

## **Interview Report**

**Person Interviewed:** Bruce Hunt

**Title:** Hotel General Manager

**Interviewer:** Blake Demarest

**Date of Interview:** February 24, 2025

### **Purpose of Interview:**

- Gather functional and non-functional system requirements for the Cowboy Hotel Conference Room Booking System.
- Identify existing booking challenges and how the system should address them.
- Determine the new system's key security, reporting, and user access needs.

### **Summary of Interview:**

#### **Current System Issues to be addressed:**

1. **Manual Booking Process:**
  - The current conference room booking system is manual; errors like double booking and reservation inefficiencies are commonplace.
  - The hotel's existing booking software is unsuitable for conference room reservations.
2. **Limited Staff Access & Approval Controls:**
  - All staff should have general system access, but only managers should be able to acknowledge catering-related changes.
  - Managers will also oversee final approvals on modifications and cancellations related to catering services.
3. **Reservation Modifications & Cancellations:**
  - Customers must contact a booking specialist to modify or cancel a reservation.
  - Canceled reservations will not be deleted; they will be marked as canceled for reporting and audit tracking.
4. **Pricing & Payment Tracking:**
  - Room rental rates range from \$75 to \$100 per hour.
  - Discounts will be made available for multiple room bookings or special events.
  - The system will not process payments but track payments, outstanding balances, and deposits.
5. **Security & Authentication:**
  - The system will store sensitive customer information, including names, phone numbers, email addresses, and organizational affiliations.
  - Strong security measures, including password and potential multi-factor authentication, will be implemented.
  - The system must maintain an audit log of all booking modifications and staff actions.
6. **Concurrent Users & System Performance:**
  - The system should support 2-4 concurrent users.
  - Response time for booking queries and data retrieval should be within seconds to ensure quick service.
7. **Reporting & Data Insights:**
  - The system should generate customer booking history reports, room utilization statistics, and financial summaries (weekly, monthly, and quarterly).
  - Identify which rooms are frequently booked and which are underutilized.
8. **IT Support & Maintenance:**
  - Remote IT support is preferred, with on-site escalation only if necessary.
  - Automated error reporting should be considered for system failures or critical issues.

**Open Items:**

1. Confirm the final list of security measures to be implemented.
2. Determine the level of training required for employees to use the system efficiently.
3. Decide whether to integrate the new system with the hotel's existing room booking software.
4. Specify how catering services will be logged and managed in the system.
5. Finalize the rules for unconfirmed reservations, including deposit handling.

**Next Steps:**

- Develop a high-level system design that includes user roles, security measures, and reporting functionalities.
- Refine pricing and discount logic for event-based reservations.
- Define the criteria for reservation statuses (e.g., confirmed, unconfirmed, canceled).

**Detailed Notes:** See attached transcript.

**Follow-up question:**

1. Are there any restrictions on how far in advance a customer can book or cancel?
2. How long should the booking history be stored for auditing purposes?