|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| | **STAKEHOLDER** | **ROLE/RESPONSIBILITY** | **IMPORTANCE** | **INFLUENCE** | **INTERESTS/**  **POSITIVE IMPACTS** | **CONCERNS** | | --- | --- | --- | --- | --- | --- | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Hotel Owners/**  **Management** | Oversee financial tracking, reservations, and business operations. | High (Business Efficiency) | High (Decision-making) | Revenue tracking, system analytics, and business growth. | System failures, financial mismanagement. | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Receptionists/**  **Front Desk Staff** | Manage check-ins, check-outs, and reservations. | High (Operations) | High (Customer Service) | Faster service, easy booking management. | System downtime, complex interface. | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Restaurant and Bar Staff** | Take and process customer orders, manage inventory. | Medium (Service) | Medium (Order Processing) | Smooth billing, stock management. | Order errors, slow system response. | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Hotel Guests/**  **Customers** | Book rooms, make payments, request services. | High (Users) | High (Feedback) | Seamless booking experience, accurate information. | Payment security, usability issues. | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Housekeeping Staff** | Update room status (cleaned, occupied, etc.). | Medium (Room Turnover) | Medium (Workflow) | Real-time room status updates. | Delayed room updates, incorrect information. | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Finance & Accounting**  **Team** | Track revenue, manage expenses, generate reports. | High (Financial Control) | High (Compliance) | Accurate financial reports, integrated payment systems. | Billing errors, fraud risks. | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **IT Administrators/**  **System Developers** | Maintain and update the system, ensure security. | High (System Stability) | High (Tech Support) | System uptime, cybersecurity. | Cyber threats, data loss. | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Regulators (Government Agencies)** | Ensure tax compliance, safety, and data privacy. | Medium (Legal Standards) | High (Regulations) | Legal compliance, audit readiness. | Non-compliance fines, legal risks. | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Suppliers (Food, Beverages,**  **Cleaning, etc.)** | Provide necessary goods and services to the hotel. | Medium (Supply Chain) | Medium (Inventory) | Automated inventory tracking, seamless order processing. | Supply delays, contract issues. | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Business Clients (Corporate Customers)** | Book rooms for employees, events, or conferences. | Medium (Customer Group) | Medium (Bulk Bookings) | Efficient bulk reservations, invoicing support. | Booking errors, lack of customization. | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Investors** | Fund and supervise business growth. | High (Funding) | High (Financial Decisions) | ROI, business performance tracking. | Slow profits, competition risks. | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Marketing & Outreach Team** | Promote the hotel and attract customers. | Medium (Branding) | Medium (Engagement) | Increased bookings, brand visibility. | Low customer engagement. | |
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