**KINGFISHER HOTEL MANAGEMENT SYSTEM**

Kingfisher Beach Resort, Yala

**PURPOSE OF THE DOCUMENT:**

The Project Charter will serve as an internal document that captures high level planning information (scope, deliverables, assumptions, etc.) about the Project. The Project Manager creates the Project Charter in the Initiation Phase of the Project, in consultation with the Business Manager. Its purpose is to recognize the existence of the project and to begin the planning process required to accomplish the Project goals. It is not intended to be shared with the customer as a formal contract or legal document. The Project Charter is an input to the Definition Phase of the Project where much of the information contained herein forms the basis for detailed project planning.

Kingfisher Beach Resort in Yala needs a modern hotel management system to improve daily operations. The resort struggles with managing room bookings, customer records, payments, inventory, and employee schedules due to outdated or manual processes. These inefficiencies lead to overbookings and lower customer satisfaction. A new system will streamline operations, enhance the guest experience, and enable real-time resource management.

**Version 1.0**

**February 11, 2025**

**Prepared by: Redliners**

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|  | **Member Name** | **Registration Number** |
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PROJECT CHARTER

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| **Project Name:** Kingfisher Hotel Management System | **Client:** Kingfisher Beach Resort, Yala |
| **Date:** February 11, 2025 | **Revision Number:** 1.0 |

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| **1. PROJECT PROBLEM / PROJECT GOALS** |
| Kingfisher Beach Resort is upgrading its management system to eliminate inefficiencies caused by outdated processes. The new system will improve overall operations by:   * Automating room reservations, cancellations, and tracking availability. * Managing customer data more effectively to enhance service quality. * Simplifying payment processing and financial transactions. * Optimizing inventory management for hotel supplies and amenities. * Streamlining employee scheduling and workload distribution. * Providing detailed reports to support better decision-making.   With these improvements, the resort aims to boost efficiency, minimize errors, and create a smoother, more enjoyable experience for guests. |
| **2. DELIVERABLES** |
| The new system for Kingfisher Beach Resort will focus on improving key areas of hotel management:   * **Core Business Operations:** Streamlining room reservations, guest check-ins and check-outs, and secure payment processing. * **Database Management:** Creating a well-structured system to store and manage customer details, booking records, and room availability efficiently. * **Report Generation:** Generating detailed reports on bookings, inventory, revenue, and customer data to support informed decision-making. * **User Interface Development:** Designing a user-friendly interface, ensuring a seamless and intuitive experience. |
| **3. SCOPE DEFINITION** |
| **In Scope:**   * Internal reservation management for staff to handle bookings. * Updates on room availability. * Secure payment processing. * Admin dashboards for managing reservations and customer records. * Automated email notifications for clients and customers. * Reports to track inventory, revenue, and booking trends.   **Out of Scope:**   * Analytics and report generation. * Integrations with external systems.  |  |  |  | | --- | --- | --- | | **Name** | **Main function** | **Sub function** | | A.A. Rifath | Inventory management | Add, remove, update & view inventory stocks. Generate report for inventory.  Send email to client. | | H.G.S. Sanchitha | Reservations & payments management | Send email to client when the reservation complete. Generating business reports Add, remove, update & view. | | M.M.N.S. Bandara | Customer management. | Add, remove, update & view customers. Generate customer reports. | | E.T. Rusiru | Event & Conference management. | Add, remove, update & view events. Generate reports regarding events. | | H.K. Dilanjan | Employee management. | Add, remove, update & view employees. Assign tasks to employees. Generate employee duty report. | | P.M.C.R. Bandara | Booking management | Add, remove, update & view available rooms. Book rooms. Generate reports regarding bookings. | |
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| **4. PROJECT MILESTONES** | | | | |
| * + **Week 1-2** - Requirement gathering & database design   + **Week 3-4 -** UI development   + **Week 5-6 -** Backend code development   + **Week 7 -** Testing & debugging   + **Week 8 -** Deployment & client review | | | | |
| **5. ASSUMPTIONS, CONSTRAINTS & DEPENDENCIES** | | | | |
| **Assumptions:**   * Hotel staff will supply the necessary operational data and requirements. * The system will be designed with user-friendly interface to accommodate staff. * Customer bookings will be recorded via the system by the staff.   **Constraints:**   * Development must be completed within 8 weeks. * Budget limitations might restrict third-party integrations.   **Dependencies:**   * Access to hotel data for seamless integration. * API integration for payment processing and email notifications. | | | | |
| **6. RELATED DOCUMENTS** | | | | |
| Business Requirements Document, Functional Specification Document. | | | | |
| **7. PROJECT ORGANIZATIONAL STRUCTURE** | | | | |
| Identify the key stakeholders and team members by function, name and role. | | | | |
| **Name** | | **Function** | **Role** | |
| A.A. Rifath | | Inventory management | Project Manager | |
| H.G.S. Sanchitha | | Reservations & Payments management | Client Coordinator | |
| M.M.N.S. Bandara | | Customer management. | Technical Writer | |
| E.T. Rusiru | | Event & Conference management. | Quality Assurance | |
| H.K. Dilanjan | | Employee management. | UI/UX Designer | |
| P.M.C.R. Bandara | | Booking management | Business Analyst | |
| **8. PROJECT AUTHORIZATION** | | | | |
| Approved by: | Supervisor: | | | Date: |
| Approved by: | Client: | | | Date: |