**Vision Document for “Hotel Smart Reservation”**

**Team members:**

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1. **Introduction**

Hotel Smart Reservation System manages information about rooms, reservations, staffs and customers with timely report. Primary purpose of Hotel Smart Reservation System is to build an application program to reduce the manual work for managing customers, rooms and reservation process with interactive way including customer feedback into the system. This system works inside hotel connecting with different stakeholders. If a room is available, customer can enter his/her information to the system and receives a confirmation from receptionist through the system. A customer can pay by cash, check, or credit card when he/she checks out. The main strength of our program is ease of access and interactive information presentation compare to existing software system for hotel reservation.

Key Features:

* Allow to create users (by Admin)
* Manage customer details
* Track information of rooms and total customer
* User friendly interface for better user experience without prior technical knowledge
* Easy information insertion and modification

**2. Positioning**

**2.1 Problem Statement**

|  |  |
| --- | --- |
| The problem of | *managing hotel reservation and allowing tourists to*  *register for rooms* |
| Affects | *administrators, employees, and tourists/customers* |
| the impact of which is | *scheduling is complex, must be manually maintained, and*  *changed frequently* |
| a successful solution would be | *one tool which builds a hotel reservation that integrates the*  *business rules for system availability and rooms needed by*  *tourists. This tool will provide a Database and a*  *user interface that is easy to use for* *administrators, employees and tourists/customers.* |

* **2.2 Product Position Statement**

|  |  |
| --- | --- |
| For | *Tourists/customers* |
| Who | *operational integration*  *between reservations, guest history, reception/ front desk, Sales Ledger, Accounting and*  *Reporting modules.* |
| The (product name) | *is an information system based web application* |
| That | *provides service to on-line tourists/customers, employee, and an*  *administration.* |
| Unlike | *Traditional manual book keeping and customer support representative system* |
| Our product | *Online customers can make searches, reservations and cancel an existing*  *reservation on the hotel reservation’s web site.*  *Administrator can add/update the hotel and*  *the room information approve/disapprove a new employee account application and generate*  *a monthly occupants rate report for each hotel.* |

**3. Stakeholder Descriptions**

**3.1 Stakeholder Summary**

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Admin | Admins add, edit or delete block of hotel information and may add new users on the system | Admins are responsible for setting up, insert initial data and managing system |
| Receptionist | Receptionist is a clerk who uses the system (the final product) | Receptionist is responsible for entering customer data in the system like reservation in favor for customer, check-in/out and payment information. |
| Customer | Customer is potential client of the hotel | Customer can view hotel details and rooms available to reserve and can reserve the room through web application. |
| Developers | Developers develop system based on given document. | Developers are responsible for developing system features, fixing bugs and maintaining the system’s availability. |
| Testers | Testers user JUnit tool to test system or integration test. | Testers are responsible for integration testing. |