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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.

**Front office** The Proponent proposed a system that manipulates data for reservation. Prior computerized system, the main function of the system is to identify the basic room availability. The wide used of technology, the reservation system program helps the user to match a room request by room availability. It is now possible to reserve or check in a room by room type, room rate and reserve room by individual or group reservation, to accommodate all possible request of the client in front office. The front office has availability to match request room from online information it is now possible to communicate came from the outside of the hotel. The front desk focus on the walk in accommodation and to confirm the available room to the room request by the guest of the hotel. The front desk is the main information regarding to the hotel history, about, and room type specially the room description.

**The Billing** module of Hotel and Restaurant Management System processes the billing procedure of the hotel for the guest’s portfolio. It handle time and billing tracking as well as invoicing customers for services and products. 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 hotel billing procedure to reduce the work load of designated officers.

**Suppliers Management** It 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.

**Housekeeping and Laundry Management**. Housekeeping functionality is only one and that is housekeeping. What it does is it shows the arrivals, departures, the duration of the stay and the number of person in room. This allows arrivals to be assigned to cleaned rooms and the housekeeping team to be assigned to cleaned rooms and the housekeeping team to be assigned to departures. The Laundry manager need to report to the Executive Housekeeper. The laundry department need to manage the linen supply. The linen supply include the towels such as face towel, hand towel and bath mat, bed linen pillow case and bed sheet, bathrobe and F&B linen such as table cloth, place mat and napkins, also provide guest laundry service, normally included wet cleaning, dry cleaning and pressing. It is responsible in taking good care of the staff uniform and have good inventory control.The laundry system will help to facilitate monitoring. The system's content is request, guest name, room, assign, arrival date, departure date, status.

**1.1 PROBLEM DESCRIPTION**

Most of hotel they used a traditional process, either the manual process that has problem during the reservation process and their suffered in risk and disadvantages of the manual process.

To improve the current process, the client and the team developed a merged their knowledge to defined

**Front Office**

* **Slow transaction process**

When the guests check in in hotel, the hotel clerk needs to check the room availability in manual process. They to the house keeping what the room are vacant for this day. By that the housekeeping need to check the room because they don’t have a list of rooms that are vacant or not. So they are wasting the time by that process.

* **Computation of fees**

The manual process of filling of computation of fees is susceptible to compute the exactly fees of the guest.

* **Difficulty in finding the availability of rooms**

Since the hotel utilizes log book, it would be a burden for the front office staff to locate the available rooms.

* **Difficulty in searching and retrieve files**

This problem arises if circumstances needs to locate file. Logbooks are not arrange in specific manner thus creating difficulties on retrieving files.

* **Low Security**

The manual process of files keeping is susceptible for intrusion, thus with the current system security is factor to consider for file security.

**The Billing**

* Outdated promotions and price adjustment due to unintegrated Accounting and Billing modules.
* Outdated sales report due to manual input of room reservation from online transaction to separate offline system. Time consuming for front desk personnel.
* Billing in guest portfolios are sometimes not updated due to manual recording of requested paid amenities.
* Restaurant and Hotel works on a separate offline billing systems.

**Housekeeping and Laundry Management**

• **Only Radio**  
The Vieve Hotel doesn’t have software application for the housekeeping. They only use radio for the communication to front desk for the monitoring of the rooms.   
 • **Incomplete monitoring**  
 Since the Vieve Hotel does not have software application for the housekeeping they are unable to monitor status of the room as well as the lost and found.  
 • **Laundry monitoring** The current software doesn’t monitor the laundry which is supposedly the partner of the housekeeping. Not having a monitor to laundry will make quite hard to know if the laundries are done or not from the laundry management. The housekeeper needs to visit the laundry service.

• **No schedule for return**

There is no schedule for return of laundry

• **Laundry Problem**

There are times when the equipment is not properly cleaned

**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**

**Front office**

* **Fast transaction and flexible process**

Has a comprehensive data manipulation on front desk. To developed system that will improve minimize the transaction.

* **Auto computation of fees**

That has auto computation of fees of current guest of the due time

* **Availability to view the room status**

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

* **Flexibility to retrieve files**

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

* **Comprehensive and secured data**

Comprehensive and secured front desk log in system.

**The Billing**

* 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.

**Housekeeping and Laundry Management**

• **Software application** Simply make a software application since the Vieve Hotel does not have one for the housekeeping  
• **Complete monitoring** Monitor the room status and add another sub module which is lost and found. In Room status, the front desk will be able to know if the room is clean, dirty, repairing or out order and in lost and found if the housekeeper found a lost item from the room, the housekeeper may bring it to the front desk and the front desk will record the name of the item and the number of the room where it was found.  
• **Monitor’s the laundry**  
 Even though it’s just a simple additional column, but

it’s worth for housekeeper, it notifies the housekeeper through their device if the laundry they are duties is done or not. This feature only applicable for housekeepers that own a android or ios device. If housekeeper don’t have a device, then they don’t have any choice but to actual visit the laundry.

• **Having schedule**

The system has a arrival date and departure date to improve the laundry management process.

• **Report**

Housekeeping management may advise the problem to be directed to laundry management.

**Supplier Management**

**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**

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**Comprehensive and secured data**

Comprehensive and secured front desk log in system.

**1.4 DELIVERABLES**

**Front Office**

Objective 1: System Setup

|  |  |
| --- | --- |
| **Project Deliverables** | **Work Products/Description** |
| System Setup | This is the first button at the top of the system, which contain the menu icons such as Registration, update and Logout. |
| Registration | This the menu icon which the customer will register first. |
| Update | The button that you can update or edit the customer information. |
| Log out | This button can exit or log out the system. |

Objective 2: Transaction

|  |  |
| --- | --- |
| **Project Deliverables** | **Work Products/Description** |
| Transaction | This is a part of the system that you will see all transaction that happen during the reservation of the guest. |
| Member reservation | Get the guest information, special request and others services before the guest check in the hotel |
| Guest Reserved | Same process of check-in, Get the guest information and other request the reserved. |

Objective 3: Utility

|  |  |
| --- | --- |
| **Project Deliverables** | **Work Products/Description** |
| Utility | This contain the help options, about and system configuration. |
| Help | This button that you can help how to manipulate the system. |
| About | This contain all the information about the system and the hotel. |

Objective 3: Rooms

|  |  |
| --- | --- |
| **Project Deliverables** | **Work Products/Description** |
| Rooms | This is part that you can see all rooms’ status, types, availability, reserved room and occupied rooms. |

Objective 5: Report

|  |  |
| --- | --- |
| **Project Deliverables** | **Work Products/Description** |
| Report | Contains the reservation reports daily, monthly, and annual reports and other chart of businesses. |
| Arrival List | All report of arrival guest in the hotel |
| Departure List | All report of guest that depart in hotel |
| Analytical | It contain a graphical report. |

**The Billing**

**Deliverables (table)**

|  |  |
| --- | --- |
| Deliverable | Description |
| Updated promotions and pricing. | The accounting and billing system is integrated so the front desk officer can now view current promotions and pricing. |
| Updated sales reports with data from online reservation. | This can be achieve by adding email receiving features to the system. This reduce the manual input of reservation. |
| Updated guest portfolio with data from consumed products and services of guests. | The billing system include the products and services price offered by the hotel so the front desk can add the requested amenities by the guest directly to SOA of the guests. |
| One company wide billing system for hotel and restaurant. | Billing system that support both hotel and restaurant business needs like sales report, forecasting, payment and discounts. |

**Housekeeping and Laundry Management**

**Objective 1: Software Application**

|  |  |
| --- | --- |
| **Deliverables** | **Description** |
| Housekeeping | It monitors all the rooms by the assigned housekeepers and it is manage by the front desk who has the housekeeping software |

**Objective 2: Complete Monitoring**

|  |  |
| --- | --- |
| **Deliverables** | **Description** |
| Room Status and Lost and Found | It will record the status of the room if its cleaned, cleaning, dirty or out of order. And in Lost and found. It adds the found lost item from the specific room and then hold in by the front desk, so the owner may get it back. |

**Objective 3: Monitor’s the Laundry**

|  |  |
| --- | --- |
| **Deliverables** | **Description** |
| Laundry management | It will monitor the availability of the laundry that will be bring to laundry management and it will be easy to see who is the housekeeper assigned for the laundry that was brought. |

**Objective 4: Having schedule**

|  |  |
| --- | --- |
| **Deliverables** | **Description** |
| Arrival Date | This is the record of when you gave the laundry, it contains a date and time. |
| Departure Date | This is the record to know when you will get it, it contains a date and time. |

**Objective 5: Report**

|  |  |
| --- | --- |
| **Deliverables** | **Description** |
| Request | There will be a notification in laundry management if there is a laundry or when there is a complaint to make the process better. |

**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.

**Front Office**

* **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 Billing**

* 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.
* The billing system cannot adjust and only retrieve products and services price from Accounting and Marketing.
* The company uses one billing system but generate separate report for hotel and restaurant respectively.

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.

System Analysis

Coding

Operation & Maintenance

Testing

Implementation

Requirements Gathering

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**

|  |  |
| --- | --- |
| **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 |

|  |  |
| --- | --- |
| **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**