

Software Engineering Lab

Project Proposal

Group Members:

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Topic: Resort Property Management System

Purpose:

The main objective of the project is to build a resort management system that consists of all the features and functions required for effectively managing a chain of resorts. To have an online presence that makes the reservation process easier and delivers outstanding customer service so that visitors returning to your area will choose our location again. Managing daily operations and administrative tasks for achieving customer satisfaction that will help us to provide reliable and quality service time.

Specific Objectives:

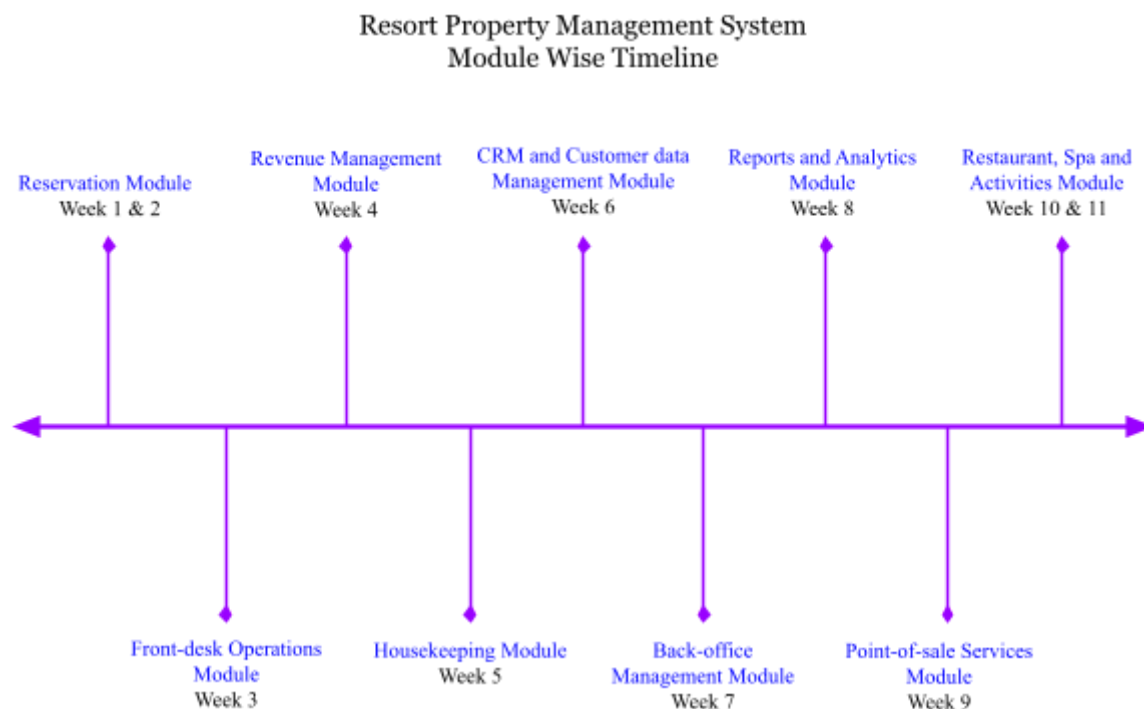
- **Create a module that accepts and cancels reservations** - The system is capable of storing information for reservations on specified dates and times in which the user can also cancel depending on the customer's availability.
- **Create a module that identifies room availability** - The system shows the occupied and unoccupied rooms. With this the management does not have to physically check every room or the papers.
- **Create a module that will automatically calculate bills** - Upon the customers' checkout the system automatically calculates the bills depending on the length of the customers' stay. The system user can also add bills for food and extra persons and damages.
- **Create a module that will manage activities** - The system is capable of managing all activities in the resort like spa, restaurant, gym etc.

Main Modules & Features :

1. **Reservation** : Room bookings, Collection of e-payments, Management of room inventory and allocation, Reservation emails
2. **Front-desk operations**: Status and up-to-date information about all reservations, both current and upcoming. It allocates rooms automatically and facilitates a room change and also includes management of electronic key cards, processing payments and issuing receipts to guests.

3. **Channel management:** Connects directly to a central reservation system that holds information about the availability and cost of hotel rooms, sharing this information via the distribution channels.
4. **Revenue management:** Enables dynamic pricing
5. **Housekeeping:** Makes a list of tasks to assign, and housekeepers can update room status
6. **Customer Relations Management and Customer data management:** Integrates with the front desk and reservation system, collecting all guest information and helps store guest data and provides a database in an accessible format.
7. **Back-office management:** Inventory analysis, Sales and management of promotional campaigns
8. **Reports and analytics:** To generate night audit reports, room and tax reports, shift audit reports, departure/arrival reports, housekeeping reports, or other ongoing reports for hotels to rely on analytics
9. **Point-of-sale services:** Mini-bar items, TV, or Wi-Fi, in-room services
10. **Restaurant, Spa and activities**
11. **Guest experience management:** Membership programs reward certain transactions through the PMS with points that can be used on special services in a hotel

Timeline :



Analysis:

- People can conveniently book their holiday online
- The reviews will be given by the people who have visited the hotel/destination making it more authentic