

Function	Function	Priority	Target user	How to use	Data flow	User benefit
1	Reserve	Middle	Customer	At first user must select the date, days and the rooms they want to book. Secondly can choose pay by credit card or at the door. If the user pay by credit,then after paid, the room will be reserved during the chosen time range, else just be reserved by 6.00 pm of the booked day. Finally , user push the button to purchase.	The dataflow is from guest to receptionist and finance staff. Input: the customer's book information Output: the request to receptionist and finance staff, need to be confirmed	Easy to book. Easy to check
2	Cancel the reservation and ask a refund	Middle	Customer	Firstly user should check if he/she can cancel the reservation. If the time is before 6.00 pm of the booked day. user can cancel the reservation. else can not cancel. Secondly user push the button to cancel. Then wait for confirming. If user has paid and cancel successfully. The money will be returned	the dataflow is also from customers to receptionist and finance staff. Input: cancel information Output: request to receptionist and finance staff. Need to be confirmed	Easy to cancel
3	Modify the reservation and if needed ask a refund	Middle	Customer	Firstly user should modify the reservation and submit the request Secondly wait for confirming. Finally get refund or pay the money for restful part	just like before	Easy to modify
4	Check the consuming history	Low	Customer	consuming points can contribute to leveling up. The higher is your level. You can get more service. The customers have their own accounts. And via the account, customer can check their own consuming history,the rank of them and the kind of service they can get according to the rank.		Convenient to get the information about self's account
5	Book the room service	Low	Customer	After the customer has checked in, the customer can book some service. For example,breakfast, laundry,Wake-up service etc..		Easy to get the room service that customers want
6	Give the feedback	Low	Customer	After consuming,the customers can give the feedback about the service they have had	The dataflow is from customer to manager. Input: customer's feedback Output: feedback message to manager	
7	Check the reservation and service request	Middle	Receptionist	For a receptionist,there are some parts of work about handling the reservation to do 1. Confirm the reservation of a customer has submitted and confirm receiving money 2. Confirm the canceling operation of a customer,success or failed. If success,return money to customer if needed. 3. Confirm the modifying operation of a customer has submitted. return money if needed or confirm receiving money. 4. Confirm the service request and arrange the work.	the data flow is from receptionist to customers. Input: the request from customers Output: the confirm message to customers	Efficient way to confirm the reservation and service request
8	Check out with customer	Middle	Receptionist	When the customers checked out, summarize the room service and the situation about assets of the room. Then confirm with customers		Clearly confirm with customer about the consuming situation, avoid dispute
9	Assign the room	Middle	Receptionist	Refer the booking status. And assign the appropriate room depending on the demand.		
10	Release the room	Middle	Receptionist	Refer the booking status. And release the room depending on the demand.		
11	Give the consuming points to customers	Low	Receptionist	After customer has checked in. the receptionist can give some consuming points to the customer according to the consuming information	the dataflow is from receptionist to customers. Input: customer's consuming information Output: consuing points to customers	flexible way to give the consuming points according to the consuming situation
12	Check the reservation history	Low	Receptionist	The receptionist can check the orders handled by themselves and to see the amount of their work.		Confirm with receptionist about what they have done,avoid dispute
13	Manage all of the hotels' information and wealth from high level	High	Total Manager	The total manager is responsible for all of the hotels' information and wealth. So basically we provide a ability for him to manage the hotel's information and wealth. For example, some CRUD(create, retrieve,update and delete) operations on the hotel's information(location, name,etc...)from high level	The dataflow is from below to high. Input:the report from religion manager and department manager. Output:the pocilies to run the hotels from a high level	Centralizedly manage the hotels from a high level
14	Manage the religion managers and the department total managers	High	Total Manager	Total manager is also responsible for managing the religion managers and department total manager, for example,assign a religion manager for a hotel etc..	The dataflow is from total manager to religion manager and department manager Input: the staff's information Output:the assignment for a staff to a hotel ot a department and a task table for a managr to finish	Easily cooperate the work of different religions

15	Mange his subordinate department	High	Department Total Manager	I also call this role total manager. But it is different from the above one. The total manager above is responsible for the entire management of hotels from a high level. But the Department total manager is responsible for managing its subordinate department. For example, the HR department, the market department and etc... They are managed by Total manager and manage their subordinate department for every hotel. The input is the department information get from a small department, the output is the department affairs information to another small department. In this way, cooperate the work between these small department.	The dataflow is from total manager to sub manager Input: the department information get from a small department Output: the department affairs information to another small department. In this way, cooperate the work between these small department.	Cooperate the department's work and have direct report to the total manager
16	Report to Total manager	High	Department Total Manager	The department total manager must report to total manager about the situation of hotel's running. So the input is the report received from its small department, and the output is the final report to the total manager	the dataflow is from department manager to total manager Input: the actual situation of handling affairs Output: the task table to show what kind of work have been done or have not and why	
17	Manage all the departments of the hotel which he is responsible	High	Religion Manager	For the religion managers, they are managed by the total manager and are responsible for managing the departments of their own hotel. For every hotel, there maybe many departments. For example, GSM(Guest Service Management),Housekeeping, Sales and marketing, Food & Beverage etc.. So the religion manager must cooperate the work between all the departments. I give a example here. for this function	Input: the data of staff and data of department. Output: a relation between deparment and staff(to say someone is the manager of one department) and a table for what kind of job need to be done durin what time range	Effectively run a hotel, directly report to the total manager
18	Make policies to run the hotels from low level	High	Religion Manager	The total manager make policies from high level. So the religion manager make policies from low level to run the hotel. The input is the religious situation. And the output is a calender about the hotel's running information. For example, price, quantity etc...	Input: the religious situation. Output: a calender about the hotel's running information. For example, price, quantity etc...	
19	Arrange the receptionists' work and supervise them	Middle	Guest Service Manager	The Guest Service Manager's work is to provide the service to guests. So they are responsible for arrange the receptionists' work and supervise them.	input: is data about receptionists Output: the duty table to indicate when and who should do what kind of work. And this table can be seen by receptionists	Centralizedly manage the receptionist's work to provide better service for customers
20	Report to Religion Manager	Middle	Guest Service Manager	The GSM have to report to religion manager.	Input: the data about the work information based on the table released by religion manager. Output: the report about the situation of work.For example, if the work is finished by the required time and if not, the reason, the benefit etc...	Make a circular data flow between religion manager and department manager.
21	Human Resource management	Middle	HR Manager	Manage the human resource. For example, can use this function improve someone's title and manage the salary level of staffs.	Input: the staff's information. Output: the new staff's information. Because HR can have some CRUD related operations on the staff's information	Separate different work for different department
22	Evaluate the staff's performance	Middle	HR Manager	according to the information, give the feedback on performance of staffs. For example, for receptionist we can judge their work based on the reservation which they have handled.	Input: the data about the work which staffs have done. Output: is the evallution table for every one	Scientific Evaluation way based on data
23	Report to Religion Manager and Total department manager	Middle	HR Manager	HR manager must report his work to his upper manager like religion manager and the total HR manager.	Input: the work which his department has done. Output: the report to summarize the situation about the HR related things to religion manager and total department manager	Circular dataflow between upper and down
24	Manage the financial and accounting work	Middle	Finance and Accounting Manager	They are responsible for the financial work and accounting work of hotels. For example, confirm have received the money which customers have paid, responsible for purchasing etc... Based on these function.	input: the pay information or the outcome request Output: the confirma information or the outcome response	
25	Report to Upper	Middle	Finance and Accounting Manager	Must have financial report to upper manager.	Input: the financial summarized information about a time range. Output : is a report to upper manager	
26	Query the booking information	Middle	Sales manager	Analyze the appropriate yearly , monthly or weekly information. And generate the marketing report.		Have a total recognition of the situation of running hotels

27	Analyze the booking information	Middle	Sales manager	See the graph about product categorized sales amount. Then they can change the graph with benefit rate or revenue amount. Also they can drill down the graph for more detailed categories or each product name.		Get the information about the product of the hotel and based on it make decisions.
28	Release the sales table	High	Sales manager	The input is the sales information get from database. And the output is sales table to upper manager. This is important because it summarize the sales situation for a hotel		
29	Arrange clean-up job and manage assets of hotel's rooms	Middle	Housekeeping manager	For Housekeeping managers, they can arrange the clean-up job for the clean-up staffs and manage the assets of the hotel's room.		
30	Manage the whole system	High	System manager	The system manager are responsible for check and manage the database of hotel. For example, backup the data etc...		Separate business and system work

remarks: there are so many departments for a chained hotel. And for these departments we can still also divided their work. For example, for GSM department, we can divided it into many small departments based on the different work, there are Front Desk Manager, Bell Captain, Chief Concierge and Reservations Manager etc... So it is difficult to list all of them. So here I just list some important and respective departments for a hotel.

Notice:

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*1 We will use Openoffice calc in the next step to modify this docs.

Then Open Office calc is recommended.