



**UNIVERSIDAD DE LAS FUERZAS ARMADAS ESPE**

**INGENIERIA DE SOFTWARE**

**PROGRAMACION ORIENTADA A OBJETOS**

**GROUP 5**

**RRSS DEVELOPER ASSOCIATION**

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## **Workshop**

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Group 5

## **Problem**

For the creation of our program we need to see several factors that meet the requirements and requirements for the customer, for that we need to create a system that can facilitate the online reservation of one or more rooms that requires the customer, to perform these actions the program must understand how you can make the payment, transactions and registration of the person who made it through data that are accessible to use it as the name (customer), ID (registration for verification to get the keys of the room), number of rooms you want to book (number of people), phone number (communicate if there is any change) and credit card (payment and billing) in order to facilitate the delivery of the room purchased and do not have the need to be paying in cash.

Facilitating the client to be able to reserve with only a few simple steps, entering only to the page and see the available quotas, and to place the data of the client and ready.

## **Overview**

The process that is carried out for the reservation of a hotel room, commonly begins with the verification of the availability of rooms with the characteristics provided by the client, if no availability is found, the client is placed on a waiting list, if this is not the case simply a part of the payment or a guarantee of payment is requested, then the keys to the room are delivered. Finally, the client is asked to hand over the keys and is charged for the consumption he made during his visit.

## **Background**

The hotels in the city of Quito, Ecuador, are not yet automated or linked to the cloud to see what the current situation (capacity of accommodation), the hotel.

The big disadvantage of a normal standard hotel is that it does not have an automation system. When the user (guest) arrives at the hotel, the receptionist will only check the availability of rooms manually. There are several cases.

### **1 Recently vacated room**

The receptionist mentions to the potential guest that it was a recently vacated room and that they are going to clean the room so that he can use it, in an estimated time of one hour the room will be available. The cleaning staff will have to notify the receptionist that the room is now available for use and that the room will be available.

### **2 The user needs to see the room.**

The receptionist takes the user to the room, and leaves his work station, generating several factors.

- An additional guest may arrive, but no one opens the door because the receptionist is not at her workplace.



- She leaves the door open and the hotel's security is compromised.
- A guest decides to give up the room as he is leaving, but there is no one to receive the room keys and verify that the account is cancelled.

### **3 Room cleaning**

Once the room has been vacated, the receptionist must call the cleaning staff to proceed with their work and at the end of their work the cleaning staff must go to the reception and indicate that the room is ready for use, but the receptionist may forget to call the cleaning staff causing a terrible mistake.

### **4 Guest Request**

Most hotels have a closed circuit telephone, but some no longer work because of damage to the closed circuit telephone, creating a big problem. Since several guests usually request food, drink or communicate some need to reception.

The automation of the hotel service would be fundamental to carry out it through the development of an application that allows to solve the exposed cases.

### **How the program works**

Our program is based on customer registration and hotel room reservation with extra features such as a section to order the room directly from the reservation application

1.- The user must register his personal data to create a record and a temporary user for the duration of his stay. (The program will verify that the fields are filled in a satisfactory way and not with non corresponding data, that is: that the ID is true, in the name space that numbers cannot be entered and in the number space that letters cannot be entered, that the e-mail is valid, etc)

2.- The user must register the form of payment to be used and will be informed of the type of card used before proceeding, if the customer accepts the program proceeds to the following action

3.-The user will tell us how many people want to stay in the hotel and the system will give them 2 different ways to choose their rooms always verifying that a room shown is not occupied, from which they will have to select only one option and the registration process will be finished

4.-During your stay at the hotel, the user will have access to the system through his ID number, which will allow him to order food, drinks or snacks from the room through a menu that shows the available options with their respective price

4.1.-If the customer makes a food purchase within the application will be charged instantly and stored billing data in the section of expenses within the application which the customer can save as a form of file or just view.