

# Hotel Reservation System

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# Project Description

## 1. Motivations for Creating the Database

When looking through the list of possible projects, I chose to create a hotel management database because it seemed like a good, real-world application that wouldn't be too hard to implement. I was also able to come up with enough entities for this database by brainstorming ideas with a friend. I think it would be interesting to try and figure out how to optimize room availability and implement dynamic pricing. Some hotel management systems may lack or have inefficient forecasting capabilities, leading to lost revenue and operational inefficiencies. The goal of this database is to address these challenges by offering hotels insights into seasonal demand, improving both guest satisfaction and hotel profitability.

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## 2. High-Level, Non-Technical Description

This hotel database system will streamline and centralize hotel operations such as room bookings, guest management, billing, staffing, and other hotel services. A key feature will be predictive analytics, allowing hotels to adjust pricing and staffing based on expected demand. This system will improve the operational efficiency of the hotel.

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## 3. Unique Features

The **Predictive Pricing** feature will allow hotels to forecast peak demand periods based on historical booking data, enabling more informed decisions about pricing and staffing. This predictive pricing feature could also take into account nearby events that may draw more tourists than normal to a specific city such as concerts, conventions, and major sporting events.

Another unique feature will be a loyalty program that not only tracks frequent stays but also personalizes offers based on guest preferences and behavior. These features build upon existing systems but add a personalized engagement that current tools often lack.

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## 4. Existing Software Tools/Products

- **Opera Property Management System (PMS):** Opera PMS is widely used for hotel database management. Integrating my database's predictive analytics would allow hotels to better optimize pricing and staffing during peak and off-peak seasons, boosting profitability.
  - **Cloudbeds:** Cloudbeds could benefit from the personalized loyalty program feature, which would increase customer retention by offering promotions and discounts to specific guests. In addition, the predictive insights would help optimize room availability and pricing, addressing a current gap in the software.
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## 5. Use Cases

- **Use Case 1: Dynamic Pricing Suggestion**
  - **Actor:** Hotel Manager
  - **Scenario:** The manager logs into the system to check room availability for the upcoming month. The system analyzes historical booking data and predicts an increase in demand.
  - **Outcome:** The system suggests a price increase for specific rooms, helping the hotel increase revenue during peak demand.
- **Use Case 2: Personalized Guest Experience**
  - **Actor:** Guest
  - **Scenario:** A returning guest books a room online. The system recognizes their previous stays and preferences (e.g. a preference for a room with a view).
  - **Outcome:** The system automatically assigns a room matching the guest's preferences and applies a loyalty discount, improving the guest's experience.
- **Use Case 3: Staff Scheduling Optimization**
  - **Actor:** HR Manager
  - **Scenario:** The HR manager uses the system to generate a staff schedule for the upcoming month. Based on predicted high-occupancy periods, the system suggests increasing staff availability during certain weeks.
  - **Outcome:** The HR manager adjusts the schedule, ensuring that there will be enough staffing during peak periods and avoiding under or overstaffing.

# Functional Requirements

## 1. Guest

- 1.1 Each guest shall have a unique guest\_id.
- 1.2 Each guest shall make at least 1 reservation.
- 1.3 Each guest can create at most 1 profile.
- 1.4 Each guest shall have a first and last name.
- 1.5 Each guest shall have a date of birth.
- 1.6 Each guest shall have at most 1 email on file.
- 1.7 Each guest shall have one or more addresses on file.
- 1.8 Each guest can be a part of at most 1 rewards program.
- 1.9 Each guest shall have at most one phone number on file.

## 2. Room

- 2.1 Each room shall have a unique room\_id.
- 2.2 Each room shall be assigned to at most 1 reservation per day.
- 2.3 Each room shall have exactly 1 room type (e.g. 2 queen beds, 1 king bed, penthouse suite).
- 2.4 Each room shall be associated with exactly 1 hotel branch.
- 2.5 Each room shall have at least 1 housekeeper assigned to it per day.
- 2.6 Each room shall have at most 1 mini bar.
- 2.6 Each room shall have a 0, 1, or many amenities.

## 3. Employee

- 3.1 Each employee shall have a unique employee\_id.
- 3.2 Each employee shall have at least 1 employee role (e.g., host, manager, receptionist, maid).
- 3.3 Each employee shall have a first and last name.
- 3.4 Each employee shall belong to exactly 1 hotel branch.
- 3.5 Each employee shall track their hours worked per week.
- 3.6 Each employee shall track their overtime hours worked per week.

## 4. Hotel Branch

- 4.1 Each hotel branch shall have a unique hotel\_id.
- 4.2 Each hotel branch shall have one location associated with it.
- 4.3 Each hotel branch shall have a unique parking\_lot\_id (foreign key).
- 4.4 Each hotel branch shall have 0, 1, or many amenities.
- 4.5 Each hotel branch shall have 0, 1, or many restaurants.
- 4.6 Each hotel branch shall have its own inventory table.
- 4.7 Each hotel branch shall have a phone number.

## 5. Reservation

- 5.1 Each reservation shall have a unique reservation\_id.
- 5.2 Each reservation shall have exactly 1 room type associated with it.
- 5.3 Each reservation shall have a check-in time and date.
- 5.4 Each reservation shall have a check-out time and date.
- 5.5 Each reservation shall belong to exactly 1 hotel branch.
- 5.6 Each reservation shall reserve at most 1 parking spot.
- 5.7 Each reservation shall have exactly 1 bill associated with it.
- 5.8 Each reservation shall be able to create at most 1 hotel review.
- 5.9 Each reservation can be canceled up to a certain date.

## 6. Rewards Program

- 6.1 Each rewards program shall have a unique reward\_program\_id.
- 6.2 Each rewards program shall have perks associated with it.
- 6.3 Each rewards program shall have increased rewards with higher tiers.

## 7. Parking Lot

- 7.1 Each parking lot shall have a unique parking\_lot\_id.
- 7.2 Each parking lot shall have some number of parking spaces.
- 7.3 Each parking lot can have 0, 1, or many valets.

## 8. Employee Roles

- 8.1 Each employee role shall have a unique employee\_role\_id.
- 8.2 Each employee role shall have a name.
- 8.3 Each employee role shall have a salary.

## 9. Staff Schedule

- 9.1 Each schedule slot shall have a unique schedule\_id.
- 9.2 Each schedule slot shall be filled with at least 1 employee\_id.
- 9.3 Each employee can not be scheduled for more than 40 hours per week.
- 9.4 Each hotel has its own staff schedule.

## 10. Linen Service

- 10.1 Each linen service shall have a unique linen\_service\_id.
- 10.2 Each linen service shall be used by at least 1 hotel.
- 10.3 Each linen service shall have contact information.

## 11. Amenities

- 11.1 Each amenity shall have a unique amenity\_id.
- 11.2 Each amenity shall have a name.
- 11.3 Each amenity shall be available to at least 1 hotel.
- 11.4 Each amenity shall have a cost associated with it.

## 12. Restaurant

- 12.1 Each restaurant shall have a unique restaurant\_id.
- 12.2 Each restaurant\_id shall be associated with exactly 1 hotel branch.
- 12.3 Each restaurant shall have hours of operation.

## 13. Room Service

- 13.1 Each room service request has a unique room\_service\_id.
- 13.2 Each room service request has a cost associated with it.
- 13.3 Each room service request shall be billed to the bill\_id associated with the reservation.

## 14. Accounting

- 14.1 Each bill shall have a unique bill\_id.
- 14.2 Each bill\_id shall be associated with exactly 1 reservation\_id.
- 14.3 Each charge to the reservation will be added to the bill and paid at the end of the reservation.

## 15. Events

- 15.1 Each event shall have a unique event\_id.
- 15.2 Each event shall occur at exactly 1 hotel branch.
- 15.3 Each event shall have a date.
- 15.4 Each event shall have a maximum number of attendees.

## 16. Mini-bar

- 16.1 Each mini-bar shall have a unique mini\_bar\_id.
- 16.2 Each mini bar shall be associated with exactly 1 room.
- 16.3 The cost of each item removed from the mini-bar shall be added to the bill\_id.

## 17. Hotel Review

- 17.1 Each hotel review shall have a `hotel_review_id`.
- 17.2 Each hotel review shall be associated with exactly 1 hotel branch.
- 17.3 Each hotel review shall include a rating.
- 17.4 Each hotel review shall have a date when it was published.

## 18. Predictive Pricing

- 18.1 Each pricing instance shall have a unique `pricing_id`.
- 18.2 Predictive pricing shall be based on multiple factors (occupancy rates, season, booking patterns, events).
- 18.3 Predictive pricing shall automatically update prices based on criteria (lower prices if occupancy rates are low, raise prices if booking rates are high).
- 18.4 Predictive pricing shall allow manual overrides by hotel management.
- 18.5 Predictive pricing shall not fall below a specified threshold.

## 19. Promo Offers

- 19.1 Each promo offer shall have a `promo_offer_id`.
- 19.2 Promo offers shall only be available to guests with a profile.
- 19.3 Each promo offer shall only be used once per customer.
- 19.4 Each promo offer shall have a description.
- 19.5 Each promo offer shall have a start and end date.

## 20. Maintenance

- 20.1 Each maintenance request shall have a unique `maintenance_id`.
- 20.2 Each maintenance request shall only be associated with exactly 1 room.
- 20.3 Each maintenance request shall be associated with exactly 1 employee assigned to the request.
- 20.4 Each maintenance request shall have a priority level.

## 21. Inventory

- 21.1 Each item in inventory shall have an `item_id`.
- 21.2 Each type of item in the inventory shall have a count.
- 21.3 Inventory shall be automatically ordered when the inventory count falls below a specified threshold.



# Non-Functional Requirements

## Performance Requirements

- 1.1 The system shall process reservation requests in a reasonable time.
- 1.2 The database shall be able to handle a sufficient amount users without a decrease in performance.
- 1.3 Room availability queries shall return results in a reasonable time depending on the number of rooms the hotel has.

## Scalability Requirements

- 2.1 The system shall be able to scale and support additional hotel branches without requiring major changes.
- 2.2 The database shall allow for the addition of up to 1,000 hotel branches and 100,000 rooms without impacting performance.
- 2.3 The system shall be able to scale to accommodate an increase in user traffic during peak seasons.

## Availability Requirements

- 3.1 The system shall be available 99.9% of the time, except for during scheduled maintenance periods.
- 3.2 Scheduled maintenance shall occur during non-peak hours.
- 3.3 In the event of a system failure, the system shall recover and be fully operational within an acceptable amount of time.

## Security Requirements

- 4.1 All guest and payment data shall be encrypted.
- 4.2 Access to employee and admin functions shall be restricted by employee roles.
- 4.3 All user sessions shall time out after 15 minutes of inactivity.

## **Usability Requirements**

5.1 The system shall have a user-friendly interface for hotel staff and guests.

5.3 All error messages shall have a description.

## **Data Integrity Requirements**

6.1 The system shall automatically validate input data (e.g., guest names, dates, payment details) to prevent invalid entries.

6.2 Any changes made to reservation records shall be tracked, with the ability to view the history of updates.

## **Backup and Recovery Requirements**

7.1 The system shall perform automated daily backups of the entire database at non-peak hours.

7.2 Backup data shall be stored in at least two separate locations.

7.3 The system shall support full database restoration from backups in the event of data corruption or loss.