# **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**
   1. Staff must type guest addresses and phone numbers for every check-in.
2. **Manual Room Assignment**
   1. 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.