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## **Chapter 1. Project Charter**

### **1.1. Project Background**

Hotel and Restaurant Management System is an enterprise information system designed and can be modified for the needs of Hotel and Restaurant establishment or any similar business nature. This software helps the front desk officer up to managerial position to operate and manage day-to-day business transaction including reservation, guest check-in and check-out, payment, purchasing, room facilities, housekeeping, payroll and accounting.

Core Transaction Two of current Hotel and Restaurant Management System contains sub modules for business operation including Front office, Billing, Housekeeping and Laundry management, Room Facilities and Supplier Management.

The Billing module of Hotel and Restaurant Management System processes the billing procedure of the hotel for the guest's portfolio. It can support bills regarding even to an aggregated guest consumed products and services within the whole vicinity of the company. It support common terms of payment like cash, card and sent payment via cheque. This billing system is composed of conjunctive manual and electronic procedure to reduce the work load of designated officers.

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## **1.2. Problem description**

- Current billing system is not flexible for future discount, promotion and any other price adjustment.
- Reservation via internet should have to input in a separate offline system manually by front desk personnel, a dense work load for front desk personnel in case of batch reservations.
- Billing in guest portfolios are sometimes not updated due to manual recording of requested paid amenities.
- Restaurant and Hotel works on a separate offline systems.
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## **1.3. Goals**

The executive sponsor take advantage the use of a company-wide billing system that is flexible for promotions and future price adjustment, securely receive an email update for room reservation via online and provide an updated portfolio upon guests check-out in respect to clients' precious time.

## **1.4. Objective**

- To create a billing system that is flexible for future discount, promotions and any price adjustment.
- To make a secured billing system that receives an email update direct from online reservation.
- To reduced manual recording of requested paid amenities.
- To create a billing system that works on Hotel and Restaurant as a whole wide company billing system.
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### 1.5. Deliverables (table)

- Adsf
- Asdf
- Asdf
- Asdf
- asdf

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## 1.6. Benefits

- Front desk personnel can
- Asdf
- Asdf
- Asdf
- sdf

## 1.7. Stakeholders and Clients

Stakeholders	Description
Executive Sponsors	This refers to the Hotel and Restaurant company the requested the system for their business needs.
Major Sponsors	These are to the company's department which are the major source of business process ideas and responsible for holding, storing, transferring and processing of data.
Project Manager	
Members	
Adviser	

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## 1.8. Out of scope

- The billing system does not support cheque payment for personal stay in the hotel, only those sent payment or payment charged to company.
- The billing system does not support payments via any forms of crypto money.

## 1.9. Approach and Methodology

Structured analysis SDLC asdf asdf asdf asdf asdfasdfsadf asdfasdfadsf asdfadsf. Asdfadsf asdfadf asdfadsf asdfsdf asdf adsf adf asdfasdf as. Asdf asdf asdf asdfadsfadsf asdfadsfadsf.

- **Planning**

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- **Analysis**

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- **Design**

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- **Implementation**

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- **Maintenance**

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### 1.10. Project Timeline

Activity	Start	Finish	Duration
Initiation			
Planning			
Execution <ul style="list-style-type: none"><li>• Designing</li><li>• Coding</li></ul>			
Monitoring <ul style="list-style-type: none"><li>• Testing</li><li>• Debugging</li><li>• Redesigning</li></ul>			
Close-out			

### 1.11. Success Criteria

- The front desk office should able to
- Asdf
- Adf
- Adf
- af

### 1.12. Risk Management Plan

Risk Factor	Probability	Impact	Risk Management Plan
User Risk	High	High	<ul style="list-style-type: none"><li>• Provide input mask in every field and use a high level validation for users input.</li><li>• Provide and easy to understand tooltip and user manual.</li></ul>
Technical Risk	High	High	
Financial Risk	High	High	<ul style="list-style-type: none"><li>• Plan ahead the anticipated costs.</li><li>• Allot at least 10% of total budget for unexpected cost that may arise.</li></ul>
Natural Calamity Risk	Low	Low	

### 1.13. Technical Features

	Description
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Recommended	
• sadfads	Adf
• asdfdsf	asdf
• asdfasd	asd
Minimum	
• sadfd	asdfasd
• asdfasd	asdfafd

#### 1.14. Project Organization and Staffing

Role	Name	Responsibilities
Project Manager	Dela torre, Nelson	<ul style="list-style-type: none"> <li>• The person who manage and observed the development of the whole project.</li> <li>• Report to and receive direction from sponsors</li> <li>• Manage, review, and prioritize project work plans</li> <li>• Provide status reports</li> <li>• Manage project team</li> <li>• Recommend changes, escalate issues, and mitigate risks</li> </ul>
Business Analyst	Raagas, Chelsy Taña, Marvin	<ul style="list-style-type: none"> <li>• Assigned to create and check documents which must suit to client and business needs.</li> <li>• The person who know all the business process related to the project.</li> </ul>
Lead Programmer	Apelido, Joshua Ryan	<ul style="list-style-type: none"> <li>• Responsible for technical issues; including coding, security of the data and whole logic implementation.</li> </ul>
Document Specialist	Sacnahon, Arkee	<ul style="list-style-type: none"> <li>• Responsible for technical documentation of the project. In correct format, grammar, term in related to the business.</li> </ul>
System Analyst	Nimo, Maica	<ul style="list-style-type: none"> <li>• Responsible for analysing and making decision related to execution of project ideas and logic.</li> </ul>

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### 1.15. Project budget

One time cost		
On-going cost	Miscellaneous	
Total		

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## **Chapter 2. Foreign and local studies**

### **2.1. Foreign Studies**

- Asdf
- Asdf
- Adf
- Adf
- adf

### **2.2. Local Studies**

- Asdf
- Asdf
- Asdf
- Adf
- asdf

### **2.3. Comparative Analysis Matrix (table)**

### **2.4. Synthesis**

## **Chapter 3. Project Management**

### **3.1. Dataflow Diagram**

#### **3.1.1. As is**

#### **3.1.2. To be**

### **3.2. Business Process Diagram**

#### **3.2.1. As is**

#### **3.2.2. To be**

### **3.3. Work Break down Status**

### **3.4. Use Case Diagram**

### **3.5. Test Scenario (table)**

#### **3.5.1. Black box test**

#### **3.5.2. White box test**

### **3.6. Screen shots**

## **Chapter 4. Test Results (table)**

## **Chapter 5. Conclusion and Recommendations**