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**BESTLINK COLLEGE OF THE PHILIPPINES**

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**COLLEGE OF COMPUTER STUDIES**

**Core Transaction 2 (Hotel and Restaurant Management)**

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**Chapter 1 Project Charter**

**1.0 Project Background**

The **Hotel and Restaurant Management** will introduce different sectors in the hospitality industry, such as culinary, front office, tourism, resort and hotel operations. In 1995, Hotel and Restaurant management program in University of Cebu, Lapu-lapu and Mandaue Campus less than a hundred students and only one faculty. They were using the manual system of viewing the stored items by just asking the workmen who is designated in that position. By doing this project it would make their manual system into a computerized system. It will make their system easily to access and perform their task more efficient with timely and accurate.

The **Core transaction 2** is concerned with all those activities of the company’s market strategies, the contract processes and procedures that the companies may implemented it also concerned to the effective use of the companies resources when they are needed, and also for consulting and monitoring all the activities of the company and last our system also include the hiring of the employee, of course not just a simple but a highly trained and responsible employee’s.

**Suppliers Management**

Supply management, also called procurement, describes the methods and processes of modern corporate or institutional [buying](https://en.wikipedia.org/wiki/Buying). This may be for the purchasing of supplies for internal use referred to as indirect goods and services, purchasing raw materials for the consumption during the [manufacturing](https://en.wikipedia.org/wiki/Manufacturing) process, or for the purchasing of goods for [inventory](https://en.wikipedia.org/wiki/Inventory) to be resold as [products](https://en.wikipedia.org/wiki/Product_(business)) in the [distribution](https://en.wikipedia.org/wiki/Distribution_(business)) and [retail](https://en.wikipedia.org/wiki/Retail) process. A broad term describing the various acts of identifying, acquiring and managing the products and/or resources needed to run a business or other organization. These include physical goods as well as information, services and any other resources needed.

**1.1 PROBLEM DESCRIPTION**

The team encountered several problems from the stakeholders upon conducting interview and some test on their existing system, these are the problems that the team observed:

**Suppliers Management**

* **Poor communication with suppliers**

By having communication lines open and sharing clear expectations of service levels and performance standards, buyers can standard collaboration with suppliers and prevent business disruptions.

* **Consistency of Supply**

To achieve a consistent supply of the right products at the right price, it’s vital to know which products have been ordered, when they are going to arrive and what the cost of ownership is.

* **Lacking Synchronization**

Many procurement professionals do not understand the critical question that need to be addressed to bring suppliers into balance with supply chain needs.

* **Damaged Goods**

Impulse buying, making emotional decisions based on the preference of suppliers and literally phoning in an order are often the most common causes of procurement errors, especially if the company is a rapidly growing start up. When a company launches, decision-makers usually want to ensure everything is ordered and in place all at once.

* **Inflexible Suppliers**

Many procurement decisions correlate to a company’s risk management strategy. The lower the costs, the better they’re reflected on the bottom line. Suppliers who recognize that accommodate a company’s needs to maximize their performance.

**1.2 GOALS**

* To create a system that keeps track of the client who plan on having a vacation and reserving a room in the hotel.
* To maximize the market of customer reservation request.
* To give information about establishment’s location and how to get there.
* To provide customer with information about the hotel and facilities.
* To provide hassle-free way of payment and contacting the hotel.

**1.3 OBJECTIVES**

**Fast transaction and flexible process**

Has a comprehensive data manipulation on front desk. To develop a system that sill improved minimize the transaction.

**Auto computation fees**

That has auto computations of fees of current guest or the due time.

**Availability to view the room status**

System that has flexible to view the location of a room by viewing of room availability.

**Flexibility to retrieving files**

Front desk has a flexible to retrieving files and locate them to the database.

**Comprehensive and secured data**

Comprehensive and secured front desk log in system.

**1.4 DELIVERABLES**

**Suppliers Management**

|  |  |
| --- | --- |
| Deliverables | Description |
| Stakeholders Management | Is a critical component to the successful delivery of any project, program or activity. |
| Supplier’s Profile | Is a type of definition that summarizes the important characteristics of the business and helps to identify areas for improvement. |
| Products Information | A good, idea, method, information, object or service created as a result of a process and serves a need or satisfies a want. |

**1.5 BENEFITS**

* **Company**

Nowadays with the wide use of technology, many hotels use a computerized system transaction. First it helps the hotel management by their issues and problem in reservation package. It will provide maintaining the reservation record and produce reservation reports. That the advantages of using computerized reservation system. Especially the system has the reliable transaction.

* + To have a computerized system for the front office that manipulates data and to match room request by simple viewing of exact room status
  + Fast and comprehensive system that communicate to other subsystem.
* **User**

The user easier to match a room request with a room availability and and also to check the check in and out of the customer during or he/she check in to the hotel and also to know the vacant room for reservation in single transaction, guest or group.

* **Occasion**

Less consuming of the time of the user and good for the client company

* **Customer**

Hotel Customer will also benefit from it, for the reliable transaction and less consuming of time for reservation a room request.

**1.6 Stakeholders & clients**

**The company**

The proponent conducted interview to the hotel manager. To gathered information about

Process of hotel front desk system. The proponents get the opportunities to get important

Information to the issues about the current flow transaction.

**The Team FORS (front office reservation system)**

The proponent got involved in gathering data or collecting information to the hotel

Administrator. To help us for the success or the outcome of the proposed system.

**The Professors**

They are involve in this project for teaching and helping us to analyze the problem by

Providing information for the projects.

**The Client and Customer**

They got involved by giving information and helping to know the issues about the front

Desk transaction.

**1.7 Out of Scope**

The following below are related in reservation system but did not manage this part of reservation

System. Hotel reservation system create and designed to manage and identify the room availability

Made directly to the customers.

**Billing-** The proposed system did not produce and did not handle the invoice of the guest.

**Facilities-** The proposed system did not produce to add a new room and to change the room status for

The availability of each rooms.

**1.8 APPROACH AND METHODOLOGY**

The proponents used waterfall model because it is consistent with other engineering process models and documentation is produced at each phase.

Requirements Gathering

System Analysis

Coding

Testing

Implementation

Operations & Maintenance

**WATERFALL MODEL**

Figure No. 1.8 Illustrate the Waterfall Model of Software Development Life Cycle

**STRUCTURE ANALYSIS**

* + Requirement Gathering- This is the first step where the user initiates the request for a desired software product. The user contacts the service provider and tries to negotiate the terms, submits the request to the service providing organization in writing.
  + System Analysis- This step onwards the software development team works to carry on the project. The team holds discussions with various stakeholders from problem domain and tries to bring out as much information as possible on their requirements. The requirements are contemplated and segregated into user requirements, system requirements and functional requirements.
  + Coding-This step is also known as programming phase. The implementation of software design starts in terms of writing program code in the suitable programming language and developing error-free executable programs efficiently.
  + Testing- An estimate says that 50% of whole software development process should be tested. Errors may ruin the software from critical level to its own removal. Software testing is done while coding by the developers and through testing is conducted by testing experts at various levels of code such as module testing, program testing, product testing, in-house testing, and testing the product at user’s end. Early discovery of errors and their remedy is the key to reliable software.
  + Implementation- This means installing the software on user machines at times, software needs post-installation configurations at user end. Software is tested for portability and adaptability and integration related issues are solved during the implementation.
  + Operations and Maintenance- This phase confirms the software operation in terms of more efficiency and less errors. If required, the users are trained on, or aided with the documentation on how to operate the software and how to keep the software operational. The software is maintained timely by updated the code according to the changes taking place in user end environment or technology. This phase may face challenges from hidden bugs and real world unidentified problems.

**1.9 Project Timeline**

**1.10 Success Criteria**

* Security of all confidential files and records of the hotel customers. The Front office will have a login form on which unauthorized users cannot be accessed the system aside from the front office department which is the main user of the system.
* Database for incrementing number of customers that stored to the My Sql.
* Gaining and adaptation of innovative ideas on using technologies and ideas on how to use applications like the proposed system.
* Easier to find the free room for the client
* Comprehensive user interface for the user of the system, easier to identify the function of the icons.

**1.11 Risk Management Plan**

* + 1. **RISK MANAGEMENT**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **RISK FACTOR** | **PROBABILITY**  **(H-M-L)** | | **IMPACT**  **(H-M-L)** | **RISK MANAGEMENT ACTION** |
| Financial risk | H | H | | Financial budget are needed to procure and support the requirements of the developing system. The proponents needs the following cost. This is the main problem that will encounter. Having a plan for the budget to avoid shortage of money. |
| Strategy risk | H | M | | The strategy risk by the individual of the team will affect the system. Some members did not giving his/her suggestion the system and documentation will not good exportation. Research to know the needed changes. |
| Operational Risk | H | M | | Lack of laptop, the team rent to computer shops to across the problem and make the document. |
| Business Impact | H | M | | This risk can affect the system and whole company. This part is the main problem that will manipulate by the group and make necessary out to the business process of the client. By their satisfaction. |
| Technical Risk | M | M | | Having black-outs or power interruptions accident can affects the whole productivity. The way is to having a power to make a small generator that gives a small amount of energy. |

* 1. **Technical Features**

**1.12.1 RECOMMENDED SYSTEM REQUIREMENTS**

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| --- | --- |
| **Hardware Requirements** | **Specification** |
| RAM | 2 GB |
| Hard Disk | 32 GB HDD Free Space |
| Processor | Intel® Atom ™ x5-z8300 CPU@ 1.44GHz 1.44GHz |
| **Software Requirements** | **Specification** |
| Operating System | Windows 10 Home |
| Screen Resolution | 1366x768 |
| Front End | Java Netbeans |
| Back End | MySQL |

* + 1. **MINIMUM SYSTEM REQUIREMENTS**

|  |  |
| --- | --- |
| **Hardware** | **Specification** |
| RAM | 2 GB |
| Hard Disk | 32 GB HDD Free Space |
| Processor | Intel® Atom ™ x5-z8300 CPU@ 1.44GHz 1.44GHz |
| **Software** |  |
| Operating System | Windows 10 Home |
| Application | Java Netbeans |

* 1. **Project Organization & staffing (table)**

|  |  |  |
| --- | --- | --- |
| **ROLE** | **NAMES AND CONTACT INFORMATION** | **DESCRIPTION** |
| Project Manager | Dela torre, Nelson | Serve as the lead that has responsibility of leading the team. Manage, review, and prioritize project work plans. Manage project team. Provide status report. |
| Business Analyst | Tanya, Marvin H. | Analysing the business rules as well as the problems to be encountered. Maintain and control over important business concerns. |
| Systems Analyst | Nimo, Viniamaica C.  09298258031  #17 Kabutihan St. Kalayaan B. Batasan Hills Q.c | Develops solutions by preparing and evaluating alternative work flow solution |
| Lead Programmer | Apellido, Joshua | Designing the program features and the physical part and codling’s of the program |
| Document Specialist | Sacnahon, Arkee | Providing written and printed reports. In-charged in filing and editing data’s |

**1.14 Project Budget**