

Requirement Gathering

Date: 14-08-2024

Project Overview

Project Name: IntelliStay Management System (IMS)

Brief Description: The IntelliStay Management System (IMS) aims to create an integrated solution to efficiently manage various aspects of hotel operations. It addresses the problem of fragmented and inefficient hotel management processes by offering a comprehensive system that integrates reservation management, guest check-in/check-out processes, room management, billing and invoicing, inventory control, housekeeping management, and customer relationship management. The main objectives are to streamline operations, enhance guest satisfaction, improve operational efficiency, and provide valuable insights through data analytics.

System Scope

Scope Description: The IMS is proposed as a full-scale implementation aimed at being deployed in operational hotels. It is not limited to research purposes or a prototype but is intended to be a fully functional system that can be integrated into hotel operations to improve efficiency and guest experience.

Target Audience

Audience Description: The primary users of the IMS include hotel managers, front desk staff, housekeeping staff, maintenance staff, and guests. Secondary users include IT administrators, data analysts, and external stakeholders such as suppliers.

Modules

Key Modules and Functionalities:

1. **Reservation Management:** Handles room bookings, modifications, cancellations, and availability management.

2. **Guest Check-In/Check-Out:** Manages the process of guest arrivals and departures, including room allocations and special requests.
 3. **Room Management:** Tracks room status, schedules maintenance, and ensures optimal room utilization.
 4. **Billing and Invoicing:** Automates billing processes, generates invoices, and supports multiple payment options.
 5. **Housekeeping Management:** Schedules and tracks housekeeping tasks to ensure rooms are clean and ready for guests.
 6. **Personalized Guest Experience:** (Optional) Manages guest profiles, preferences, and feedback to deliver personalized services.
 7. **Predictive Analytics:** (Optional) Utilizes historical data to forecast demand and optimize pricing strategies.
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User Roles

Roles and Permissions:

1. **Hotel Managers:** Oversee all operations, manage bookings, billing, and reports. Full access.
 2. **Front Desk Staff:** Manage guest interactions, check-ins/outs, and handle special requests. Limited access.
 3. **Housekeeping Staff:** Receive and update task schedules, report issues. Task-specific access.
 4. **Maintenance Staff:** Monitor room maintenance schedules and address reported issues. Task-specific access.
 5. **Guests:** Make reservations, manage bookings, check-in/out online. Limited access to their own data.
 6. **IT Administrators:** Manage system configurations, user permissions, and technical support. Full access.
 7. **Data Analysts:** Access to data for generating insights and reports. Read-only access to relevant data.
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System Ownership

Ownership Description: The system is owned by IntelliStay, a software development company specializing in hospitality solutions. The company is responsible for the development, deployment, and maintenance of the IMS.

Industry/Domain

Industry: Hospitality

Data Collection Contacts

Contacts:

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Existing System

Current State: Most hotels currently use a combination of manual processes and disparate software solutions to manage their operations. Common issues include:

- **Fragmentation:** Different systems for reservations, billing, housekeeping, etc., leading to inefficiencies.
 - **Manual Processes:** High reliance on paper logs and spreadsheets, prone to errors and time-consuming.
 - **Lack of Real-Time Data:** Delays in updating room status, availability, and maintenance needs.
 - **Poor Integration:** Difficulty in integrating with online travel agencies (OTAs), payment systems, and third-party services.
 - **Limited Reporting:** Inadequate reporting tools for detailed insights and analytics.
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Proposed System

Proposed State: The IntelliStay Management System aims to consolidate all hotel management functions into a single, integrated platform. Key improvements include:

- **Integrated Modules:** Seamless integration of reservation management, check-in/check-out, room management, billing, and housekeeping.
 - **Automation:** Automated processes for billing, task scheduling, and data updates.
 - **Real-Time Updates:** Immediate updates on room status, availability, and maintenance tasks, enhancing operational efficiency.
 - **Advanced Analytics:** Enhanced reporting and predictive analytics for better decision-making and resource optimization.
 - **Improved Guest Experience:** Streamlined booking, check-in/out processes, and personalized services based on guest preferences.
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Questionnaire for Data Collection

For Hotel Managers:

1. What are the most significant challenges you face with your current hotel management system?
2. How do you currently manage room reservations and availability?
3. What features would you like to see in the reservation management module?
4. How do you handle guest check-ins and check-outs? Are there any pain points in this process?
5. What kind of reports and analytics do you need from the system?

For Front Desk Staff:

1. Describe the current process for handling guest check-ins and check-outs.
2. What common issues do you encounter with the existing system?
3. How do you manage special requests and room allocations?

For Housekeeping Staff:

1. How are housekeeping tasks currently scheduled and tracked?
2. What improvements would you suggest for the housekeeping management module?
3. How do you report and track maintenance issues?

For Guests:

1. What features do you look for when booking a hotel room online?
2. How important is the ability to check-in/check-out online to you?
3. What additional services or amenities would enhance your stay?

General Questions:

1. Are there any specific legal or compliance requirements that the system must meet?
2. What are your expectations for system performance and reliability?
3. How should the system integrate with other existing hotel systems or platforms?

Additional Documents:

- Sample bill receipts
 - Certificate models for staff training completion
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Answers for Questionnaire**For Hotel Managers**

1. **Challenges with current system:** Difficulty managing bookings and availability in real-time, lack of integration with other hotel systems, and manual billing processes.
2. **Managing room reservations:** Using a manual system or outdated software that doesn't sync in real-time.
3. **Desired features in reservation management:** Real-time availability updates, easy modification/cancellation options, dynamic pricing.
4. **Handling check-ins/outs:** Manual process with paper logs and physical room keys, long wait times for guests.
5. **Reports and analytics needed:** Daily occupancy rates, revenue reports, guest demographics, and booking trends.

For Front Desk Staff

1. **Current check-in/out process:** Manual entry of guest details, physical room key allocation, and paper logs.

2. **Common issues:** Long wait times, errors in room allocation, difficulty managing special requests.
3. **Managing special requests:** Noting them manually, often leading to miscommunication and missed requests.

For Housekeeping Staff

1. **Scheduling and tracking tasks:** Using paper logs or basic spreadsheets, leading to inefficiencies and missed tasks.
2. **Suggested improvements:** A digital task management system with real-time updates and notifications.
3. **Reporting maintenance issues:** Manually logging issues, often leading to delays in resolution.

For Guests

1. **Booking features:** Easy-to-use interface, real-time availability, transparent pricing, secure payment options.
2. **Importance of online check-in/out:** Highly important for convenience and reducing wait times.
3. **Additional services/amenities:** Personalized recommendations, 24/7 concierge support, easy access to hotel amenities.

General Questions

1. **Legal/compliance requirements:** Compliance with GDPR, CCPA for data protection, and PCI DSS for payment security.
2. **Performance/reliability expectations:** High uptime, quick response times, ability to handle peak load without issues.
3. **Integration with other systems:** Seamless integration with existing PMS, OTAs, payment gateways, and accounting systems.

This detailed documentation ensures that the IntelliStay Management System is developed to meet the specific needs and requirements of its stakeholders, ensuring a successful implementation and high user satisfaction.