where guests can leave their luggage on the last day of their course after checking out.

Health Facilities

The hotel will also have a fully equipped gym and a small swimming pool and jacuzzi. The gym will be open from 6am – 10pm and will be unmanned, although the gym will be inspected hourly and will have security cameras which will be monitored regularly by staff

The swimming pool will have restricted opening hours between:

6am-9am

12pm- 2pm

4pm-8pm

It will be manned during these times and guests must book in advance due to restriction on size of the pool and the number of people allowed (health and safety).

Restaurant and Bar

The bar area will be fully stocked where guests can relax after training. This is separate area from the restaurant to allow guests who are not eating to chat with fellow colleagues and reflect on the days training. For guests that want a quiet area to study, a separate study area has been created (see below).

The restaurant will open for breakfast between 6:30am to 9:00am. The restaurant will open for evening dining from 17:30hrs through to 20:30hrs. The restaurant will close at 22:00hrs where guests can retire to the bar area.

Guests can reserve a table either online via the website, in-room using the inhouse booking app or by phoning (visiting) reception 48hrs in advance.

As up to 30 guests can stay at the hotel, it is expected that at least 2 separate companies could use the facilities at one time, therefore a need to share tables. With this in mind only 10 tables seating up to 4 guests will be made available.

Study Facilities

In addition to the hotel facilities, QA recognises the need for learners to have a separate quiet area with which to study. And whilst some learners may choose to study in their room, it's important for their well-being to be able to separate study from relaxing and have a quiet area within the hotel with good internet access with which to do that.

The study area will have complementary tea and coffee making facilities.

Making Bookings

Booking for the restaurant, health facilities and spa booking can all be managed through the in-room devices which will integrate into QA's hotel booking database platform. However, the front end designs will appear different but both will connect direct to the restaurant and reservations confirmation desk.

Rooms

There will be 30 rooms for guests with 3 separate rooms available for the trainers.

Guest Rooms will have the following facilities

- Queen-size bed
- Wardrobe
- Luxurious ensuite bathroom with towels and bathrobes
- Digital Freeview television
- Direct dial telephone
- Digital radio alarm clock with Bluetooth & USB

- Personal safe
- Hairdryer
- Still and sparkling mineral water
- Nespresso machine and tea making facilities
- Toiletries
- Small fridges available on request
- Complimentary Wi-Fi access throughout the hotel (code given upon check-in)

All guest rooms will be identical in terms of layout, bedding, furnishings etc.

The trainers rooms will have the following:

- King-size bed
- Wardrobe
- Luxurious Ensuite bathroom with towels and bathrobes
- Digital Freeview television
- Direct dial telephone
- Digital radio alarm clock with Bluetooth & USB
- Personal safe
- Hairdryer
- Still and sparkling mineral water
- Nespresso machine and tea making facilities
- An extensive selection of luxury toiletries
- Small fridge with complementary soft drinks
- Complimentary Wi-Fi access throughout the hotel (code given upon check-in)

Health & Safety

As the hotel needed refurbishment, a new 3rd party, 3 tier Fire Alarm system is to be installed whereby all staff including the trainers will need training on what to do in case of fire.

Spa

After a day in the classroom learning, it's important that both learners and trainers have a way to relax and unwind, which is why QA have added the spa facilities managed by a 3rd party company called 'Mancuzo'

The following treatments will be available every evening after 5pm.

- Massage
- Express Facial
- Deep Tissue Back Massage
- Deeper than deep hot stone massage
- Full Body Exfoliation

- Frangipani Foot Treatment
- Shoulder, Neck and Scalp Massage
- Glow Smooth Facial

Note: The Spa is also available to the general public weekdays from 10am – 4pm Mon-Fri and Saturdays 9am-8pm (except bank holidays)

There are 3 treatment rooms all individually designed to offer relaxation

Website Access

The new website can only be accessed via QA after the users (learners) have entered their login details. This prevents non QA learners and the general public trying to booking online.

The website will also allow Admin staff to

Reserve tables in the restaurant

Book time slots for guests at the Pool

into the Health and fitness, or There will be a separate link from the new website to Mancuzo Spa, although learners will be able to download a PDF brochure and book separately.

As the learners attend courses Monday to Friday, at some point QA may decide to open the hotel to the public for weekend bookings (Check-in Friday from 4pm – checkout 10:30am Sunday). But not for this phase of the project.

Any images on the website must not be downloadable or shared, and must adhere to Accessibility guidelines.

Project Delivery

Phase 2 will begin from 1st Oct 2023 with a go live date planned for 1st February 2024.

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