
Group Nice

**NiceH&R
Vision Document**

Version <1.0>

NiceH&R	Version: <1.0>
Vision (Small Project)	Date: 25/10/2023
<document identifier>	

Revision History

Date	Version	Description	Author
26/10/2023	1.0	Initial Vision Document	Group Nice
17/11/2023	2.0	PA2 Version	Group Nice

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1. Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of the NiceH&R web application in terms of the needs of the end users. It focuses on the capabilities needed by the stakeholders and the target users, and **why** these needs exist. The details of how the Nice H&R fulfills these needs are detailed in the use-case and supplementary specifications.

Our primary aim is to offer a user-friendly, comprehensive tool that simplifies the complexities of managing hotels and restaurants, making it the go-to choice for all stakeholders within the industry. Our vision is to establish an ecosystem that benefits owners, managers, staff members, and guests, ultimately elevating the hospitality experience for all.

1.1 References

None

2. Positioning

2.1 Problem Statement

The problem of	People who want to manage their own hotels and restaurants but have not found the right management method or still have problems in related stages such as booking reservations, arranging schedules...
affects	The individuals like entrepreneurs and business owners, hotel managers, restaurant managers,... who have a direct stake in solving the problem as they are seeking effective ways to manage and grow their hotels and restaurants. The success of their establishments depend on efficient management methods.
the impact of which is	Ineffective management can have many negative effects, such as reduced profits, reduced customer reliability, increased employee frustration and possibly even bankruptcy.
a successful solution would be	To create a website which gives a set of tools and features that address the challenges of ineffective hotel and restaurant management methods. It can: <ul style="list-style-type: none"> - Streamline operations - Enhance customer satisfaction - Improve financial control - Ultimately lead to more efficient and successful management

2.2 Product Position Statement

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For	The individuals like entrepreneurs and business owners, hotel managers, restaurant managers,... who have a direct stake in solving the problem as they are seeking effective ways to manage and grow their hotels and restaurants.
Who	Want to manage tasks related to restaurant and hotel tasks more easily, stably and reasonably
Nice H&R	is a website
That	boost profitability and customer satisfaction by providing efficient reservation management, streamlined staff scheduling, and real-time access to essential information.
Unlike	traditional manual management methods and the use of generic software that may not be specifically tailored for the restaurant industry, which are often used for scheduling and basic data management, such like: Microsoft Excel, Google Sheets, etc.
Our product	offers a tailored experience with specialized features for reservation management, staff scheduling, and real-time data access. Also it provides a comprehensive, user-friendly, and industry-specific solution that outperforms generic software, ensuring the success and growth of your hotel and restaurant business.

3. Stakeholder and User Descriptions

This section describes the user of Nice H&R. There are 3 types of user: Admin, Staff and Guest.

3.1 Stakeholder Summary

Name	Description	Responsibilities
Development team	Work with users and stakeholders to turn their needs into requirements	Responsible for website development, planning designing, operating, maintenance
Media and Reviewers	Media outlets, bloggers, or industry-specific reviewers who cover technology solutions in the restaurant industry.	They review, assess, and provide information about the app to their readers or audiences, influencing public perception and adoption.
Investors	Investors may have a financial stake in the restaurant establishment and its success.	They provide funding, offer strategic advice, and expect a return on their investment. Investors are interested in the app's impact on the profitability and efficiency of the restaurant, as it can affect their financial returns.

3.2 User Summary

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Name	Description	Responsibilities	Stakeholder
Admin	They are the website's administrators and have full authority of the website	They plays a crucial role in ensuring the smooth and secure operation of the application, maintain the integrity, security, and efficiency of website, making it a valuable asset for restaurant owners and managers.	Self
Staff	They are the main experience sources of the application, the people who use the tools the website offers	They hold a number of important roles in operating the application, setting up and sending relevant feedback, and reporting errors while using the application's management tools.	Self
Guests	They are the main consumer of this website	They are the main spenders of the website, the driving force as well as the main source of income for hotels and restaurants to develop.	Self

3.3 User Environment

Nice H&R has a total of 5 people involved in completing the project and no new member will be added

- This project's main target users are owners who own restaurants and hotels, looking for tools that are not limited to hotel business management but still allow them to run their own restaurant business.
- As of now, the project is only supported on computers with a network connection. It required a web browser to access
- In the future, this project may be supported by mobile devices with Android, iOS operating system

3.4 Summary of Key Stakeholder or User Needs

Need	Priority	Concerns	Current Solution	Proposed Solutions
Efficient Reservation Manament	High	Overbooking, reservation errors, time-consuming booking processes		
Streamline Staff Scheduling	High	Scheduling conflicts, understaffing or overstaffing, manual scheduling		

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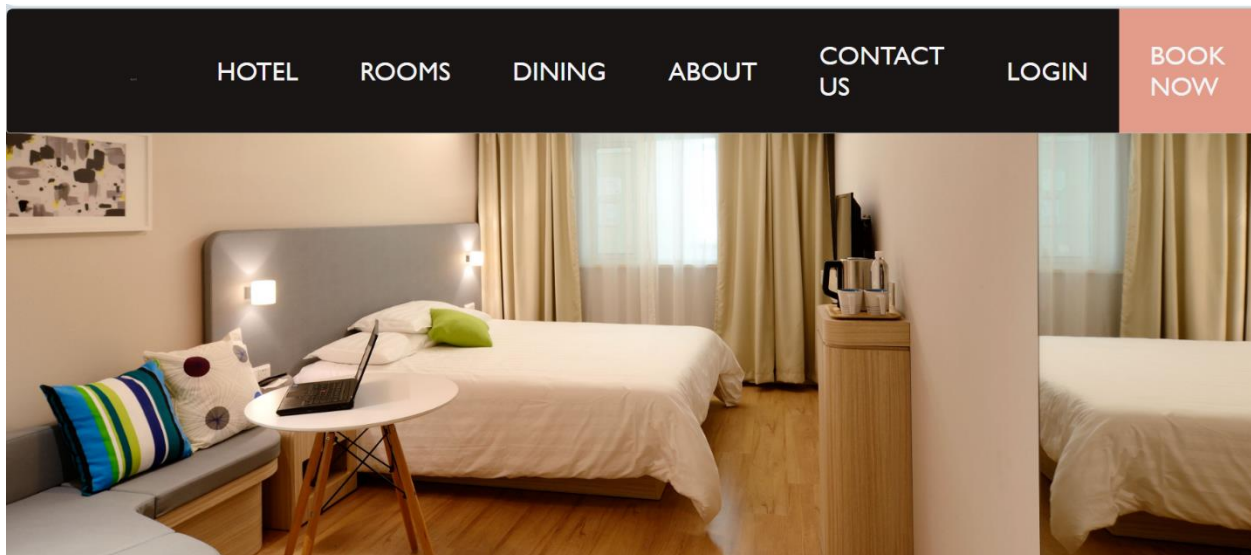
3.5 Alternatives and Competition

- Generic scheduling software such as Microsoft Excel or Google Sheets is often used for staff scheduling in restaurants. While these tools offer basic scheduling functionality, they lack the specialized features for restaurant-specific requirements.
- Also third-party reservation platforms such as OpenTable or Resy can be used for managing bookings. These platforms focus primarily on reservations and may not offer the comprehensive features for staff management, financial control, and menu updates that the

4. Product Overview

4.1 Product Perspective

This website is a self-contained and independent product designed to operate seamlessly within the user environment of hotels and restaurants and dining establishments. While it serves as a critical component of the restaurant's operational toolkit, it does not rely on external systems or interfaces within the scope of its core functionalities.



4.2 Assumptions and Dependencies

- Database: In this project, we'll be using MongoDB.
- Data: Another important aspects is data which will be collected from reliable sources to ensure that we can deliver the highest quality information
- Framework: will decide what environment we'll be working on to develop the project

5. Product Features

No.	Feature	Description	Priority
1	Login	Require the user to login to use the application (Main user are staffs)	High
2	Register	Allow user to create a new account	High
3	Reservation Management	Allows users to efficiently manage restaurant reservations, ensuring real-time availability and instant confirmations for guests.	High
4	Staff Scheduling	Streamlines staff scheduling, tracks working hours, and facilitates	High

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		communication among team members.	
5	Menu Management	Enables easy updates to restaurant menus, including images, descriptions, and pricing, with real-time synchronization.	Medium
6	Financial Control	Provides tools to track expenses, monitor revenue, and generate financial reports, aiding in budgeting and profitability.	High
7	Guest Feedback System	Allows guests to provide feedback, suggestions, and comments to enhance service quality.	High
8	Table Assignment Optimization	Optimizes table assignments for efficient seating and a better dining experience for guests.	Medium
9	Real-Time Information Access	Offers access to real-time data, including reservations, occupancy, and staff schedules for informed decision-making.	High
10	Security and Data Privacy	Implements robust security measures to protect sensitive information and ensure data privacy.	High

6. Non-Functional Requirements

Performance requirements: The app must respond to user interactions within 2 seconds to ensure a smooth and efficient user experience.

Scalability: The app should be able to handle an increased load during peak dining hours, supporting a minimum of 100 simultaneous reservations.

Data Security: Data encryption and security measures must comply with industry standards to protect sensitive information.

Documentation: User manuals, online help resources, and clear labeling for the app should be provided to assist users.

Usability: The app should follow established usability guidelines, ensuring that users can efficiently navigate and utilize its features.