

Villa Management Software

Management software system documentation

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**Why has HMS become a requisite villa business component?**

Technology in the hotel industry continues to advance at a rapid pace and hotel management software (HMS) remains essential for hoteliers looking to improve the running of their business. With software, hotel operators can streamline their administrative processes and improve their overall hotel management system.

**What is a tool ?**

A programming tool or software development tool is a computer program that software developers use to create, debug, maintain, or otherwise support other programs and applications.

**Common types of software used in villa/hotel business are:**

* word processing programs.
* business invoicing programs.
* billing programs.
* payroll software.
* database software.
* asset management software.
* desktop publishing programs

**Primary features of a villa management software are:**

* All-in-one platform
* Integrates easily with third parties and credit card processing
* Lots of features
* 24/7 customer support
* Easy-to-use interface
* Customizable availability calendar
* Data encryption on the ability to restrict user privileges

**Evaluation :**

As with many things in international development, the precise

definition of an M&E system varies between different organisations.

In most cases an M&E system refers to all the indicators, tools and

processes that you will use to measure if a program has been implemented according to

the plan (monitoring) and is having the desired result (evaluation)

Evaluation process will critically examine our management process and will make sure if it's fulfilling the needs of pacing up with the market needs and effieciently collecting the visitor data and feeding it in with a sense of analysing information about a it’s activities, characteristics, and outcomes. Its purpose is to make judgments about the system, give reviews, to improve its effectiveness, and/or to inform programming decisions.

**Technologies used:**

* [Property Management System (PMS)](https://www.cloudbeds.com/?utm_source=google&utm_medium=cpc&utm_campaign=hotel&utm_term=hotel%20management%20system&utm_content=262551612957&gclid=CjwKCAjw-8nbBRBnEiwAqWt1zTijpq0zQqo0NdfpIx1sK8WrwUBTU5ohWi8G3oLwixRPIM9C3BULSxoCs2kQAvD_BwE#feature-01-details)
* [Channel Manager](https://www.cloudbeds.com/?utm_source=google&utm_medium=cpc&utm_campaign=hotel&utm_term=hotel%20management%20system&utm_content=262551612957&gclid=CjwKCAjw-8nbBRBnEiwAqWt1zTijpq0zQqo0NdfpIx1sK8WrwUBTU5ohWi8G3oLwixRPIM9C3BULSxoCs2kQAvD_BwE#feature-02-details)
* [Mobile-Friendly Booking Engine](https://www.cloudbeds.com/?utm_source=google&utm_medium=cpc&utm_campaign=hotel&utm_term=hotel%20management%20system&utm_content=262551612957&gclid=CjwKCAjw-8nbBRBnEiwAqWt1zTijpq0zQqo0NdfpIx1sK8WrwUBTU5ohWi8G3oLwixRPIM9C3BULSxoCs2kQAvD_BwE#feature-03-details)
* [Business Analytics](https://www.cloudbeds.com/?utm_source=google&utm_medium=cpc&utm_campaign=hotel&utm_term=hotel%20management%20system&utm_content=262551612957&gclid=CjwKCAjw-8nbBRBnEiwAqWt1zTijpq0zQqo0NdfpIx1sK8WrwUBTU5ohWi8G3oLwixRPIM9C3BULSxoCs2kQAvD_BwE#feature-04-details)
* [Payment Processing](https://www.cloudbeds.com/?utm_source=google&utm_medium=cpc&utm_campaign=hotel&utm_term=hotel%20management%20system&utm_content=262551612957&gclid=CjwKCAjw-8nbBRBnEiwAqWt1zTijpq0zQqo0NdfpIx1sK8WrwUBTU5ohWi8G3oLwixRPIM9C3BULSxoCs2kQAvD_BwE#feature-05-details)
* [Guest Customer Relationship Management (CRM)](https://www.cloudbeds.com/?utm_source=google&utm_medium=cpc&utm_campaign=hotel&utm_term=hotel%20management%20system&utm_content=262551612957&gclid=CjwKCAjw-8nbBRBnEiwAqWt1zTijpq0zQqo0NdfpIx1sK8WrwUBTU5ohWi8G3oLwixRPIM9C3BULSxoCs2kQAvD_BwE#feature-06-details)

**Methodology used:**

The method being used in developing the hotel management system is the system Development Life Cycle (SDLC) The SDLC process includes project identification and selection, project initiation and planning, analysis, design, implementation and maintenance. The main reason SDLC model is chosen because in SDLC it is possible to complete some activities in one phase in parallel with some activities of another phase. The life cycle can also be interactive that is phase are repeated as required until an acceptable system is found.

**Business aspect:**



Villa Management is a part of the hospitality industry that deals with different range of aspects like front-desk office, catering, house-keeping, laundry and work-force management. Depending on the responsibilities, a trained management professional is designated different managerial positions namely: General Manager, Guest Services Manager, Executive Housekeeper, Director of Sales & Marketing, Director of Food & Beverage, and Director of Events & Catering, Hotel Controller, Director of Engineering, Director of Human Resources, Recreation Manager and Chief of Security.  The typical work activity of a Hotel Manager is to provide, clean, maintained and well-kept rooms to guests that fulfill their accommodation, catering and other hotel services needs. Front-desk office/ reception is related to customer enquiries about the company and its products or services, directing visitors, handling mails, telephone calls and record-keeping. Some other activities may include security control, surveillance and employee verification.

LINK:- <https://www.omicsonline.org/hotel-management-recent-research-articles.php>

**BOOKS REALTED TO THE HOTEL MANAGEMENT:-**

**Without Reservations: How a Family Root Beer Stand Grew into a Global Hotel Company**Written by J.W. “Bill” Marriott, Jr

This is a specific example of a how a business can grow from something small to become a global leader in the industry.

## Be our Guest: Perfecting the Art of Customer Service Written by The Disney Institute and Theodore Kinni

Hoteliers can never have enough tricks up their sleeve when it comes to understanding and pleasing their guests.

LINK:- <https://www.siteminder.com/r/trends-advice/hotel-management/10-books-hotel-manager-read/>

**Technical point of view:-**

* + The important point to be highlighted in a software should be a hotel reservation system.
* Hotel Reservation System accessed by processing secure online reservations made over a hotel’s website.
* The information is then passed onto a backend system, which can be used by hotels to monitor bookings.

Reason that why it is important aspect of a hotel management system is :

* It makes efficiency better as a business.
* It decreases probability of disorganizing reservations.

**TOOLS AND TECHNIQUES FOR HOTEL MANAGEMENT SOFTWARE:**

Finding the right software to run operations such as automated check-ins and concierge services is a big key to hotel efficiency. Luckily, many tools create seamless data sharing between machines and people, and open up a lot of opportunities when it comes to managing your business. Below you’ll find ten top hotel management software tools that are revolutionizing how hotels operate.

From overnight stays to vacation planning, hotel customers rely on up-to-date information from a hotel's reservation system. Customers must know what types of rooms are available, the rates for those rooms and the available amenities. Software displays the same data as their websites. Any conflicts between the internal and external systems can cause confusion for hotel personnel and dissatisfaction for the prospective guest.

* Hotel management Software provides hotel reservation services, front desk operations, inventory management, resource distribution, sales,  Housekeeping management and Profile management
* Rate management to maximize revenue through [seasonal rates](https://blog.capterra.com/ways-to-make-standout-spring-break-hotel/)
* Mobile application to receive reports on smartphone/tablet
* Personalized guest, company, and travel agent profiles that can be exported into [marketing](https://blog.capterra.com/independent-hotel-marketing-how-to-dominate-online-in-2016/) campaigns
* Data encryption on secure servers, and the ability to restrict user privileges
* Multi device booking engine
* Hotel management Software Can be hosted on the cloud or installed on Windows, iOS devices, and SaaS platforms
* Many hotel management software also incorporates multi-currency support which is an important aspect often overlooked in competing companies.
* It can be Integrated mobile housekeeping app
* Single click” access to archived night audit reports
* City ledger and direct billing.
* PCI-compliant payment provider and information sharing capabilities across multiple platforms.

**References:**

[Guest Tracker: Reservation Software for Hotels, Motels, B&B's, and Resorts](http://guesttracker.com/index.html)

Article by [*Dan Taylor*](https://blog.capterra.com/author/dtaylor/)*in*[*Hospitality Property Management*](https://blog.capterra.com/articles/hotel-management/hospitality-property-management/)

**IMPORTANT NAMES IN THE FIELD, RESEARCH TEAMS**

There are numerous villas, managing their workforce and business online.

Most distinguished among them are **airbnb.com, expedia.com, booking.com**

Cloudtechnology is now the dominant force in online distribution. Not only does it help villas generate more bookings, but it can improve almost every aspect of running a successful hotel business.

Given its flexibility and adaptability, more hotels should be assessing the available villa technology if they want to boost their business revenue.