

Temasek Polytechnic
School of Informatics and IT

Diploma in Information Technology (IT)

Terms of Reference

Project Particulars

Tutor	Mdm Ho Li Ching
Class	P02
Project Title	Delonix Regia Hotel Management System

Project Team's Particulars

Matric Number	Student Name
1403575B	Chloven Tan Zi Xuan
1403539H	Chua Cheng Yu
1400555G	Lin Jia Min
1401557B	Ngoh Man Ling

1. Introduction

We are a group of student working in Pantheon System. Delonix Regia Hotel are not doing well even though they are located at a good location. Hence, Mr and Mrs Wang, the owner of this hotel, had engaged us to enhance their hotel management system to improved sales. After researching more about their current hotel management system, we found out there are several issues that need to be solve or improved. The hotel are currently still using paperwork to record their account before noting down in the excel sheet. This will slow down the process of recording and employee might misplace the paper or misread the letters. Thus, we recommend to enhance the following features of the hotel management system for efficiency. The restaurant reservation System, Customer Management System, Meeting room Reservation System and Room Reservation System.

2. Objectives of the Project

The objectives we want to achieve through this project is to implement a fully functional hotel management system. We will be using c# or other programming languages to build up the system. Through this project, we also will like to enhance their current hotel management system by recording their hotel guests' information instantly in the system without paperwork. The process of checking-in and out of the hotel guests will then be faster. Also, we provide a one stop service that the customer will be able to book the restaurant, hotel room, meeting room through the system. Furthermore, the CRM system can also improve our services for customer as we can increase Customer Acquisition, Loyalty and retention. All in all, all these will greatly benefit hotel sales in the long term run.

3. Scope of the Project

The scope of the project is to allow Mr and Mrs Wang to bring more customers in to the hotel. The key features of our software system is an application that will allow users to conveniently create an account, book a room, meeting room and reserve a table in the restaurant. It also take care of the customer management for the hotel so that their needs will be met.

4. Distribution of Workload

Objectives/Deliverables	Members
Restaurant Reservation System	Man Ling
Customer Management System	Jia Min
Meeting Room Reservation System	Cheng Yu
Room Reservation System	Chloven

5. Constraints

The constraints is our own individual time management as some of our members might have tight schedule due to work. Therefore sometimes it is difficult for us to meet up as a group. Also our time planning for our project schedule which may change unexpectedly. Our members are all in the same class which means that we will not have different timetable schedules. For the lab opening hours, if there is no class available to do our project, we can always go to the library project room to do our project as a group.

6. Resources

Android studio, Visual studio, SQL lite, Microsoft Word

7. Product Positioning in the Market/Company

Our product will mainly focus on maintenances as it is one of the most important aspect of this project. Also, we customize the system to suit the needs of the hotel instead of the general system.

First, the Customer Relationship System (CRS), Which we will help us do generate reports so that we will be able to identify areas that need to be improve. Also, the report can be used to analyse by the management to track growth rate, potential customer and trends. Thus, hotel will have more opportunities to get more sales. The advanced data mining techniques also enable us to identify up-sell and cross-sell opportunities. This will maximize our customer base.

Second, the room reservation system allows convenience for hotel staff. They are able to view the hotel room that are occupied and details of reserved room. This enable them to effectively book guest in and out of the hotel. There will also be a reminder to inform the hotel staff before the guest book out. This will enable them to provide extra service by going to their room to help with their luggage or bags. Hence, increasing customer's satisfaction. Most of the hotel do not have this features which makes our system unique.

Third, the unique features of meeting room reservation system is that user are able to view the floor plan of the meeting room. They can customise where they want to put the tables, chairs and flow chart. This can help the user to save time on coming down to the hotel to view the space of the room and decide on the number of tables needed. They are also able to choose the refreshment in this system. Hilton hotel

and resorts also provide this system but they do not have the floor plan view features. They only allow the user to choose the number of rooms.

Fourth, the restaurant reservation system allows user to reserve a table and food. They can reserve it through the website and the data will be transferred to this system. There are also a point of sale features inside this system where hotel cashier can key in to walk in customer's orders. The special features of this system are that when the customers tap on the pad sensor at the corner of the table, a notification will be send to the system informing them that the guest wants to foot the bill. This help to increase customer's satisfaction with the fast responds and services of the hotel staff.

To add on, the meeting room, hotel booking and restaurant system which have the CRUD function will add efficiency to the system so that customer will have a more effective & efficient transaction with us. As they can both book online thought their mobile device or through walk-in counters. Therefore, our system will benefit both the hotel staff and guests with our unique features in the sub-system.

8. Approach and Methodology of the Project

Our team will be doing prototyping for the project as prototyping will allow clients to check on the current development of the system before going on and finishing the system. We are going to do the evolutionary prototype as it saves time and it is more efficient and realistic towards the client. However, the risk of using evolutionary prototyping is if the client decline the prototype, we will need to redo the prototype again which will exceed our budget. What we can do to overcome them is to draw a draft of prototype for the client to check if the prototype fits their requirements. Also, we can consistently checked with the client during the process of prototype, this is to ensure lesser miscommunication for both the developer and business.