**CSC4350 Problem Statement:**

**B.F.L.O.P - Hotel Management System.**

1. **INTRODUCTION**

The B.F.L.O.P Hotel requires a software system that will help to improve management and organization. Many administrative tasks that have previously been completed manually will now automated by the system in the hope of increasing overall efficiency.

1. **Customer Accounts Manager (CAM)**

The CAM shall manage the accounts of all individual paying customers by tracking and recording all reservations and services associated with that customer account for each active instance.

* Each instance shall begin when the first reservation or service is added to the customer’s account, whereby the customer account status will be set to “active”, and is terminated upon check-out and successful payment.
* Upon termination of an instance all records from that instance shall be added to a history file contained within the customer’s account and the customer account status shall be set to “non-active”.

**2.1 CAM - User Account Types**

The CAM shall be accessible by two different user account types. These user account types are customers and hotel staff members.

* Both types of user accounts shall include password protection for added security.
* Customers shall be able to utilise the system to reserve rooms and additional services within the hotel.
* Various levels of access shall be granted for different staff members.
* Administrative staff shall be able to manage customer reservations.
* Bar and Restaurant staff shall be able to add Bar and Restaurant services to a customer’s account. Spa staff shall be able to add Spa services to a customer’s account, etc.

**2.2 CAM - Room Reservations**

The CAM shall maintain a record of all reservations associated with each customer account containing room type (Single, Double, Suite), board basis (All Inclusive, Full Board, Half Board, Bed & Breakfast), number of nights reserved, as well as check-in time and check-out time.

**2.3 CAM - Services**

The CAM shall maintain a record of all additional services associated with each customer account. Services include:

* Laundry services
* Transport Services
* Spa Services
* Swimming Pool and Gym Services
* Bar and Restaurant Services
* Conference and Function Room services

**2.4 CAM – Payment Management**

The CAM shall keep a record of contact and payment information for each customer account.

* Pricing for all reservations and services associated with a customer account shall be tracked throughout each active instance.
* All pricing will then be tallied during the check-out procedure and an itemized bill will be generated for the customer.
* The current instance of each customer account will be terminated upon successful payment of this bill.