# Business Requirements Document (BRD)

**Project:** Hotel Front Desk Check-In Optimization

## 1. Introduction / Project Overview

The goal of this project is to optimize the hotel front desk check-in process by eliminating manual data entry and automating room assignments. This improvement enhances guest experience by reducing wait times, minimizing errors, and allowing staff to focus on customer service.

## 2. Current State (As-Is Process)

The current check-in process involves several manual steps:

- Staff manually enters guest details such as address and phone number into the PMS.
- Staff manually checks guest preferences and assigns rooms.
- Payment and key issuance are handled at the front desk.

These manual processes create bottlenecks, increase the chance of errors, and slow down check-in during peak hours.

## 3. Identified Bottlenecks

1. **Manual Data Entry**
   a. Staff must type guest addresses and phone numbers for every check-in.
2. **Manual Room Assignment**
   a. Staff must review guest preferences and decide on the room manually, causing delays.

## 4. Proposed Solution (To-Be Process)

**1. PMS Auto-Fills Guest Information**

- Retrieves data from previous stays for returning guests.
- For new guests, the guest can enter their information while making a reservation.
- Eliminates manual typing and verification errors.

**2. Smart Room Assignment**

- The system automatically assigns rooms based on guest preferences and availability.
- Reduces decision-making time and speeds up check-in.

**3. Streamlined Check-In Steps**

- Guest provides ID & credit card at arrival.
- Payment is completed efficiently at the front desk.
- Key is generated automatically (digital or physical).
- Guests check in quickly and smoothly.

# 5. Benefits / Outcomes

- Reduces average check-in time by 3–5 minutes per guest.
- Minimizes human errors in guest information and room assignments.
- Improves guest satisfaction and overall front desk efficiency.
- Staff can focus on customer service rather than manual processes.