Smart Hotels Gate (SHG)

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Introduction

There is no doubt that the impact of technology in our lives has greatly made it important to many things and to complete some operations that in the past required some effort, for example when you want to search for accommodation and travel. The tourism sector, of which hotels are a major part is of great importance in tourism and travel and adds a distinct customer experience. Satisfying guests is an essential and inseparable part of the tourism sector, but we noticed several problems in the field of hotel hospitality, including the problem of many difficult entry procedures to confirm the reservation in the hotel, as it leads to wasting guests time and effort, especially since guests often come to the hotel after travel and need rest. Hence, the idea of the project called "Smart Hotel Gate" (SHG) for hotel reservations came out which proposes creating a site that provides customers with the most important hotels around the world. SHG is an online reservation system that allows guests to make secure reservations online through the site. It provides important features that will facilitate procedures for entry (check-in) and exit (check-out) from the hotel by making them quick technical procedures. It aims to make it easier for guests to book different types of rooms, and the guest receives an electronic key to his room in the hotel, facilitating entry and exit procedures, and many other services that help guests enjoy a better experience in the hotels.
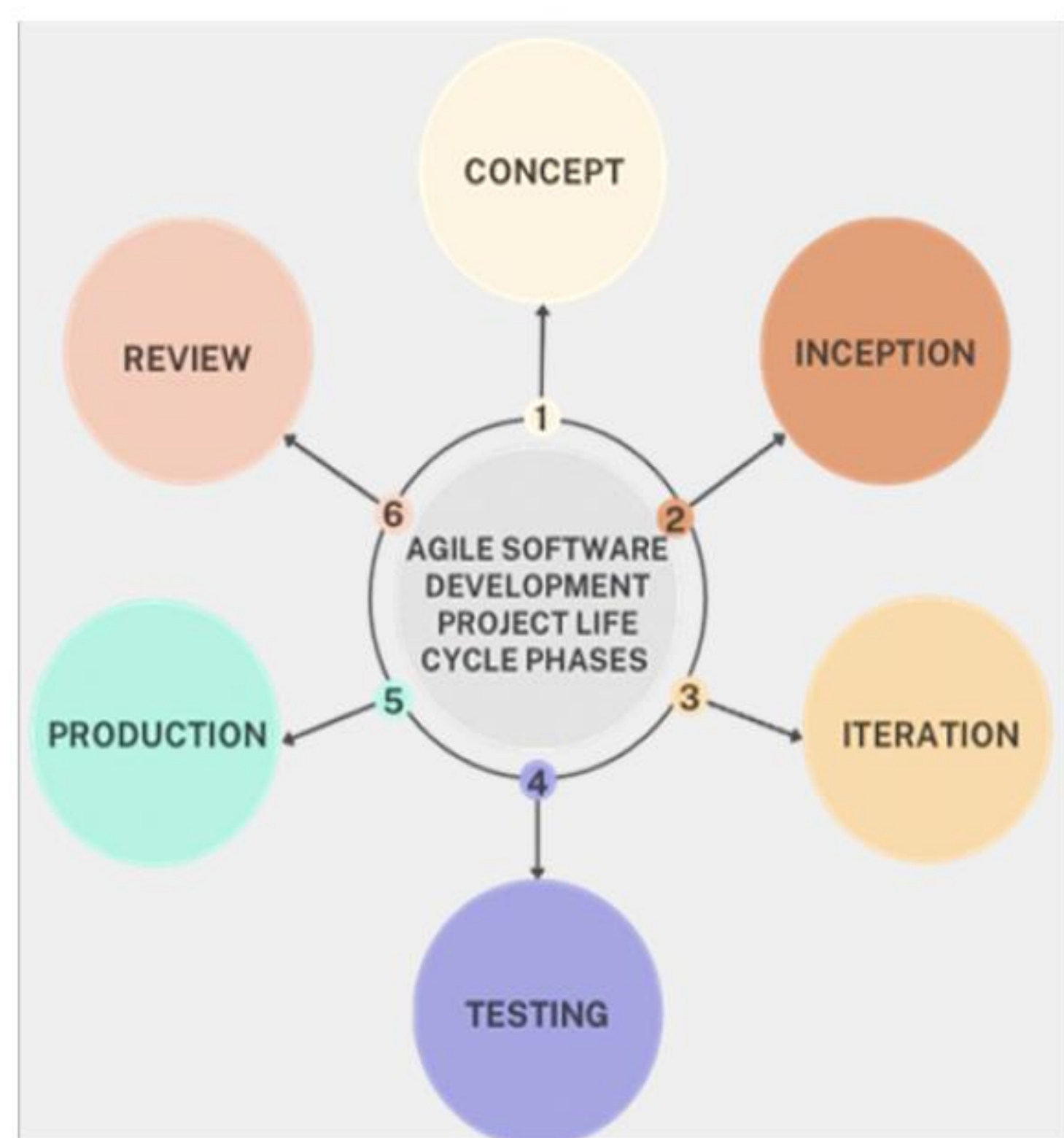
Objectives

In this project, we aim to achieve hotel guest satisfaction and facilitate the reservation process. Therefore, our main objectives can be summarized as follows:

- To provide as many as possible choices of hotels for the customers to choose from on the site.
- To achieve maximum customer satisfaction and facilitate the reservation process like the ability to modify or cancel reservations easily on the website.
- To increase the profits of hotels shared with the smart hotel gate site .
- To Save time and effort for hotel guests by facilitating the reservation process when entering the hotel and going directly to the room.
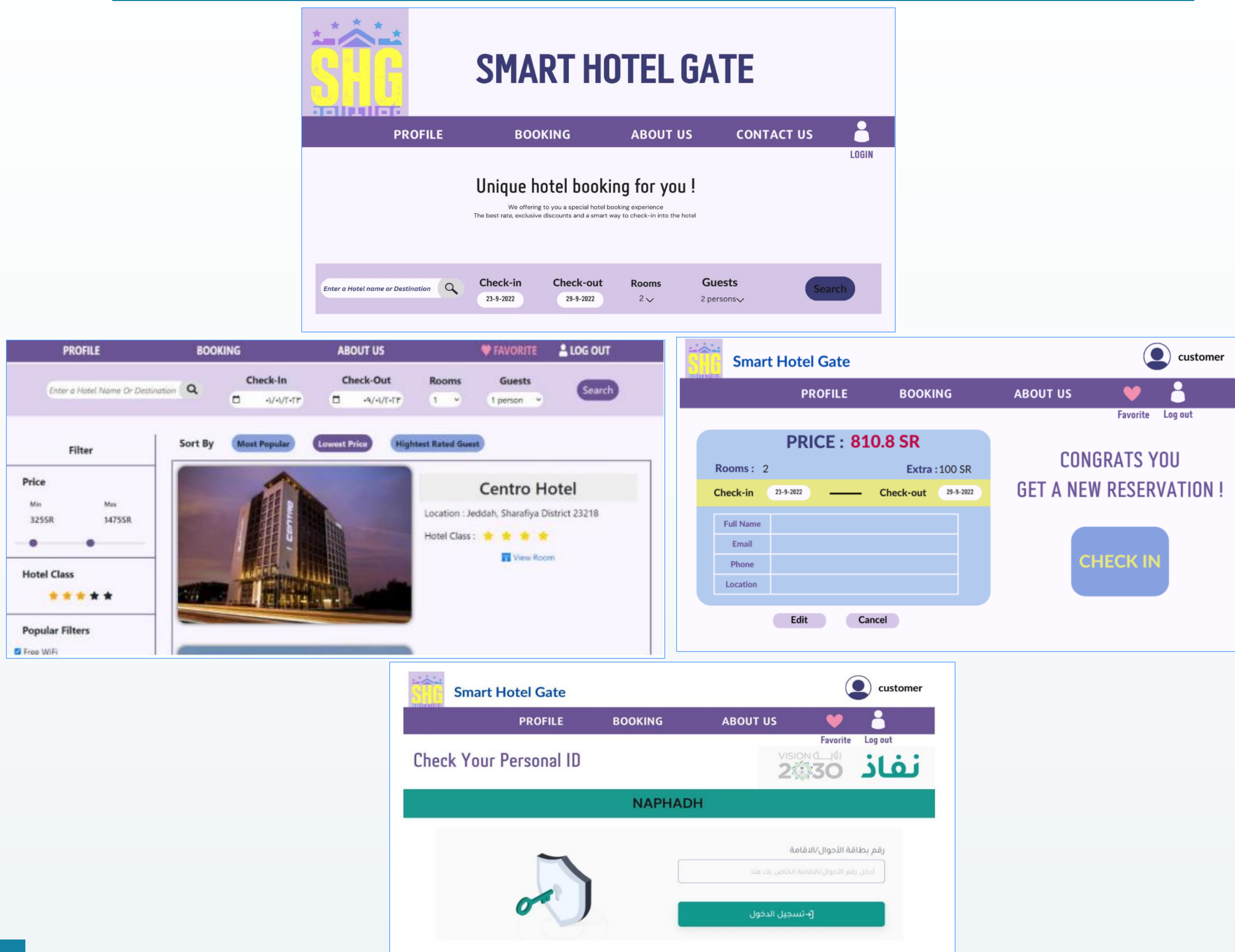
Methodology

We followed the Agile software development methodology because it is an iterative process that ensures continuous improvement at every stage, and the team members cooperate continuously and dynamically with the stakeholders.

The Agile Methodology

Results

Conclusion

Guest hospitality has attracted our attention as a team that seeks to develop and introduce technology to some areas of life. We noticed that the hotel field lacks some facilities for guests and the most important of these matters is the process of checking in and checking out from every hotel. we have proposed a technical solution that is fast and safe, facilitating and speeding up the reservation process and the entry and exit procedures for the customer. SHG is a website that provides reservations for various hotels in one website and provides many advantages, the most important of which is facilitating the booking process and entry and exit procedures for the customer. In this way, we were able to activate the technology to solve a problem faced by many and achieve customer satisfaction by allowing them to enjoy their stay and make the procedure comfortable and easy for them.

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