



HERITAGE

Luxe Resort

**Agile Project Management Group
A4 - Team Synthex.**

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A4 - TEAM SYNTHEX.

OUR TEAM

01. **Heshan - 20230591**
(Project Manager)
02. **Sithil - 20233122**
(Business Analyst)
03. **Uvindu - 20221297**
(Technical Coordinator)
04. **Mineth - 20230772**
(Solution Developer & Product Owner)
05. **Nethmi - 20231313**
(Solution Tester)



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Introduction.

**Heritage Luxe Resort is an eco-friendly luxury resort in Dambulla, Sri Lanka.
The resort aims to enhance its booking efficiency and guest experience.**

- **Business Problem**

- No online booking system → Manual processes cause errors & delays.
- Double bookings & mismanagement affect guest satisfaction.
- Delayed confirmations reduce operational efficiency.

- **Project Goal**

- Develop a web-based booking system for seamless reservations.
- Implement automated email/SMS confirmations.
- Provide an admin panel for efficient booking management.
- Follow Agile practices (Story Mapping, MVP, Iterative Development).

Business Problem & Challenges

- Inefficient Reservation Management.
- Lack of Online Booking System.
- No Automated Confirmation & Updates.
- Limited Tracking & Management for Admins.



Project Scope.

**Online Booking Platform –
Guests can make reservations
seamlessly.**



Heritage Luxr Resort is a luxury hospitality brand that offers a range of services including accommodation, dining, and leisure activities. The project scope includes the development of a user-friendly online booking platform, a centralized admin panel for managing reservations, automated notifications for guests, and a user-friendly interface for both guests and admins.

**Automated Notifications –
Email/SMS confirmations and
updates.**

**User-Friendly Interface –
Simple navigation for both
guests and admins.**

Project Objectives.

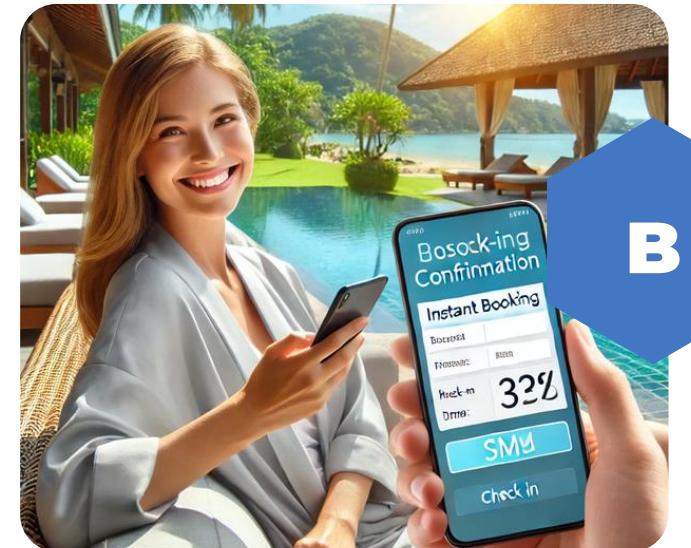
Enhance Booking Efficiency –
Eliminate errors and manual inefficiencies in the reservation process.

A



Improve Guest Experience –
Provide instant booking confirmation and updates.

B



Optimize Resort Management –
Offer an intuitive admin panel for tracking and managing bookings.

C



Reduce Administrative Burden –
Automate tasks to free up staff time for other priorities.

D



Agile Approach & Methodology

What is Agile?

- Agile is an **iterative and flexible approach** to project management and software development. It focuses on **continuous improvement, collaboration, and customer satisfaction.**

Core Agile Principles (from the Agile Manifesto).

- ✓ **Individuals & interactions** - over processes and tools
- ✓ **Working software** - over comprehensive documentation
- ✓ **Customer collaboration** - over contract negotiation
- ✓ **Responding to change** - over following a fixed plan



Agile Methodologies (Common Frameworks)

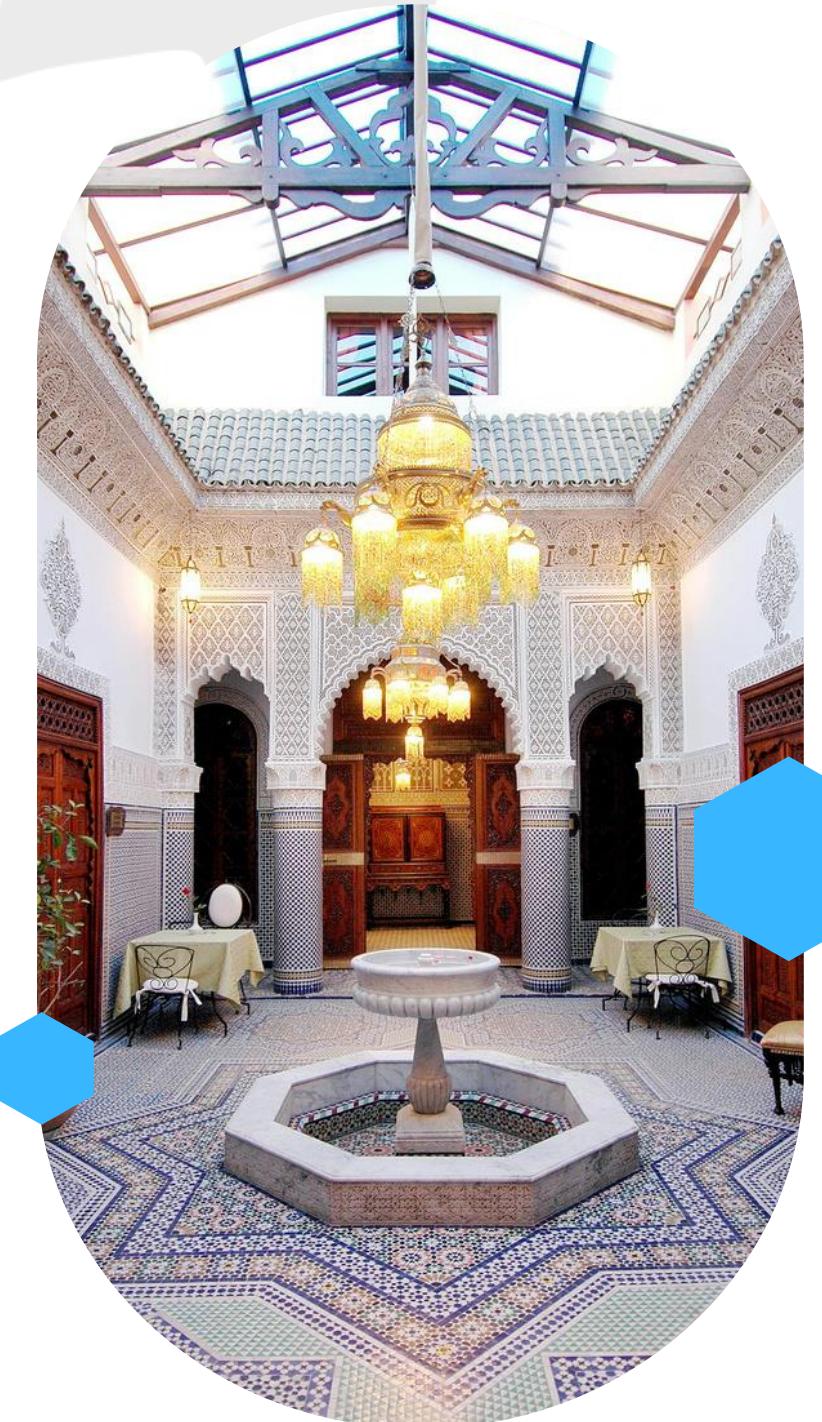
- **Scrum** – Time-boxed sprints with daily stand-ups, product backlog, and sprint reviews.
- **Kanban** – Visual board to manage work-in-progress efficiently.
- **Lean** – Minimizes waste, focuses on delivering value faster.

Agile Practices in Our Project

- **User Story Mapping** – Identified key user needs and prioritized features.
- **Minimum Viable Product (MVP)** – Developed a basic prototype for early feedback.
- **Iterative Development** – Continuous improvements based on testing and user feedback.
- **Collaboration** – Teamwork, sprint planning, and feedback loops ensure adaptability.

Benefits of Agile in Our Project

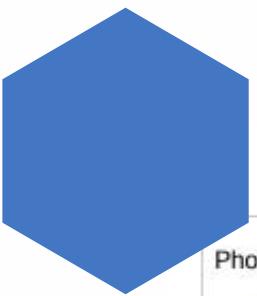
- Faster delivery with incremental improvements
- Flexibility to adapt to changes
- Continuous user feedback and engagement
- Higher-quality final product



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User Research & Persona Development



Admin Proto-Persona

<p>Photo :</p>  <p>Name : David Perera Role : Admin (Resort Manager)</p>	<p>Age: 40 Occupation: Operations Manager at Heritage Luxe Resort Location: Dambulla, Sri Lanka Tech Proficiency: Moderate-High (comfortable with dashboards and analytics). Work Priorities: Focused on optimizing booking efficiency, reducing cancellations, and increasing revenue.</p>
<ul style="list-style-type: none"> • Struggles with manual booking management and double bookings. • Needs a dashboard to quickly see occupancy rates, booking trends, and financial reports. • Lacks an automated system for processing refunds and handling special requests. • Wants to reduce fraud risks in online transactions. • Needs better communication tools with guests and support staff. 	<ul style="list-style-type: none"> ▪ Centralized admin dashboard to track active, past, and canceled bookings. ▪ Automated pricing and discount system for peak/off-peak seasons. ▪ Fraud detection & payment verification to minimize chargebacks. ▪ Staff management panel to assign and track support tickets & guest inquiries. ▪ Real-time notifications & reports to improve decision-making.

Guest Proto-Persona

<p>Photo :</p>  <p>Name : Sarah Thompson Role : Guest(traveler)</p>	<p>Age: 30 Occupation: Marketing Manager Location: London, UK Tech Proficiency: Moderate(comfortable with online bookings but not highly technical). Travel Preferences: Prefers eco-friendly luxury stays, books vacations 2-3 times a year.</p>
<ul style="list-style-type: none"> ▪ Finds it difficult to check real-time room availability on some hotel websites. ▪ Prefers fast & secure booking with flexible cancellation options. ▪ Wants personalized recommendations based on preferences (e.g., spa, activities). ▪ Expects instant booking confirmation via email or SMS. ▪ Needs an easy way to request late check-out or special services (e.g., airport pickup). 	<ul style="list-style-type: none"> ▪ Real-time room availability updates to avoid overbooking issues. ▪ Secure and seamless booking process with multiple payment options (credit card, crypto, PayPal). ▪ Loyalty rewards system to encourage repeat bookings. ▪ Personalized dashboard that remembers past bookings & preferences. ▪ Live chat & support tickets for quick issue resolution.



User Story Map & Functional Features

User story template

User story #	User story title <specify title>	User role As a <specify the user role>	Feature I want to <specify the feature using 2 or 3 sentences>	Goal So that <specify the goal>	Priority Priority (e.g., you can use MoSCoW)	Effort (e.g. Must have feature 400 points)
S1	view available chalets	Guest	As a guest, I want to be able to browse available chalets with images and details online	So that I can choose my accommodation easily	Must have	400
S2	Searchchalets by Date and occupancy	Guest	As a guest, I want to search for chalets by selecting dates and number of guests	So that i can find available resorts that matches my dates	Must have	400
S3	Filter resorts by the price	Guest	As a guest, I want to filter resorts based on price range	So that I can refine my search and find a suitable resort	Should have	300
S4	View guest reviews and ratings	Guest	As a guest I want to read guest reviews and ratings of chalets	So that I can make inform decision before booking	Could have	200
S5	Book a chalets via online	Guest	As a guest, I want to complete an online booking by selecting a chalets, entering my details and confirming my reservation	So that I can secure my reservation without visiting physically the resort	Must have	400



RACI

GROUP – A4

R Responsible

A Accountable

C Consulted

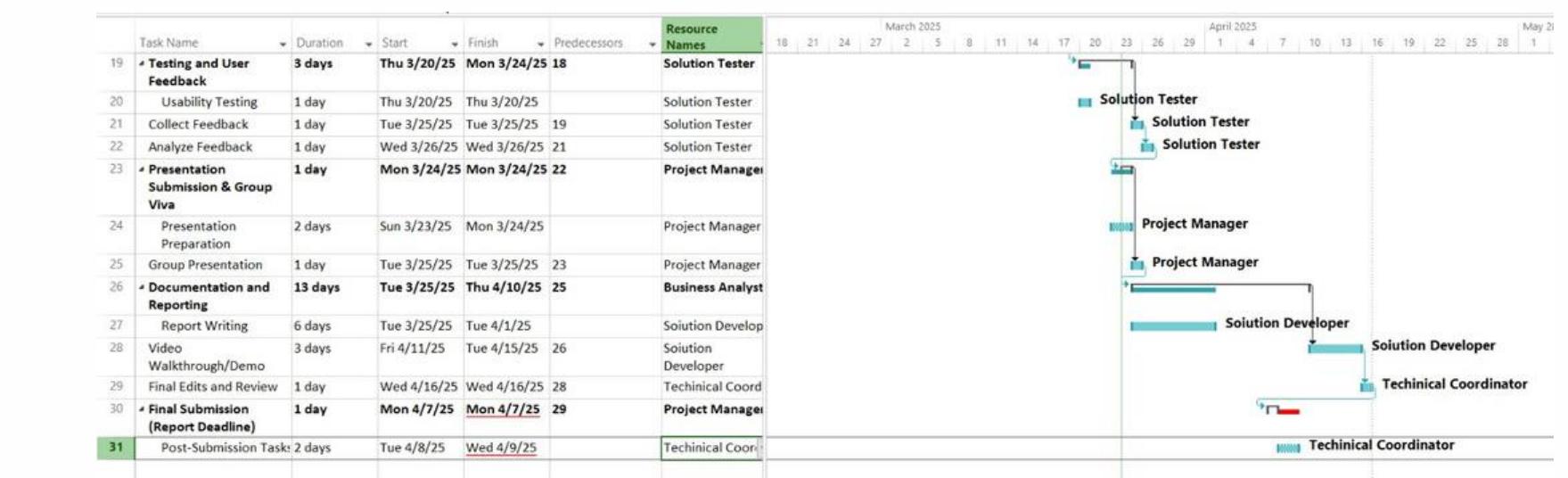
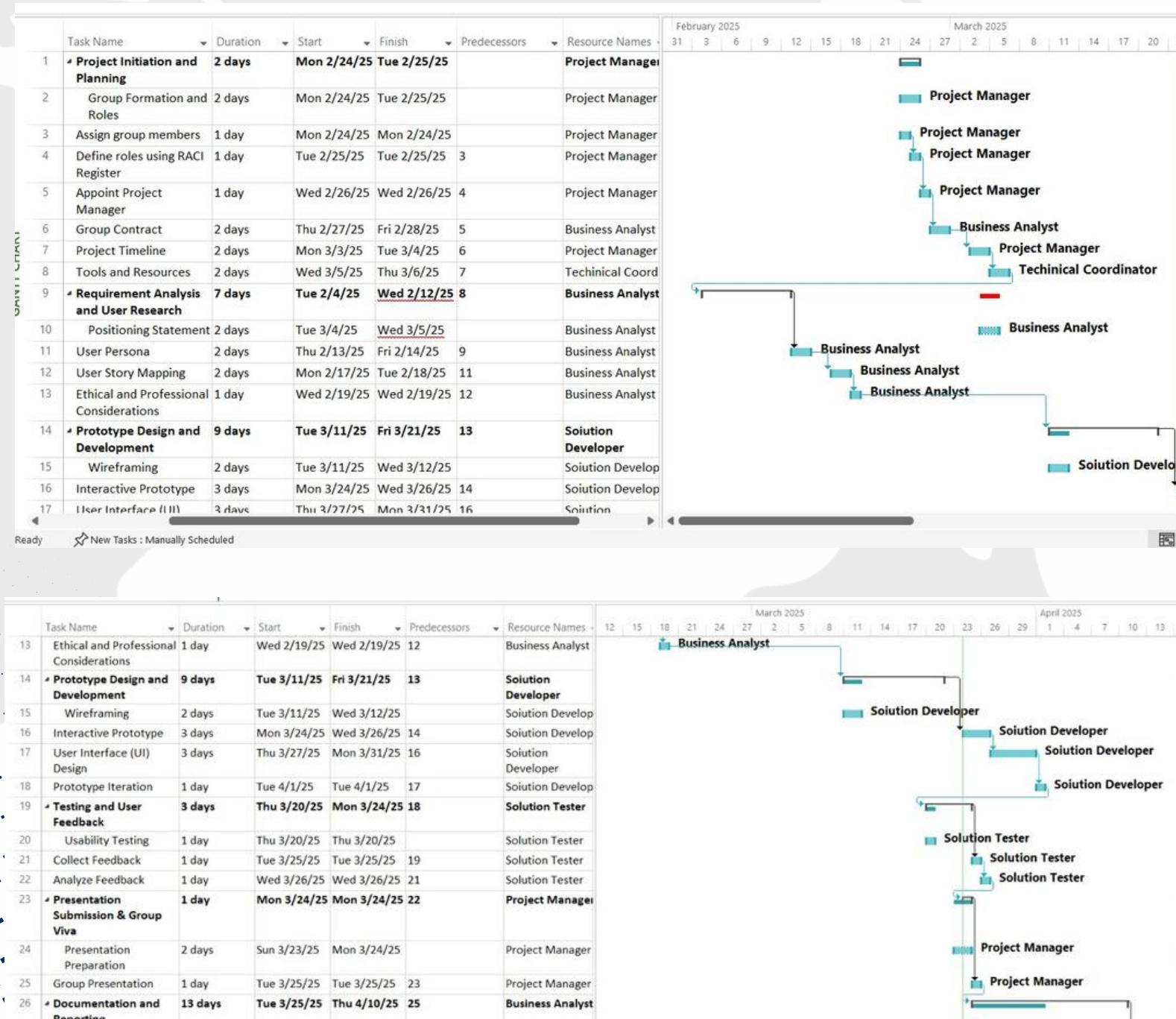
I Informed

Tasks

Tasks	Heshan (Project Manager)	Sithil (Business Analyst)	Mineth (Solution Developer)	Nethmi (Solution Tester)	Uvindu (Technical Coordinator)
Define project scope.	I	A	R	C	C
Conduct stakeholder analysis	I	A	R	C	C
Create Personas	C	A	C	I	C
Gather requirements (User Stories)	C	A	R	C	C
Create User Story Map	I	A	R	C	C
Define MVP scope	I	A	R	C	C
Manage product backlog	I	A	R	C	C
Facilitate sprint planning	I	A	R	C	C
Conduct daily stand-ups	I	A	R	C	C
Conduct sprint review/demo	I	A	R	C	C
Conduct sprint retrospective	I	A	R	C	C



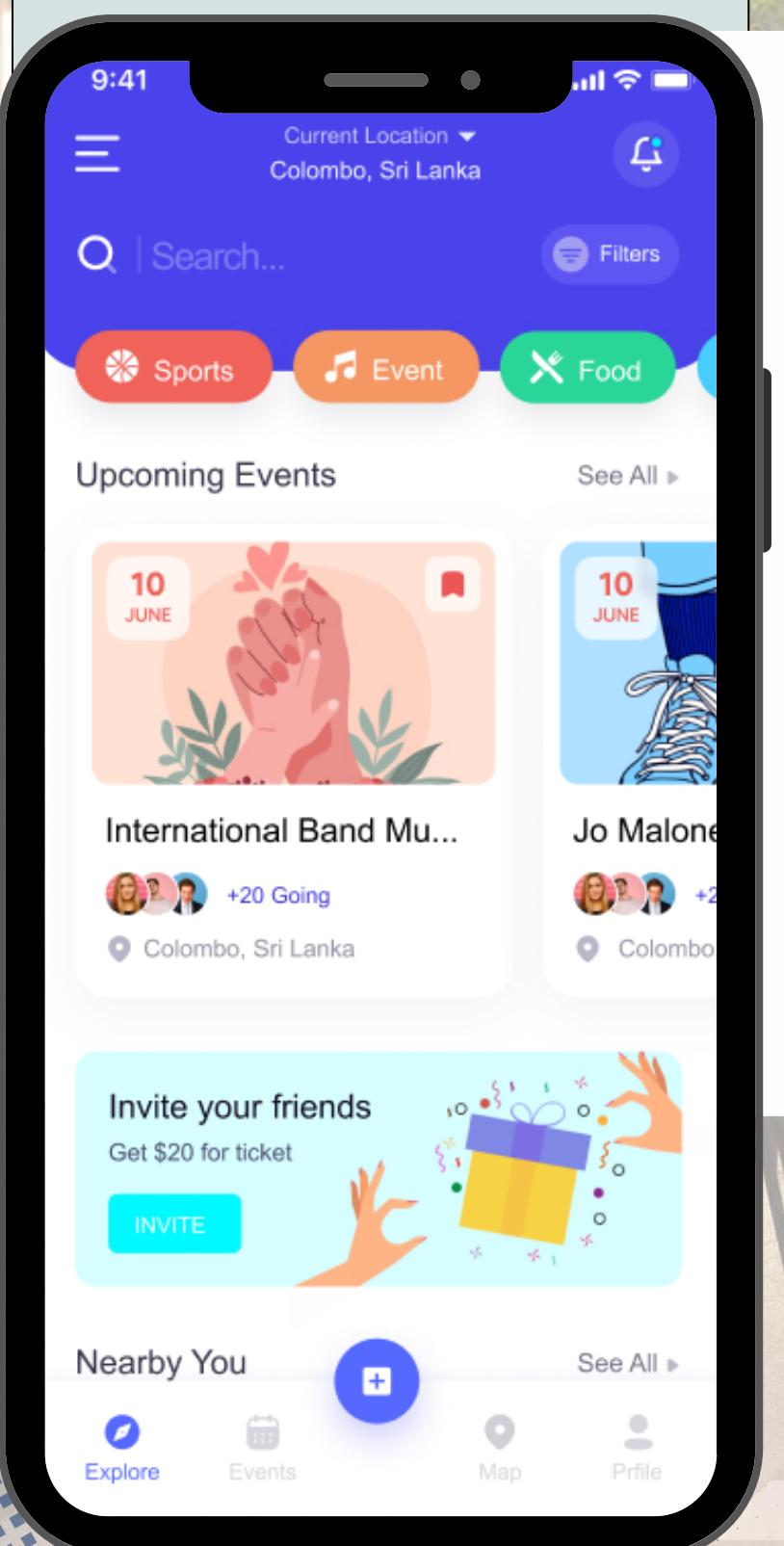
Gantt Chart





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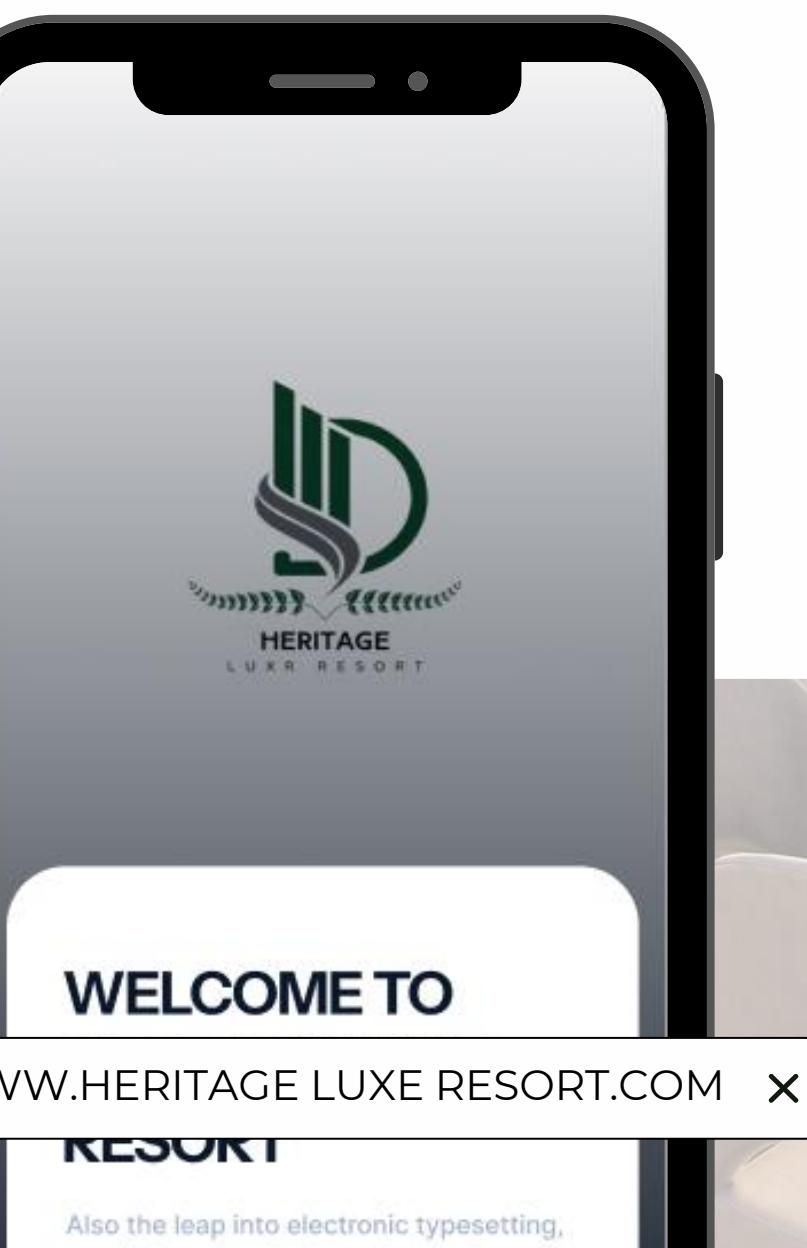
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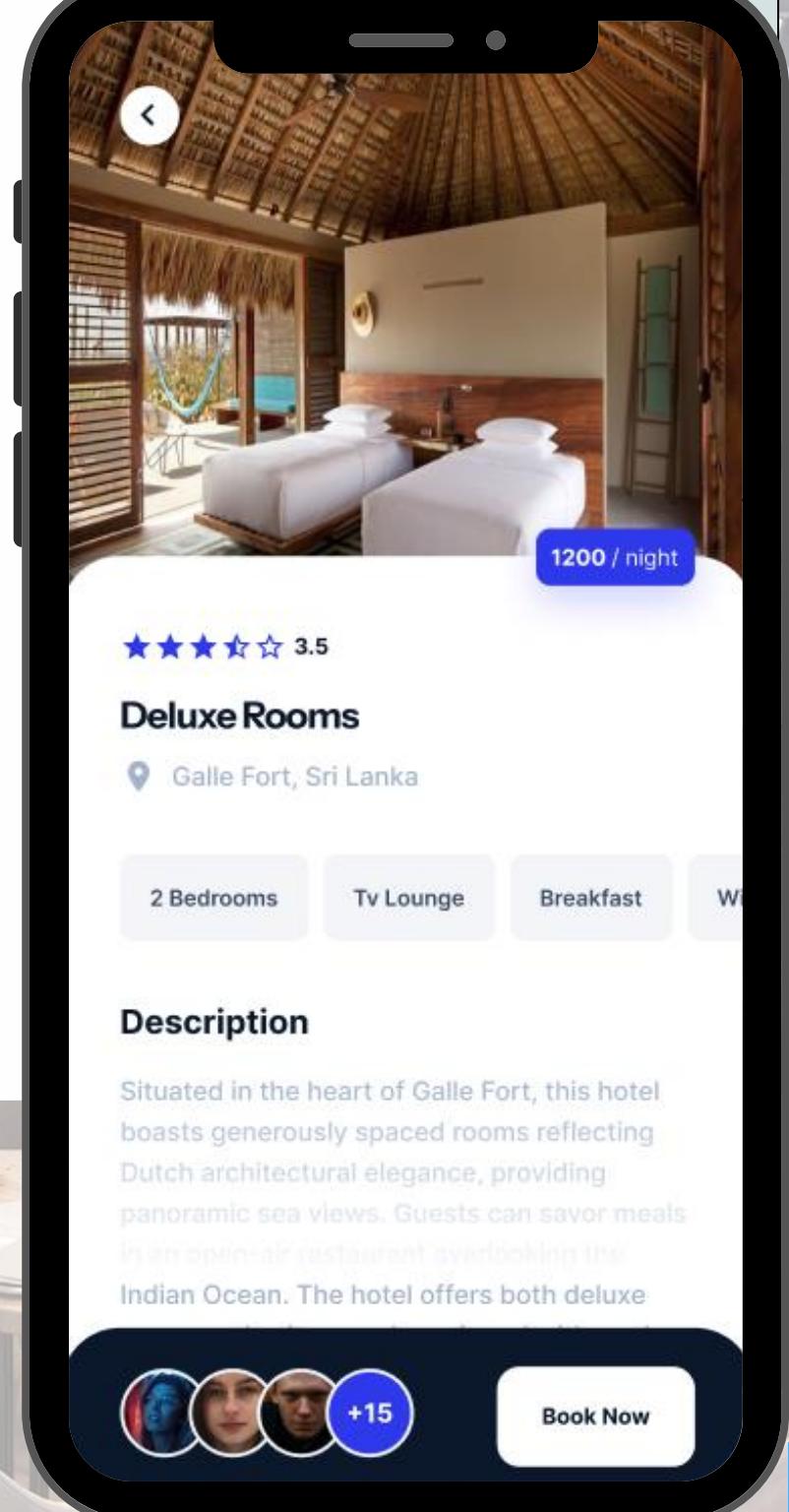
MOBILE APP

PROTOTYPE

[Figma Link](#)



BOOKING





Q&A



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Thank You!

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