

Sri Lanka Institute of Information Technology

**Metal Crusher Management System**

Project Proposal

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**1.Introdution**

**1.1 Overview**

For hoteliers, Hotel Management System is just not one concept, but rather it is many tied together under one umbrella. It’s really difficult to say that one has mastered Hotel Management, when it comes with such a range of management, roles and responsibilities. Being able to adapt, meet challenges, and place oneself on a scale of personal growth is vital for a Hotel Manager.

This system is a web-based application which allows the Manager and all staff including the clients, to handle and operate all the hotel activities online. The ability to manage various hotel bookings and rooms and also the Interactive GUI, makes this system very flexible and convenient from a single online system.

There are always new strategies, traveler preferences or industry technologies emerging that you have to keep a track of. Not only that, but also the new roles within the hotel and industry that are being created might affect the way one manages their property. So it pays to have your finger on the pulse.

In no way should any of these be treated as ‘set and forget’. Hotel Management System is about constantly evaluating performance in every facet of business and making all the necessary adjustments. A nailed down definition of hotel management is that it’s ‘a field of business and study, which tends itself to the operational aspects of a hotel as well as a wide range of affiliated topics. Such as: Administration, finance, room reservation, stock management, supplier management, customer management, employee management, bookings, salary management, information systems, public relations, strategy, marketing, sales, leadership, gastronomy and more.’

**1.2 Company/Client Background**

**Pihimbiya Retreat and Sports** is our chosen hotel, for our project of Hotel Management System. It was built up in 2018 and is situated 18km from the Kurunegala Town. Currently, a manual system is being used for the usage of handling the resort process, our aim and plan is to build up a new automated system for the resort to manage all their processes efficiently and conveniently. It is situated in a 25 acre land of plantations and also a monstrous track capable of cycling or riding.

We discussed with the client and we shared all our ideas and views of this system. Especially we talked about the parts that have to be moulded up in the hotel. He also gave his ideas to us. He has a big plan to build up within this system. His plan is to continue this project with the help of us, until a complete system is been created. Even after the ITP project, we thought of continuing to give our hands on him to make this system a success.

It is a peaceful location not only for spending the nights, but also in engaging adventurously and also it is an eco-friendly location for planting and gardening as well. There are almost 1200 coconut trees with 2.5 acre paddy land within the estate. It is bordering an excess water canal which flows from North East boarder to the North West boarder of the estate. According to our opinion this is one of the best locations to spend the vacation with family, friends or even the loved ones.

The monstrous track which is under maintenance right now would be one of the best opportunities driven to the customers to bring their vehicles and participate in all the events and adventurous activities. This will be a huge step in the Hotel industry.

Hotel Management System to Pihimbiya Retreats and Sports is a system which helps hotel’s reservation management, administrative tasks and all the other necessary hotel management features. This system is designed to do reservations and manipulate its payments, to handle staff and inventory including food, approaching the control of all the rooms and its accommodations, handling the customer interactions and controlling the utmost areas where they have access to. System also engage in responding to all the feedbacks, complaints and refunding. Managing all the salaries of the staff and controlling all the stocks and supplier process are also done here. Mainly all the financial remedies are smoothly and swiftly controlled with the hope of forecasting their hotel to an optimum peak. In general, this HMS facilitates the main processes in a hotel related to both internal and external operations.

**1.3 Problem Statement and Difficulties they face**

Currently the company does not have an automated system to manage the inventory. Hotel Manager is a very busy person obviously, so he doesn’t have enough time to sit and manage the entire activities on papers and files. But now as they have no option, they use their manual system to run the hotel processes. Even all the selling and buying transactions including supplier details are recorded manually in invoices and documented into files. All the payments are handled manually through recording in a separate book. The entries of the buying and selling are entered then and there by the staff. The invoices are filed according to the invoice number and documented separately as purchases and sales. Manual documentation of sales and purchase invoices would lead to incorrect calculation of inventory. The problem of maintaining massive number of files which lead to take up space in the building has become one of the major problems at the hotel currently. These hardships should be minimized as soon as possible.

Furthermore, there is no proper update on the resort or its inventory. There’s an insufficient handlement of finances and payment roles. There’s no way of customers to interact with the system online to do reservations, payments, to view the location prior to booking and provide their feedbacks. Sometimes overlapping of bookings occur due lack of updates and misplacements.

The company needs to provide the method sheets and descriptions regarding bookings and payments when customers requires them and also about supplies, stock and other additional information. But it is impossible to directly get them and also they should be searched through the net and print them, which makes the service so slow and inefficient. The employees find it difficult to access the supplier details and it’s difficult to manage the payment details when there is a massive amount of transactions together. Duplicate entries are made when writing on invoices and spelling errors might lead to entering to wrong customer’s or supplier’s name.

Since the cash payments are handled manually, the month ended balances might not tally at some situations. The files and invoices tend to get misplaced sometimes and it is unable to store the information. Limited space available to store the physical stack of files and cannot throw away the previous year files which could be needed anytime. It also wastes time when finding an invoice for information.

There are so many problems and difficulties faced by the resort currently, due to the lack of a proper automated system.

**1.4 Proposed Solution**

As a solution for the above-mentioned problems and situation faced by the client company, we as developers have decided to develop an automated system to make the company process more reliable and accurate. The manual system which is currently used by the client company is time consuming and brings out a low performance. Hence these matters would be solved out through the proposed system.

The proposed system allows its staff and all users to enter all the transactions which are related to its inventory to be stored for later use. So that the data entered would be stored in an order and also the information will not be misplaced. For more protection, a backup system can be maintained.

This system will also solve the problem it has with the lack of space, which the massive number of files fill up. All the data entered will be stored in the database of the proposed system. The information of this system can be accessed by any managerial level in the company but through security credentials.

We have so many proposed solutions to bring this resort into an optimum level.

**2.Benefits**

**Ensure Maintenance of Data Integrity**

In the same way how documentation is done manually is done here too, but within an automated system. All the information regarding the stocks, salaries, customers, employees, finances, rooms, supplier details and payment management of the company are stored document-wise for each month. The documents are stored and the users can retrieve documents for reference. The documents are well maintained by the system and systematically organized which makes the user to understand the data contained within them. All the documents of the system are alphabetically stored and listed within the computerized system.

**Ensure Maintenance of Data Integrity**

The major problem of possessing duplicate data in the manual system is restricted in the automated system. It would notify the user when entering the same data twice to the system and make sure the errors are easily identified. The system will be processing at an optimum level by helping the users to store only the relevant to the system

**Ensure Security of the System**

The Inventory Management System is developed to manage regular operations with unforeseen break-downs. The system seek permission to save a backup copy before user shuts down the system after work. It provides users with logging credentials which includes a password and a username. According to designations and managerial level the logging credentials vary from user to user. Include functionality such as resetting the password and disabling a key to sign in.

**Allows Access for Different Managerial Levels to the System**

Not only the manager operations who handle the transactions have access to the system, but also the general manager and the sales representatives, even though when extracting information from the device, various restrictions may occur for different levels.

**Work Efficiently**

The users have the advantage of retrieving the data in less than a minute which help them to efficiently complete their work with accurate and reliable data. The device guarantees efficiency for its users at the optimal level.