



Sri Lanka Institute of Information Technology

Information Technology Project

Year2, Semester 2 - 2022

Project Charter

Title of the Project :	Resort Management System for The Blue Lagoon Resort	
Batch :	Metro - Weekend	Group No: WE_Met22_ITP_01
Development Technology :	MongoDB, Express, React, Node	
Client :	The Blue Lagoon, Kudawa Road, to Sethawadiya, Kalpitiya	

Description of the Project:

Blue Lagoon resort features fourteen exclusive luxury deluxe chalets and eight deluxe rooms within a lush garden, offering privacy, peace, and simplicity in all aspects.

Objectives

- To manage and organize the Blue Lagoon resort.
- Currently the staffs manually manage all activities of the resort. The owner needs to automate the process and reduce the time wasted on data processing.
- To enhance the quality of service and increase customer satisfaction.

Details of the Group Members: *(Provide the details of the group leader in the first row)*

	Surname with initials	Registration Number	Contact Phone Number	Email
1.	Reezan S.A	IT21042324	0774305171	it21042324@my.sliit.lk
2.	Weerasinghe D.J.A.H	IT21062742	0779864685	it21062742@my.sliit.lk
3.	Caldera H.G.S	IT21002724	0771329601	it21002724@my.sliit.lk
4.	Nuha M.N	IT21004568	0771713211	it21004568@my.sliit.lk
5.	Rashida M.S.F	IT21013850	0778330116	it21013850@my.sliit.lk
6.	Fernando V.G.S.O	IT21112096	0778910217	it21112096@my.sliit.lk
7.	Zainab M.Z	IT21070594	0770708910	it21070594@my.sliit.lk
8.	Madusanka K.M.I.	IT20261382	0770154044	it20261382@my.Sliit.lk



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List of Functions Developed by the Group Members:

	Name with Initials	Brief Description of the Function
1.	Reezan S.A	<p>Customers can check the system and reserve the resort transport or a gym/swimming session with the available trainer based on the available schedule of the trainer. They can also lodge service-related complaints using the system. These service requests/complaints will be displayed to the relevant staff once they have logged in to the system from their side. Once the Customer's request is fulfilled or his complaint is attended to, the customer service staff will record the action taken in the system.</p> <ul style="list-style-type: none">• Customer requests<ul style="list-style-type: none">○ Customer requests can be room service requests, training session requests or transport requests. The availability of trainers and transport is shown to the customer before making a request.○ Once a request is made the request status is displayed as "requested" and once it's accepted by the relevant department it is set to "Request Accepted" and once it's fulfilled it can be set to "completed". If a certain request is declined by the service staff, its status can be set to "Request Declined".○ Sometimes accepted requests such as reservation of a swimming/gym session with a trainer can be later declined by the trainer or customer. Upon cancellation, the system will request to enter the reason for cancellation.○ Customers can see their service-request history.• Manage all Customer complaints<ul style="list-style-type: none">○ Customer complaints are generally service-related complaints○ The lodged complaints have a status field which will show the status of the complaints made. When a complaint is ongoing its state will be displayed as "Ongoing" and once it's resolved it will be displayed as "resolved" in the system. The action taken to resolve the system will be mentioned by the service staff before they



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		<p>change the complaint status to “resolved”.</p> <ul style="list-style-type: none">○ Customers can see their complaint history. <p>Reports can be generated based on frequently requested services and the complaints made by the customers to improve the quality of service.</p>
2.	Weerasinghe D.J.A.H	<p>Parking Management System –</p> <p>Reserve a parking slot for the customers</p> <p>While the reservation process the customers will be allowed to reserve a parking slot. based on availability, date, and the number of days the user is staying. An email will be sent to the user upon reservation</p> <p>For outsiders and non-reserved customers</p> <p>A separate area will be assigned for the users that are not using any of the facilities in the resort. Parking will be provided on a first come first serve basis and availability of the parking slot will be considered. When the user comes in the system will request the number plate id and a timer will start upon entering the information. Once leaving the customer will be requested to do a payment depending on the hours the vehicle was parked. The parking fee can be waived off if the user has a valid receipt from the resort. The security personnel will handle the payments, validating the receipt and entering the vehicle id.</p> <p>for administrators</p> <p>They can change the hourly rate for the parking facilities and view reports based on monthly earnings and parking reservations on a daily/weekly/ monthly basis.</p>
3.	Caldera H.G.S	<p>Restaurant Management –</p> <p>Handles all the food and beverages requirements. Can update the food menus for each meal, snacks etc. From Kitchen, we can handle the food orders received by the restaurant. We have room service to manage the food orders received directly from the resort rooms.</p> <p>A bar section is available in the restaurant to handle liquor-related orders from the customers.</p> <p>Restaurants keep a record of customers’ health-related requirements and the food items they are allergic to.</p> <p>Bills are managed based on orders made from each room or table.</p> <p>Using this system restaurant staff can prepare the requested orders according to the customers’ requirements and customers can search for their preferred food items through the updated restaurant menu.</p>



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		Reports are generated based on restaurant sales.
4.	Nuha M.N	<p>Reservation & Booking Management- Manages all online reservations & booking of packages of customers. The reservations/bookings are made based on details such as type of package, and rooms, Packages include facilities, food and amenities. As a person makes a booking the rooms and facilities booking count gets reduced by 1, and the availability of rooms and services are displayed on the system. Discounts could be offered to loyal customers. Arrangements for reservations for a table in the restaurants can be made.</p> <p>A customer/client may also reserve a parking slot if he/she wishes to do so, in the case that he doesn't want to reserve a slot he can proceed with the room reservation, if he wishes to reserve, he will be directed to the parking reservation system</p> <p>Once a booking is made the customer is notified through the system. The receptionist keeps track of information about the rooms that are assigned to which respective customer, the receptionist can also make a booking for people who do not know to use the system. Monthly reports of customers and reservations can be made. And the receptionist can search customer information by customer name/id. or room information by room id.</p>
5.	Rashida M.S.F	<p>Inventory & Stock Management -</p> <p>Manages and stores information about the assets & stocks in the company. If the kitchen stocks and the toiletries are below the reorder level, this is notified to the supplier manager and once the order is received the availability of the raw ingredients and the toiletries will be updated.</p> <p>A maintenance log of the inventory will be recorded, and an update of the repairs will be sent to the warehouse supervisor periodically.</p> <p>The purchases of the inventory and the No of items must be saved, if in case an inventory asset (bikes, vehicles, furniture etc.) is assigned/ taken for something this must be updated on the system, and once it is returned it must be updated too.</p> <p>A detailed report of the items to be ordered, available inventory and the maintenance plan may be retrieved by the admin so the expenses can be stored.</p>



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		<p>The warehouse supervisor, admin, or manager can search for the inventory, asset, stock, or goods using the id to see information about it.</p>
6.	Fernando V.G.S.O	<p>Supplier Management –</p> <p>Store and manage supplier information according to the types of products they supply to the resort (such as kitchen stock, toiletry etc.).</p> <p>Store order details such as date, item name, quantity, and other specific details and assign the suitable supplier based on the ratings and reviews of their previous purchase history to supply the products.</p> <p>When the order is delivered to the resort, the information about the products, the total cost, and the date of delivery should be recorded, and the status of the order should be changed from pending to completed (order is received).</p> <p>Quality inspectors give ratings and reviews to the suppliers according to the quality of their products and services to decide whether to reject or retain the supplier in the future.</p> <p>Notify the admin and relevant employees about the purchase details of the products to update the inventory table.</p> <p>If a supplier is unable to supply any kind of product for a short period, the status of that supplier should be updated in the system as unavailable, and the status should be changed when that supplier can supply the relevant products.</p> <p>A report should be generated on the information of the supplier and details of the orders that are delivered to the resort.</p>
7.	Zainab M.Z	<p>Staff Management-</p> <p>Manages and stores personal details of employees working in different departments. Employees can edit their profiles, request leaves, and view invoice. Check-in and check-out time details and the attendance of the employees will be entered into the system.</p> <p>Managers can approve or reject leaves, decide the salary of the employees based on attendance and OT hours, and send invoices.</p> <p>Admin can add new employees, update employee details, remove employees, make decisions on promotions and allowances based on employee performances and work history, search each employee and department, and generate reports on the employee performances and employee & department details.</p>



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8.	Madusanka K.M.I.	<p>Loan Management.</p> <p>*In here the staff members can view their ability and availability of loan facilities.</p> <p>*Every permanent member of the staff can apply for a staff loan.</p> <p>*They can apply for a loan with a maximum of 100,000.</p> <p>*Staff members can apply for the loan from the system while the managers can approve or reject the loan request for specific reasons.</p> <p>*If a staff member is currently holding a loan, they cannot apply for another loan they can apply for a new loan after they have finished the existing loan facility.</p> <p>*Every month staff members must pay a fixed amount based on their loan amount.</p> <p>*The loans can be categorized into two as short term (three, six months) and long-term (nine months or one year- maximum).</p>
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