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**The Nigeria Hotel Management system(nihoms.ng**).

Presented by

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PROPOSAL FOR

The Federal government of Nigeria,

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Introduction:

The hospitality industry in Nigeria presents vast opportunities, reflecting Nigerians' enduring love for leisure despite economic challenges. From hotels and motels to Airbnbs, there's an accommodation option for everyone, irrespective of social standing. However, the industry grapples with issues such as lack of professionalism, insecurity, and insufficient data and exposure for many establishments, including well-crafted ones.

Drawing from my experience as a former General Manager at Anita's Court Hotel and Suites in Rumuigbo, Port Harcourt, Rivers State, Nigeria, I recognize the urgent need for comprehensive reforms. These reforms aim to enhance the efficiency of hotel operations, elevate customer satisfaction and safety standards, and facilitate the collection of invaluable data for governmental security purposes, all through the strategic implementation of technology.

PROBLEM STATEMENT:

Several critical issues require urgent attention within the hospitality industry, including but not limited to:

* Service Availability,
* Database for Hotel and security agencies when needed,
* Main Client and accompanying guest accountability.
* Non existence of a national Hotel rating system.
* Connect/Networking lose

**Service Availability:**

Clients frequently express regret over missed opportunities to stay at our hotel due to unawareness of room availability or lack of timely information. Instances include guests expressing surprise at the quality of our accommodations after opting for inferior alternatives elsewhere, visitors sleeping in their vehicles due to a perceived lack of available rooms, and individuals stranded without lodging options despite our hotel having vacancies. These missed opportunities not only lead to customer dissatisfaction but also contribute to revenue loss, as potential guests remain unaware of our offerings despite our proximity. Most times guests will drive from afar passing other options only to get to the hotel to find out every room has been fully booked, which leaves them with little or no option.

This section highlights the pressing need to improve service availability through enhanced communication channels and proactive marketing strategies to ensure that potential guests are informed of our offerings in a timely manner, thus maximizing occupancy rates and customer satisfaction.

**Database for Hotels and Security Agencies:**

Hotels are unfortunately not immune to criminal activities, with incidents ranging from theft to more serious crimes like murder and assault. The ease with which guests can check in using false information exacerbates this issue, making it challenging to track individuals in the event of a crime. Some guests even employ various tactics to evade detection, further complicating matters for hotel staff and management.

To address this problem, some hotels resort to having guests fill out security forms upon check-in, which are then shared with security agencies when necessary. However, this approach has limitations, as guests may still provide false information, leaving hotels unable to provide accurate details in the event of a crime. This lack of accountability not only disrupts business operations but also places staff at risk of legal repercussions.

Moreover, the cumbersome process of filling out forms at check-in often leads to friction between guests and staff, detracting from the overall guest experience. In today's fast-paced world, customers expect a seamless and stress-free check-in process, and any deviation from this standard is perceived as poor customer service.

Therefore, there is an urgent need for a more robust system that streamlines the check-in process while ensuring accurate guest information for security purposes. This system should leverage technology to enhance security measures without compromising guest convenience, ultimately promoting safety and peace of mind for both guests and hotel staff.

**Main Client and Accompanying Guest Accountability:**

The issue of guests exploiting hotel facilities to commit crimes against their visitors cannot be overstated. Guests often use false information to deceive their visitors, leaving no trace of their true identity. As a result, when incidents occur, victims are left without any means to identify their assailants, making it difficult to hold them accountable for their actions.

Instances of main guests stealing from their visitors or leaving without settling their bills are all too common, leaving their guests stranded and vulnerable. Moreover, accompanying guests or visitors may also use fake identities to carry out crimes against the main client who booked the room. A poignant example is the case involving the STV director and Chidimma, where the visitor committed murder under the guise of anonymity.

Had the visitor's details been properly recorded, it is likely that she would have reconsidered her actions before committing the crime. Therefore, implementing a system that ensures accountability for both main clients and accompanying guests is essential for preventing such incidents and maintaining a safe and secure environment within hotels.

**Non-Existence of a National Hotel Rating System:**

Currently, Nigeria lacks a standardized organic rating system where verified customers can provide feedback and accolades for deserving hotels. Without such a system in place, potential clients are left without reliable information to guide their decision-making process. Consequently, the absence of a national hotel rating system has led to a proliferation of unprofessional practices within the hospitality industry, even among establishments claiming to be five-star hotels.

The absence of a formal rating system not only hampers the ability of customers to make informed choices but also contributes to a decline in professionalism across the industry. Hotels, regardless of their star ratings, are not held accountable to any standardized criteria for quality and service excellence. As a result, guests may encounter inconsistencies in their experiences and may be unable to differentiate between reputable establishments and those lacking in quality.

To address this issue, the establishment of a national hotel rating system is imperative. Such a system would provide a platform for verified customers to share their experiences and commend exemplary hotels, while also serving as a valuable resource for potential clients seeking trustworthy recommendations. By promoting transparency and accountability, a national hotel rating system can elevate standards of professionalism within the industry and enhance the overall guest experience.

**Missed Opportunities for Connection:**

Frequently, individuals encounter significant figures at hotels, ranging from potential dates and business partners to political or religious connections. However, amidst various distractions or obligations, exchanging contact information often proves challenging. This results in missed opportunities for meaningful connections and potential life-changing encounters. Unfortunately, this scenario was a recurring occurrence during my tenure in the industry.

Compounding this issue is the hotel's policy prohibiting the release of guest contact details, regardless of external pressure or incentives. While this policy safeguards guest privacy, it also presents a barrier to reconnecting with individuals met at the hotel. Moreover, uncertainty regarding the other party's willingness to reconnect further complicates matters.

To address this challenge, a solution facilitating secure and consent-based contact exchange is essential. This solution would enable individuals to reconnect with significant figures encountered at hotels without compromising guest privacy or hotel policies. By overcoming barriers to connection, such a solution could unlock valuable opportunities and enhance networking experiences within the hospitality industry.

**Solution Statement:**

Drawing upon my recent experience in software engineering, I am confident that technology can effectively address the myriad challenges facing the hospitality industry. Many hotels or Airbnb providers struggle to gain exposure on the internet. While some understand the importance of an online presence, they are often deterred by the high expenses associated with building and maintaining a functional website or app. With this platform, we offer a comprehensive solution, providing security, exposure, and more, all in one package for a fraction of the cost of traditional website development and maintenance. By leveraging technology, we aim to empower hotels and Airbnb providers to showcase their offerings effectively while streamlining operations and enhancing the overall guest experience.

To this end, I propose the development of a comprehensive web and mobile application. This innovative solution will serve as a multifaceted platform, functioning both as a centralized database for hotels and government agencies and as a dynamic marketing tool for hotels and their prospective clients.

By leveraging the power of technology, this solution aims to foster connectivity and transparency within the industry while promoting trust, professionalism, and satisfaction for all stakeholders involved. Through seamless integration and intuitive user interfaces, the application will facilitate efficient communication and data sharing between hotels and government agencies, enhancing security measures and streamlining regulatory compliance processes.

Moreover, the application will serve as a robust marketing platform for hotels, providing them with a targeted avenue to showcase their offerings and engage with potential clients. By harnessing the reach and accessibility of web and mobile technology, hotels can expand their visibility and attract discerning customers seeking quality accommodations.

Ultimately, this innovative solution represents a paradigm shift in how the hospitality industry operates, harnessing the transformative potential of technology to address longstanding challenges and elevate standards of service delivery. Through collaborative efforts and strategic deployment, we can revolutionize the industry landscape, empowering hotels and clients alike to thrive in an increasingly interconnected world.

**Service Availability Solution:**

To address the challenge of service availability, I propose implementing a dedicated section within the web and mobile application. This section will feature distinct log-in options catering to different user categories: guests, visitors, and hoteliers.

For hoteliers, the application will offer a personalized dashboard where they can access and manage their hotel's information. This includes the ability to update and edit images showcasing their rooms and facilities, as well as manage available room numbers and prices. Additionally, hoteliers will have the flexibility to adjust room availability in real-time, ensuring accurate representation of their offerings to potential guests. In cases where disputes or unforeseen circumstances arise, hoteliers will be granted a limited window of three hours to update room availability status, thereby optimizing room utilization and minimizing revenue loss.

For prospective guests, the application will provide a user-friendly interface allowing them to browse and compare available hotels based on proximity and preferences. Guests can view detailed information including room numbers, prices, and images, facilitating informed decision-making. A search functionality will further enhance user experience, enabling guests to quickly locate specific hotels or amenities. Moreover, guests will have the convenience of booking and paying for rooms directly through the application, streamlining the reservation process and enhancing customer satisfaction.

By implementing these features, the application will empower both hoteliers and guests, facilitating seamless communication and transactional processes while maximizing service availability and efficiency within the hospitality industry.

**Database Integration for Hotels, Government and Security Agencies:**

The proposed web application will serve as a pivotal tool for government entities, investors, and hoteliers alike, facilitating comprehensive user data management. To ensure the integrity and accuracy of this data, it is imperative to integrate an API from the National Identity Management Commission (NIMC) database. This API will enable seamless retrieval of customer National Identification Number (NIN) details when their number is entered into the system.

As part of regulatory enforcement, the government will mandate every hotel to implement a reception internet-enabled system. Upon guest check-in, only the guest's phone number will be required, simplifying the process while safeguarding privacy. Subsequently, the system will display the guest's picture and address, enabling the receptionist to verify their identity before assigning a room post-payment. This information will be securely recorded in our proprietary database, nihoms.ng, along with details of the guest's stay and any accompanying visitors.

Furthermore, the system will facilitate visitor management by allowing hoteliers to input visitor numbers, which will then be cross-referenced with the NIMC API to retrieve associated data. This data will be visible exclusively to hoteliers on their respective pages, ensuring privacy while enabling efficient record-keeping.

The automation of this process through the API integration will address common grievances such as the reluctance of customers to fill out forms and the time wasted during check-ins. Additionally, it will enhance security measures by eliminating the potential for false information and enabling swift identification and apprehension of criminal individuals.

By streamlining data management and ensuring compliance with regulatory standards, this integrated database solution will mitigate staff-guest altercations, enhance operational efficiency, and bolster overall security within the hospitality industry.

**Main Client(host) and Accompanying Guest (their visitors) Accountability:**

By instilling accountability and transparency within the hospitality industry, we can deter potential criminal activities and proactively safeguard lives, properties, and resources. Rather than waiting for crimes to occur before taking action, our approach focuses on prevention by discouraging illicit behavior.

To achieve this, visitors will be encouraged for safety reasons to always register their meetings. They will have access to a dedicated section within our nihoms.ng app, allowing them to register details of their upcoming meetings. This information will be synchronized with data entered by the hotel receptionist, and their host, enabling cross-referencing to ensure accuracy. Any discrepancies will trigger a red flag in the system, signaling potential risks and prompting further investigation.

Importantly, this process prioritizes anonymity to respect users' privacy, with data disclosure only permitted under warrant by government agencies. By implementing this system, visitors can trust that their hosts are properly vetted and accountable, reducing the likelihood of nefarious activities.

Moreover, this initiative will mitigate fraudulent behaviors, such as theft or unpaid bills, perpetrated by guests against their visitors. With documented evidence provided by the hotel, individuals engaging in unlawful actions can be identified and held accountable for their actions.

Through proactive measures and collaborative efforts, we can foster a culture of accountability and responsibility within the hospitality sector, promoting safety and security for all stakeholders involved.

**Implementation of a National Hotel Rating System:**

To address the absence of a standardized hotel rating system, we propose a user-centric approach that leverages customer feedback to assess service quality and promote transparency within the industry.

Upon check-out, guests will receive a prompt to rate their customer service experience via a pop-up notification on their personal page. This direct feedback mechanism ensures that ratings are provided by individuals who have firsthand experience of the hotel's facilities and services. By capturing authentic feedback from actual guests, we can generate an organic rating system that accurately reflects the quality of each establishment.

Based on these ratings, hotels with the highest customer service scores will receive prominent placement on the application's homepage, irrespective of their size, star rating, or room prices. This democratized approach ensures that deserving hotels are rewarded for their excellence, incentivizing a culture of service professionalism and continuous improvement across the industry.

By creating healthy competition among hotels, this rating system encourages establishments to prioritize customer satisfaction and service excellence. As a result, guests can make informed decisions based on reliable feedback, while hotels are motivated to enhance their offerings to maintain or improve their ratings.

Through this innovative approach, we aim to establish a national hotel rating system that empowers consumers, drives industry-wide improvement, and ultimately enhances the overall guest experience within the hospitality sector.

**Reconnection Feature:**

Our platform offers a convenient solution for reconnecting with individuals you've met but failed to exchange contact information with. Here's how it works:

Guest A and Guest B, who have met but neglected to exchange contact details, can independently access their respective pages on our platform. They input key details such as the hotel name, their own name, a timestamp of the encounter, and a description of the person they wish to reconnect with (e.g., gender, physical traits).

The system securely stores these details and searches for a match based on the criteria provided by guest A. If Guest A data matches the data in our database of Guest B, then there's a match. The system facilitates the connection by notifying guest B through an sms or email of the potential match. Guest B must head to the website/app and accept the invitation like a Facebook friend request. When accepted, a notification is sent to guest A of the match on his personal page on the website, then a connection is established.

Crucially, privacy is upheld throughout the process, as both parties must express a mutual desire to reconnect before a match is established. This ensures that individuals retain control over their personal information and interactions on the platform.

In cases where one party is not interested in reconnecting, no match or suggestions are provided to the other party, preserving their privacy and preferences.

By offering this reconnection feature, our platform enhances networking opportunities and fosters meaningful connections while respecting the privacy and autonomy of our users.

**Benefits and Monetization:**

1. Government Revenue Generation: The government will implement strict enforcement measures, levying a 5% charge on the price of each room sold by hotels. This revenue will be earmarked for database maintenance purposes, ensuring the sustainability and effectiveness of the system.

2. Job Creation: The initiative will spur the creation of thousands of physical jobs across the country. In each local government area, hundreds of agents will be employed to oversee the implementation and smooth operation of the program in hotels. These agents will serve as technical staff, conducting regular visits to hotels, supervising compliance, and documenting any infractions. By providing employment opportunities, this initiative not only stimulates economic growth but also contributes to crime reduction within local communities.

By implementing these measures, the government not only generates revenue for database maintenance but also addresses unemployment and enhances security measures within the hospitality industry and beyond.

**Revenue Generation Strategy:**

To generate revenue for both the government and investors, we propose implementing targeted advertising opportunities on our platform:

1. Advertisement Section: Positioned on the right div of the index page, this section will feature paid advertisements for hotels and Airbnbs, regardless of their size, star ratings, or location. Advertisements will be displayed in an eye-catching, animated format, with each hotel ad transitioning every 10 seconds to maximize visibility and engagement.

2. News Section: Below the advertisement section, we will include a dedicated news section focused on the hospitality industry. This curated space will provide updates, trends, and insights relevant to hoteliers and industry professionals, enhancing the value proposition of our platform.

3. Forum: Additionally, our platform will host a forum where verified users, including customers and hoteliers, can interact and connect with one another. Users will have the option to control their privacy settings, choosing whether to display their pictures and details publicly or keep them hidden for added privacy and security.

By incorporating targeted advertising, informative content, and interactive forums, our platform creates multiple revenue streams while providing value-added services to users. This approach ensures sustainable revenue generation for both the government and investors while fostering a vibrant community within the hospitality industry.

**VIP Advertisement Feature:**

To further boost revenue generation, we will introduce a VIP advertisement feature prominently displayed at the top of the homepage:

1. VIP Advertisement Space: A dedicated space will be reserved at the top of the homepage for VIP advertisements. These premium ads will be showcased with a one-minute transition period, allowing big players who can afford it to gain maximum visibility and exposure to our platform's audience.

2. Increased Revenue: By offering this premium advertising opportunity, we anticipate a significant increase in revenue for our site. VIP advertisers will pay premium rates for this prime advertising space, resulting in exponential revenue growth for our platform.

3. Expanded Advertising Opportunities: While the primary focus will be on advertising within the hospitality industry, we will also open up this VIP advertisement space to other sectors. However, non-hospitality advertisers will be subject to heavier advertising fees to ensure that our platform remains primarily dedicated to serving the needs of the hospitality industry.

By introducing the VIP advertisement feature, we aim to diversify our revenue streams, attract high-value advertisers, and further solidify our position as a leading platform in the hospitality sector while exploring additional revenue opportunities outside the industry.

**Feasibility and Sustainability:**

1. API Integration: The cornerstone of our project is the integration of an API from the National Identity Management Commission (NIMC) database. This crucial component will facilitate seamless access to customer National Identification Number (NIN) details, enhancing security and data accuracy. While API integration may pose technical challenges, the benefits it offers in terms of improved security and data management far outweigh the difficulties.

2. User-Friendly Interface: Our platform prioritizes user convenience and simplicity. By requiring only a phone number for check-in and payment, we streamline the process for customers and hoteliers alike. This user-friendly approach encourages widespread adoption and ensures a stress-free experience for all stakeholders.

3. Government Support: The proposed system aligns with government objectives related to security and data management. As such, we anticipate strong support from governmental agencies in implementing and maintaining the platform. Collaboration with government bodies will enhance the sustainability of the project and ensure long-term viability.

4. Adaptation and Adoption: To facilitate widespread adoption, we will implement robust educational and training programs for hoteliers and customers. By demonstrating the benefits of the system and providing comprehensive support, we aim to encourage swift adaptation and uptake of the technology.

5. Sustainability Model: The project's sustainability hinges on a multifaceted revenue model that includes government-mandated fees for database maintenance, advertising revenue, and VIP advertisement features. These revenue streams ensure ongoing financial viability, allowing for continuous platform improvement and support.

In summary, our project is both feasible and sustainable, leveraging technology, government support, and user-centric design to address challenges in the hospitality industry while creating value for all stakeholders.

**Project Sustainability:**

1. Revenue Generation: The project's sustainability relies on diverse revenue streams, including advertisement placements, VIP adverts, and database fees collected from every room sale. These revenue sources will not only cover operational costs but also provide a steady income for staff members. By implementing dynamic fees based on room prices, the financial burden on hotels remains minimal while ensuring a consistent revenue flow for the system.

2. Compliance and Accountability: To enforce compliance, the platform will track every room sale and ensure that corresponding database fees are paid within a 24-hour period. Physical agents will conduct regular audits and investigations to verify compliance and address any discrepancies. Hotels found guilty of non-compliance will face penalties, including fines and, in severe cases, business shutdowns. This stringent enforcement mechanism incentivizes hotels to adopt the system and adhere to regulations.

3. Government Support and Training: The success of the project hinges on strong government support, investor backing, and a competent technical team. With the right approach, including thorough training for physical agents on investigation procedures and technical troubleshooting, the project can be completed within six months. Additionally, extensive advertising campaigns across various media platforms will raise awareness among hotel owners and potential guests, facilitating a seamless transition to the new system. The project's sustainability is ensured through a combination of robust revenue generation strategies, stringent compliance measures, government support, and comprehensive training programs. By addressing challenges proactively and leveraging stakeholder cooperation, the project can achieve long-term viability and success in revolutionizing the hospitality industry.

Conclusion:

Despite potential opposition, Nigeria stands poised to benefit from the implementation of a comprehensive database for hospitality activities. As a nation striving for economic growth and the security of its citizens and assets, it is imperative to embrace policies that foster transparency and accountability within the hospitality sector.

The proposed database will not infringe upon the privacy of individuals but will serve as a crucial tool for addressing criminal activities and enhancing security measures. By safeguarding the integrity of customer data and limiting access to authorized personnel for specific purposes such as criminal investigations, the database will strike a balance between privacy rights and public safety.

In essence, the establishment of this database represents a significant step forward in modernizing Nigeria's hospitality industry while upholding fundamental principles of privacy and security. Through collaboration between stakeholders and a commitment to responsible governance, Nigeria can harness the potential of technology to promote safety, trust, and prosperity for all.