

Hotel Operations Workflow Optimization — Problem Statement

Project Title:

Hotel Operations Workflow Optimization

Scope:

This project focuses on optimizing the front-desk operations at a hotel, including guest check-in, check-out, billing, and service requests.

Problem Statement:

Currently, the hotel front desk relies heavily on manual data entry during the check-in process. This leads to:

- Delays in guest check-in
- Duplicate or inaccurate records
- Reduced overall guest satisfaction

The goal of this project is to **analyze the current workflow (As-Is), identify bottlenecks, and propose an optimized workflow (To-Be)** that integrates property management systems (PMS) and customer relationship management (CRM) tools to improve efficiency and accuracy.

Objectives:

1. Document the current (As-Is) front-desk workflow.
2. Identify pain points and inefficiencies in the existing process.
3. Propose an optimized (To-Be) workflow with automation and system integration.
4. Estimate potential time and cost savings from process improvements.