**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.

**2.0 Login system**

The system shall require users to log in under their personal user account by providing a distinct username and password.

* There shall be two basic user account types: customers and hotel staff members.
* New customers shall have the opportunity to create a user account.
* Customers shall be able to utilise the system to reserve rooms and additional services within the hotel.
* New staff accounts will be created by management.
* Various levels of access shall be granted for different staff members.
* Staff members shall be restricted to performing operations related to their department.

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”.

**3.1 CAM - User Account Types**

The CAM shall be accessible by both customer accounts and staff member accounts.

**3.2 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.

**3.3 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

**3.4 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.

**4.0 Inventory Management System (IMS)**