

A FULL EXPERIENCE  
IN A SMALL AND INTIMATE HOTEL  
WITH HISTORIC FLAVOR

## RED TEAM

# Hotel Management Software Development Project

## [Deliverable 1: Project Plan]

SEPTEMBER 18<sup>TH</sup>, 2022



### Client Information :

**Hôtel Manoir Ramezay – Vivian (Proprietor)**


492, rue Claude de Ramezay (Route 227),

Marieville (Québec) J3M 1J6

Telephone : (450) 460-3251 | E-mail: [info@manoirramezay.com](mailto:info@manoirramezay.com)

### CERTIFICATIONS:

I, Red Team LEADER, **Patrick Larocque # 0879202**, certify that I have contributed to this deliverable.

Signature:  Date: 2022-09-18

I, Red Team MEMBER, **Li Yu # 2295012**, certify that I have contributed to this deliverable.

Signature:  Date: 2022-09-18


I, Red Team MEMBER, **Gerasimos Vlassopoulos # 2295049**, certify that I have contributed to this deliverable.

Signature:  Date: 2022-09-18

I, Red Team MEMBER, **Murat Osmonov # 219501**, certify that I have contributed to this deliverable.

Signature:  Date: 2022-09-18

I, Red Team MEMBER, **Chi-Tao Li # 9730157**, certify that I have contributed to this deliverable.

Signature:  Date: 2022-09-18

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## I. Statement of Prior Works

The work herein is possible in part due cumulative learning assignments and projects undertaken in the past, as part of the team's Software Development curriculum. As such, some of the ideas or technical skills used in this project originate partially from prior work. The table below lists past projects undertaken by members of the Red Team, which may contribute in part to elements found in the scope of this project.

Past Projects	Tools Used	Contributor(s)
Mock-ups for personal websites, Application Dev 1	Adobe Photoshop, Cava, Figma	All membres
Simulation Program	Java and Java Swing	Chi-Tao Li
Car Rental System	MS SQL Server	All members
Inventory Management System	Apache Derby Database, Java, and Java Swing	Patrick Larocque
Issue Tacker	C#, Google API, .NET, Firebase	Patrick Larocque

## II. Executive Overview

The present document should serve to define the working relationship between the Red Team and the client, Manoir Ramezay – Hotel, Restaurant & Spa. The Red Team, in collaboration with Manoir Ramezay agree to partner towards the resolution of a concrete business problem affecting the client. A series of reports will serve to outline the scope, and plan for executing a software solution, including a profile of the business operations at Manior Ramezay, an analysis of the business domain and environment in the context of the hospitality industry, an analysis of the clients existing information system, an examination of current user experiences along with proposed improvements to the user experience, a diagnosis of the business problem to be addressed, a prototype database and user interface solution, and an eventual implementation of an approved and tested integrated software solution. Our proposed software solution has as its aim to definitive value-add to the client.

Below, the reader will find the first of these reports, detailing the preliminary scope, client profile, and organizational efforts critical to the success of the project described above.

In order of appearance, the client profile will serve as an introduction to the client’s business, its domain, environment, and industry. A short staff profile will precede a preliminary sketch of the business problem affecting the client, as it is presently understood.

Following the client profile, the reader will find a detailed account of the Red Team’s organizational structure, including specifics concerning the virtual location of any online repositories or digital assets, viable communication strategies, a statement on the Red Team’s business ethics and core principles, a breakdown of the areas of responsibility assume by each party member, the Red Team’s contact information, and finally a detailed Work Breakdown Structure (WBS) and Gantt chart, which will serve to project the schedule, cost, and resources needed to complete the project on time and on budget, at each stage of the process.

### III. Client Profile

#### Manoir Ramezay

Manoir Ramezay – Hotel, Restaurant & Spa is a small and cozy 3-star establishment, located in Mariville, Quebec. Vivian and her husband purchased the property and business in 2018. There are a total of 14 rooms (5 suites, 9 standard), and a total of 5 staff (the owners that oversees all operations, a front desk clerk, a maintenance assistant, and a custodian). The hotel's history is preserved through its decorations and ambiance, while also featuring a restaurant and a roof-top terrace that includes a 4-season spa and living room area for guests to enjoy.

#### Computer Skills and Literacy

After a preliminary consultation with the client, staff at Manior Ramzey have reported that their computer skills and literacy are average. Owners Vivan and her husband have working knowledge of Microsoft's Office suite, along basic competency with email, web navigation. Both owners, along with their front-desk staff regularly use the business' current booking platform, which is a web based integrated booking tool called FreeToBook, integrated into their [website](#). Managing a GUI based content management system (CMS) is an approach that will be investigated further in future reports.

#### Business Problem

Guest can book a room at Manoir Ramezay through various channels including by telephone, through their [website](#), as well as through multiple third party booking platforms, these being [Booking.com](#), [Expedia](#), and [AirBnB](#). Herein lies the beginning of the business problem at hand. Rooms booked via external channels, such as third-party booking platforms, do not update

any internal information systems to reflect the changes in room availabilities. When the staff receives a notification (usually by email) that a room was booked on a third-party platform, the staff manually modifies a pen-and-paper ledger of room availabilities. This physical ledger acts as the only unifying document keeping record of clients, and availability across all-platforms at any given time, and must constantly be manually updated and referenced.

Moreover, when a client books a room directly through Manoir Ramzey's website, or by phoning in, the front-desk staff must manually send an email confirmation with the clients booking details, as there are no automated systems in place. The same process of transcribing booking details into the physical ledger must then be done. In the case of repeat clients, the business has no automated system in place to find a record of the client's past bookings, or any of the personal information to facilitate a repeat visit. Staff must either rely purely on memory, or, more likely, ask the client for all their personal details once again, and for each visit thereafter. This may lead to a spoiled experience for a returning customer.

Given that the business uses disparate and inefficient booking systems with respects to their booking experience, the Red Team proposes an integrated software solution, which will serve to unify the booking management process into one easy to use and easy to maintain tool. The aim of this solution will be to improve the customer experience, along with the efficiency, consistency and ease with which bookings are managed.

## IV. Team Organization

The Red Team functions via regular, synchronous virtual meetings, occurring twice or three times weekly. Documents are shared through online repositories hosted on GitHub, and through a dedicated Microsoft Teams channel.

### Regular Team Meetings

Initial meeting took place virtually on Friday September 2<sup>nd</sup>, 2022. Introductions were exchanged and each member set out to establish the area of responsibilities that would maximize their contributive efforts. The Red Team agrees to meet according to the schedule outline in the team logbook, three times a week, during allotted time windows, as well as additional elective meetings if required. Meetings are to occur during working hours, between 9am and 5pm on weekdays. Emergency meetings can also be held in addition to the scheduled meeting times (upon agreement by all the members) if immediate action or decision is required. Refer to **Appendix 1.1** for a sample team agenda. Meetings with Manoir Ramzey are facilitated primarily by Li Yu, until working business connections are established with other team members. Such meetings may take place virtually, or in person, according to the client's discretion.

### Online Repositories

GitHub serves as the primary online repository for this project. It is decided that the contents within GitHub will be managed in a collaboratively manner but will be monitored by the designated deliverable team leader. The GitHub link can be found [here](#). The team will also use Microsoft Teams to meet virtually and synchronously, as well as to store and share documents.

## Communication Strategies

Microsoft teams is chosen as the primary communication tool used to meet virtually, as it provides a host of features including screen sharing, file hosting, meeting agendas and more. It is expected that every team member contribute to group discussion and decisions. Team members agree to regular log into the chosen communication channels to stay up to date with updates and tasks to be completed. Team members are expected to communicate in a professional, and cordial manner. Any disputes with regards to project decisions will be resolved diplomatically. There will be no tolerance for disrespectful or hateful speech or behavior. The same professional code of conduct is to be followed when communicating directly with the client. A collaborative and supportive working environment will ultimately facilitate a better outcome

## Areas of Responsibilities

As the project progresses, the area of responsibilities changes within each deliverable. Each member is obliged to participate in a collaborative manner, with consideration made to the strengths and weaknesses of team members when possible. A rotating team-leader will be appointed at the beginning of stages of each deliverable. Below is an outline of the areas of responsibilities agreed upon for the present deliverable.

Team Member	Areas of Responsibilities
Patrick L.	<ul style="list-style-type: none"><li>- Deliverable 1 Team Leader</li><li>- Recording the meeting minutes.</li><li>- Ensuring the quality and completion of the report.</li><li>- Submitting Report</li></ul>
Chi-Tao L.	<ul style="list-style-type: none"><li>- Communication Facilitator</li><li>- Report Formatting</li><li>- Setting up Online Repositories.</li><li>- Designing Gantt Chart</li></ul>



Li Y.	<ul style="list-style-type: none"> <li>- Primary Contact of client</li> <li>- Client Profile</li> </ul>
Murat O.	<ul style="list-style-type: none"> <li>- Project Documentation</li> </ul>
Gerasimos V.	<ul style="list-style-type: none"> <li>- Project Documentation</li> </ul>

## Contact Information

Below are the contact details for each team member, along with Manoir Ramezay's contact information:

CLIENT NAME AND BUSINESS	PHONE NUMBER	E-MAIL
Vivian (Proprietor) Manoir Ramezey – Hotel, Restaurant & Spa 492, Rue Claude De Ramezay (Route 227), Marievalle (Québec) J3M 1J6 <a href="http://manoirramezay.com/">http://manoirramezay.com/</a>	(450) 460-3251	<a href="mailto:INFO@MANOIRRAMEZAY.COM">INFO@MANOIRRAMEZAY.COM</a>

TEAM MEMBERS	PHONE NUMBER	E-MAIL	PREFERENCES
Patrick Larocque	819-239-8520	0879202@edu.vaniercollege.qc.ca	Phone, MS Teams
Li Yu	514-578-0608	2295012@edu.vaniercollege.qc.ca	MS Teams
Gerasimos Vlassopoulos	438-878-8328	2295049@edu.vaniercollege.qc.ca	Phone, MS Teams
Murat Osmonov	514-600-8320	2195019@edu.vaniercollege.qc.ca	Phone, MS Teams
Chi-Tao Li	514-618-3289	9730157@edu.vaniercollege.qc.ca	Phone, MS Teams

## Appendix 1.1 – Sample Agenda

### Red Team | Meeting 3

**Location:** Virtual – Microsoft Teams

**Date:** Wednesday, September 7<sup>th</sup>, 2022

**Attendees:** Patrick Larocque, Li Yu, Gerasimos Vlassopoulos,  
Chi-Tao Li, Murat Osmonov

**Start Time:** 11:00am | **End Time:** Noon

#### ----- MEETING AGENDA / MINUTES -----

##### Discussion Topics:

- Update from Potential Clients
- Finalize Division for Deliverable 1
- Future Meetings

##### Time Allocated:

30 minutes
15 minutes
5 minutes

#### ----- TEAM DISCUSSIONS -----

##### Update from Potential Clients:

**11am – 11:30am**

###### ✦ Updates:

- Li's client Hotel Ramsey is having pertinent difficulty with past bookings. No record of preferences, contact info or other relevant information is easily available for repeat bookings. Making the process less than seamless. Perhaps there can be a traditional database solution for keeping track of past reservations/ clients. The business also has more conventional problems, such as inventory for their restaurant, or scheduling for room services & clean-ups.

###### ✦ Decision:

- Upon discussion with professor, Hotel Ramsey is a possible choice; but another business Problem may need exploring.

- The team agrees that gathering more info about the business (for more technical details on what systems they have in place with respects to the FreeToBook system, and database they have in place currently, what technical processes they have in place to track past reservations is in order).

- The team agrees that Manior Ramsey appears as the best candidate client at present. The team agrees to move forward with this client in hopes to come up a vision for a suitable software solution to the business problem(s) as they are presently understood.

###### ✦ Event:

- Unanimous vote to stay with Hotel Ramsey as Primary Client.

- Acquired Primary Client for Hotel Ramsey: Contact: [info@manoiramezay.com](mailto:info@manoiramezay.com)  
The name of the business owner is Vivian.

- Professor disagreed with the use of Excel for Gantt Chart; therefore, Chi-Tao initiated transfer of info into Project Libre.

## V. Work Breakdown Structure (WBS) & Gantt Chart

**Appendix 1.2** provides a detailed visual illustration and breakdown of the tasks, assignees, task descriptions, task dependencies and a tentative schedule for the entirety of the project's timeline. Refer to the proceeding section: