

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

RED TEAM

Hotel Management Software Development Project

[Deliverable 3: Use Cases and UML Diagrams]

OCTOBER 7th, 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


CERTIFICATIONS:

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Signature: 


Date: 2022-10-07

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Signature: 

Date: 2022-10-07

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Signature: 

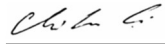
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Signature: 

Date: 2022-10-07

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I. Statement of Prior Work

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 |
| Added Prior Works used for this deliverable | Tools Used | Contributor(s) |
| Deliverable 1 Report | MS Word, Instagantt.com (for Gantt Chart) | All members |
| Database course | Draw.io, Lucidchart | All members |
| | | |

II. Introduction

This document is the third deliverable and includes a series of diagrams and documents aimed at the assessment and diagnosis of business problems affecting our client's present management system. The red team implemented diagrams based on the information available at the time and after several phone interviews with our client. This deliverable focuses on understanding our client's current management information system, which will be the foundation for the following deliverables.

III. Executive Overview

The following document outlines the red team's activities, which include the extended version of the summary description of the client and the extended business problem, since we now have a better understanding of our client's current management system and how it operates.

The reader will also find a Narrative description of the present information system, which was composed only after having completed all diagrams and once we had a better grasp of our client's actual problem. Following this section, the reader will find a completed Use Cases diagram from the existing management system that our client uses (Appendix 1).

Furthermore, the reader will find Use Cases templates, which show the procedures of the 2 specific Use Cases that we used (Appendix 2). The activity and sequence diagrams for a specific Use Case will then be presented in (Appendix 3), which describes the flow of activities in a system, in addition to a sequence diagram that describes the series of messages flowing from one object to another.

Next, the reader will find a class diagram for the entire existing information system that describes classes and their relationships in (Appendix 4). Moreover, in (Appendix 5), the state chart diagram illustrates the transition between the states in a specific class from our class diagram. Lastly, you will find documents and screenshots related to how our client accepts bookings and how to collect information's which is the main problem we need to resolve as a team, to give the best solution to our client (Appendix 6).

IV. Summary Description of the Client

Manoir Ramezay is a 3-star hotel located in Marieville \that owners bought it 4 years ago. This is the first time that owners manage the hotel business. They are of Chinese ethnicity, and they immigrated from China to Canada with their two children. During the four years they have been operating the hotel, their business is getting better.

The hotel has their own website. The website includes features typical for a hotel business, including a landing page which introduces the hotel along with images of its amenities, pages that describe the services offered. Guests can make a reservation through their website, as well as the third-party platforms, namely Expedia, Booking.com and Airbnb.

Their primary method of bookkeeping is to keep a record of reservations inside of a physical ledger, which is updated each time a booking is made through any of the various booking channels. They may also print booking confirmations they receive via email, for the purpose of bookkeeping. Moreover, they have not modified the website, other than for the purposes of COVID updates, and much of the management practices have remained unchanged.

Regarding computer skills, both owners and their staff have working knowledge of Microsoft's Office suite, along with a basic understanding of navigating the web, and using email services. Management has expressed a willingness to learn any new software tools, should it help them operate their business and solve their current business problems. Their business has grown since it was acquired, and the staff at Manoir Ramezay has voiced their desire to improve and modernize their management systems to solve the business problems they see themselves facing.

V. Description of the Business Problem

The hotel doesn't have an efficient system in place to keep track of room availability across all their booking channels. When a room is booked through one of their platforms, front-

desk staff must update a physical ledger or print out a confirmation from a third-party platform. Front desk staff must then manually change the room's availability across all other platforms to avoid duplicate bookings and to reflect the actual availability. This is a very inefficient process, especially when the hotel is busy, during the summer months. The front-desk staff is often preoccupied with assisting on-site clients and fulfilling requests, so much so that they are unable to keep up with the current methods of data entry. The potential for double bookings, and overworked front-desk staff may lead to poor experience for the client, leading them to choose another establishment in the future. Moreover, if a repeat client returns to the hotel to book a room, the front-desk staff must reference the physical ledger or paperwork to find their personal information or preferences (if any were noted). This often leads to the client having to repeat much of the same information that was given during prior visits.

As it stands, the current business problem has to do with efficient booking management. The current process is inefficient, leading to inaccurate room tallies, overworked front-desk staff, an inability to answer client questions and the potential for poor client experience as a result. Writing down all guests' information on paper is a slow and error prone process and appears to be a pain point with respects to the hotel's day to day operations. Front-desk employees need to be able to quickly verify guest's personal information for the check-in and check-out process to be as seamless as possible. Booking and client information is spread across many tools and platforms, each needing to be cross-referenced every time a booking is made. This creates a bottleneck for the business if it wishes to continue growing.

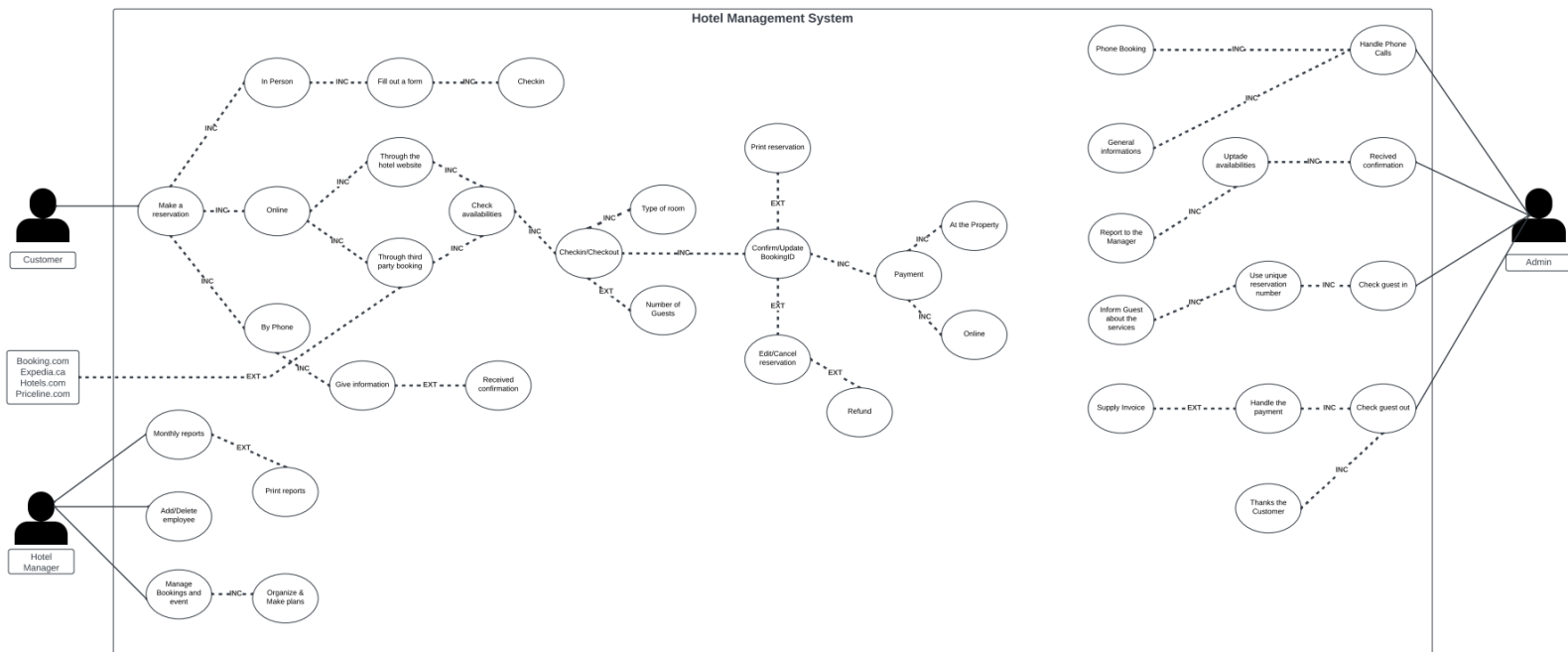
VI. Narrative Description of the Present Information System

Making a reservation at Manior Ramezay can be made in one of three ways. Online, by phone, or in person. A reservation made online can be made through several different booking platforms. Namely, directly through Manoir Ramezay's [website](#), or through one of several third-party booking platforms (Booking.com, Expedia, Hotels.com, Priceline.com, etc...). Booking online sees the prospective guest access one of the booking platforms. The guest then browses a

selection of rooms, until they have made a choice. The guest then verifies that the room that satisfies their needs is available on the dates they wish to visit. The booking platform returns the availabilities to the user, at which point the user may choose to proceed with their reservation. The booking platform will request the guest's personal information, which includes the name of the primary guest, the names and number of additional guests, the primary guest's address, phone number, email address and date of birth. Once the guest has provided the necessary personal information, they will be presented with a choice of payment options. The guests pay provide a credit card for immediate payment or for a hold/deposit to be placed on their credit card. Alternatively, they can pay in cash, or debit during their check-in, however, a credit card number is still necessary to secure their reservation. Once the guest has provided their payment information, their reservation is confirmed. They will receive a confirmation email, and the booking platform will also send a notification email to Manoir Ramezay with the guest's booking information. Staff at Manoir Ramezay must then update other booking platforms, along with their physical ledger, to reflect the change in availabilities across all platforms.

Guest may also call in to book a reservation. In this instance, the clerk or receptionist will handle the guests' requests by fielding relevant questions pertaining to the rooms and current availabilities. Choose the potential guest wish to proceed, the receptionist will then gather the guest's personal and payment information and send the guest a confirmation email. The receptionist must then ensure to update the hotel's availabilities across all channels once again. A walk-in reservation functions in much the same manner. However, the guest is provided a physical form to be filled out, which serves to record all the relevant personal and payment information. Finally, the receptionist will enter the reservation details and, if they stay is immediate, the client will provide payment and check into their rooms, else, if the stay is for a future date, they will be sent a confirmation email. The reservation form will be stored in a physical ledger for future reference. Once again, the receptionist must update availabilities across all booking channels.

VII. Appendix 1 - Use Cases



VIII. Appendix 2 - Use Cases Templates

a. Online booking template

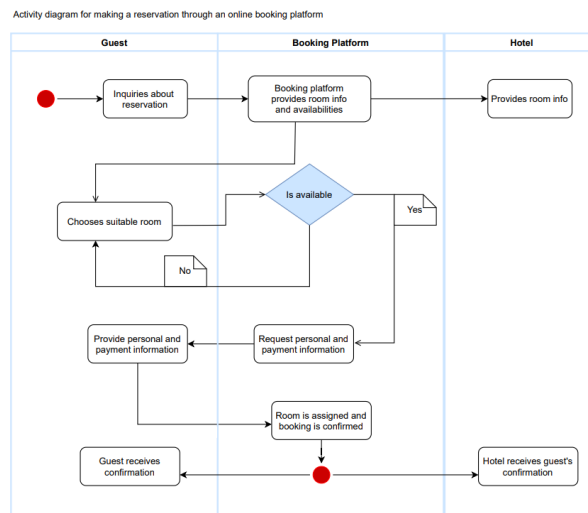
| | | | |
|------------------------------|---|----------------------------|--|
| Use Case ID: | #1 Booking online | | |
| Use Case Name: | Make an online booking | | |
| Created By: | Murat | Last Updated By: | |
| Date Created: | 2022-10-05 | Last Revision Date: | |
| Actors: | Client | | |
| Description: | Book a room at hotel | | |
| Trigger: | When client access online booking | | |
| Preconditions: | Client is logged and has access to hotels site | | |
| Postconditions: | online booking works around the clock, visitors can automatically book a hotel room at any time | | |
| Normal Flow: | 1 Client enters a gateway for hotel 2 Client chooses, check in and check out dates, and room type 3 The system provides availability and price 4 Client accepts and asks for a room. 5 Client provide name and required information 7 The system makes a booking and assigns a booking number 8 The system shows reservation number to client 9 The system creates and sends a confirmation to client by email 10 hotel staff receive information about a new booking, which allows them to immediately prepare a room, distribute tasks and provide quality services to the client | | |
| Alternative Flows: | At 2a) Required room not available At 2b) The system offers alternative rooms | | |
| Exceptions: | At 3a) Client declines offer At 3b) Exit | | |
| Includes: | None | | |
| Frequency of Use: | Every time when a client booking, 2 to 6 times daily. | | |
| Special Requirements: | None | | |
| Assumptions: | None | | |
| Notes and Issues: | None | | |

b. Online payment template

| | | | |
|------------------------------|---|----------------------------|--|
| Use Case ID: | #2 online payment | | |
| Use Case Name: | Payment | | |
| Created By: | Murat | Last Updated By: | |
| Date Created: | 2022-10-05 | Last Revision Date: | |
| Actors: | Client | | |
| Description: | To pay for the booking room | | |
| Trigger: | When a client decides to pay for the booking room | | |
| Preconditions: | Client must have username, password, and credit card. Client must have to provide correct information. The system has information of booking room by client | | |
| Postconditions: | System must be working Client receives booking information | | |
| Normal Flow: | 1. Client log on system. 2. Client enter their user ID and password. 3. The system requests customer payment information. 4. Client fills the information about payment. <ul style="list-style-type: none"> a. Client enter amount of money b. Client enter credit card number, security cod and expiration date c. Client confirm operation 5. Client information and payment are verified 6. Client information is documented in the system 7. The system generates and sends a booking information to the client by e-mail | | |
| Alternative Flows: | 2a) If user ID and password are incorrect, the system will prompt to client to retry to log on. 4a). Client payment information is invalid. 4b). The system asks the client to re-enter their payment information; it is possible that the client made a mistake. | | |
| Exceptions: | 4c). If the payment information is still invalid 4d). The system rejects the request | | |
| Includes: | None | | |
| Frequency of Use: | Every time when a client booking room online, 2 to 6 times daily. | | |
| Special Requirements: | None | | |
| Assumptions: | None | | |
| Notes and Issues: | None | | |

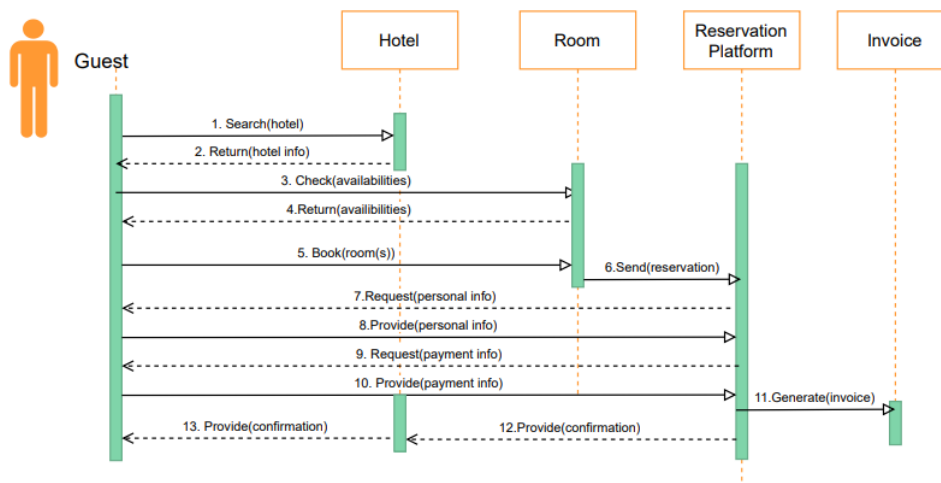
IX. Appendix 3 - UML Diagrams

a. Activity diagram

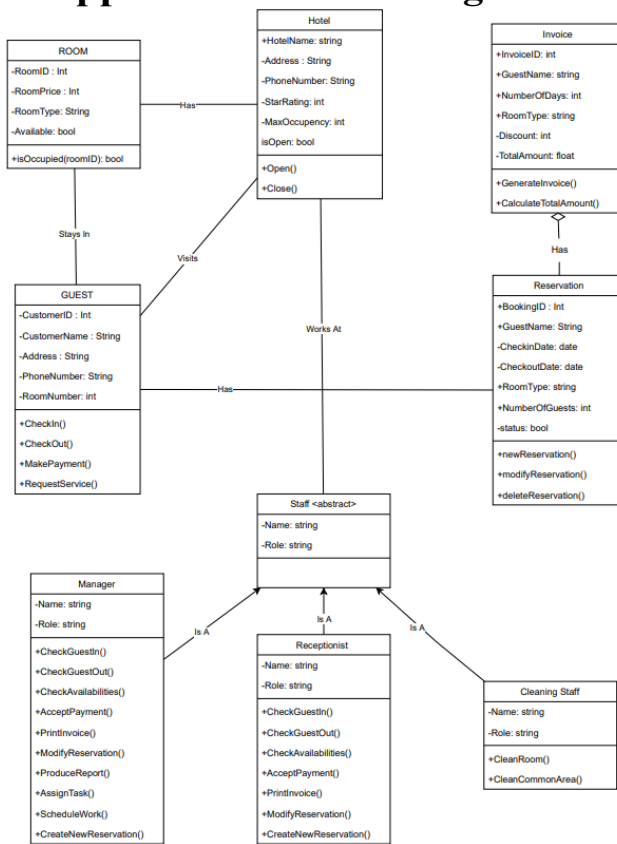


b. Sequence diagram

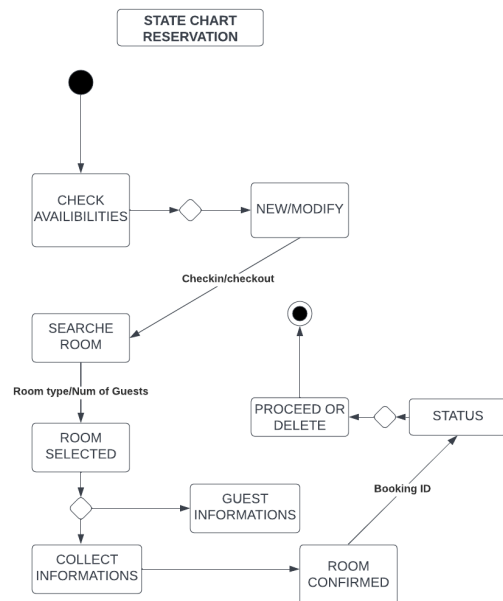
Sequence Diagram use case of: Booking via Third Party Platform



X. Appendix 4 - Class Diagram

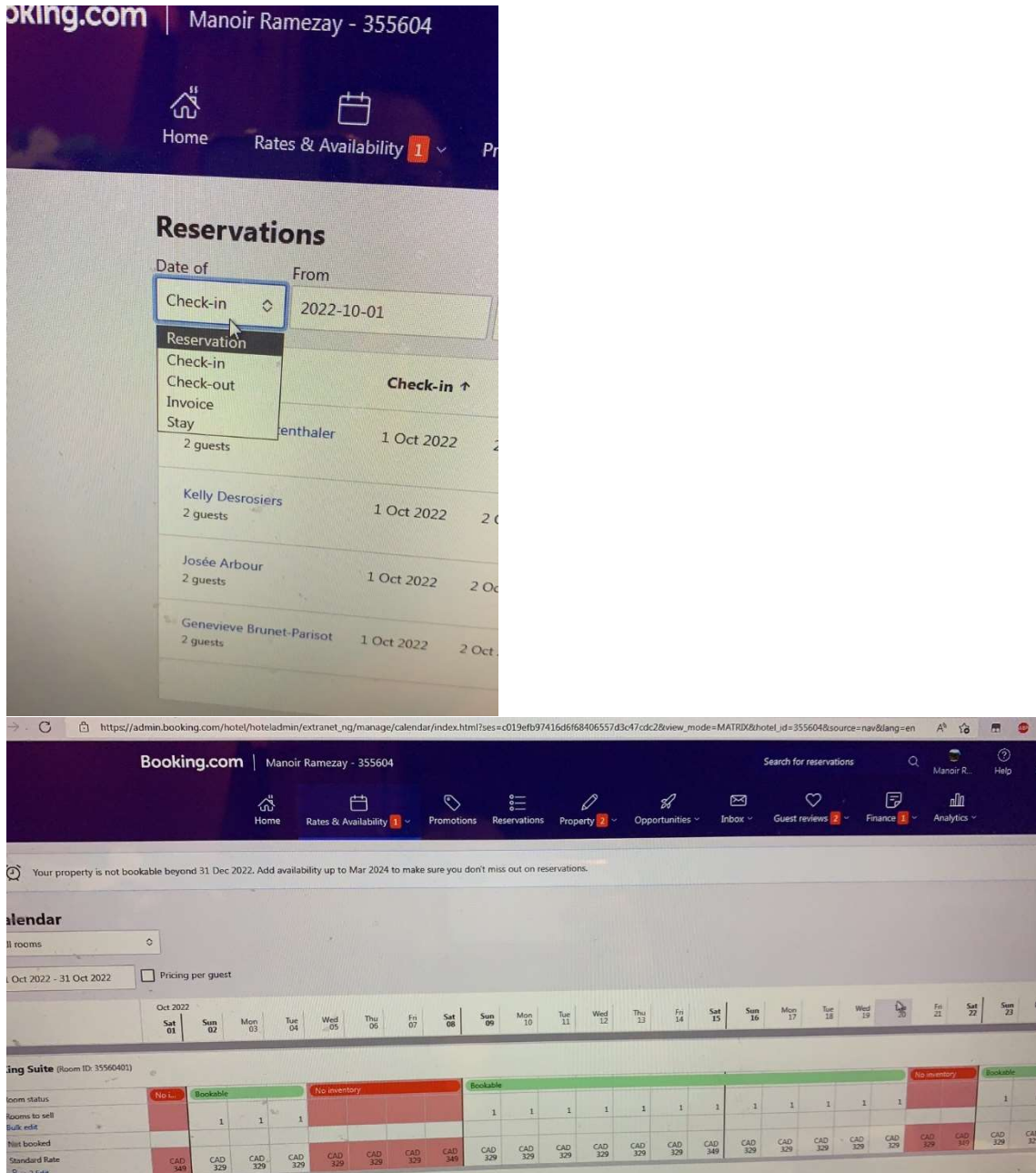


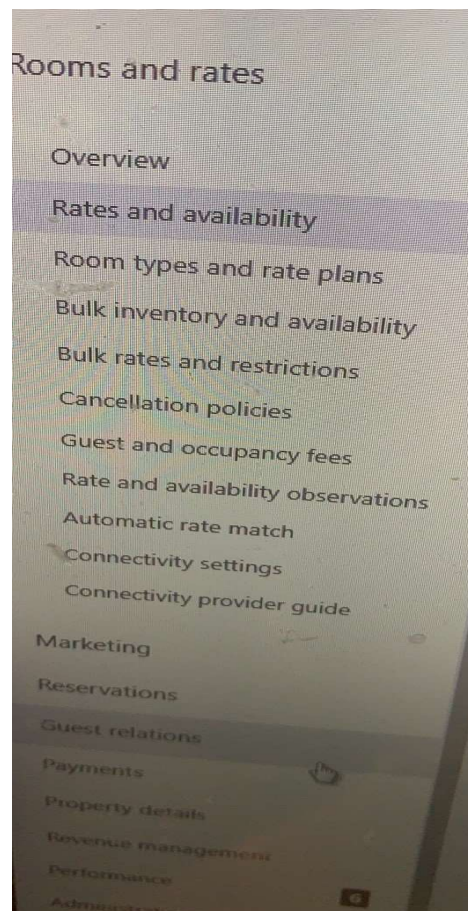
XI. Appendix 5 - State Chart Diagram



XII. Appendix 6 - Copies of Forms/Screenshots

BOOKING.COM





Rooms for an extended period of time, and can do this quickly and easily by submitting a property closure request, which will also start the relocation process for existing bookings for the dates you will be closed. [Submit a closure request](#)

Date

1/1/2023

<

>

Select room 2

Customise view 2

Availability

Rate plans

and availability

restrictions

olicies

occupancy fees

availability observations

ite match

ettings

y provider guide

is

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details

management

ance

stration

nd support

Jan 1

Jan 2

Jan 3

Jan 4

Jan 5

Jan 6

Jan 7

Jan 8

Jan 9

Jan 10

Jan 11

Jan 12

Jan 13

Jan 14

Jan 15

Jan 16

Jan 17

Jan 18

Jan 19

Jan 20

Jan 21

Sun

Mon

Tue

Wed

Thu

Fri

Sat

Sun

Mon

Tue

Wed

Thu

Fri

Sat

Sun

Mon

Tue

Wed

Thu

Fri

Sat

Family Suite, 2 Bedrooms

(ID: 202181197)

Availability

Inventory

Standard (S)

Availability

Rate (CAD)

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

Family Suite, Kitchen

(ID: 202181198 • Code: Family Suite Kitchen 1 Queen & 1 Suite)

Availability

Inventory

Standard (S)

Availability

Rate (CAD)

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

Royal Suite, 1 King Bed, Jetted Tub

(ID: 202181199 • Code: Suite Royale)

Availability

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

1

HOTEL WEBSITE

etobook theHive Get help and chat

Manoir Ramezay (Establishment number 211094), Marie

Profile Direct Bookings Availability Specialists Diary Email Check In Stripe Plus

Close Out Rooms Available Minimum Stays Defaults Ways to Sell Booking Extras

ms Available Calendar

Cancel Save Changes

Previous 6 Months

September 2022

| | 01 Thu | 02 Fri | 03 Sat | 04 Sun | 05 Mon | 06 Tue | 07 Wed | 08 Thu | 09 Fri | 10 Sat | 11 Sun | 12 Mon | 13 Tue | 14 Wed | 15 Thu | 16 Fri | 17 Sat | 18 Sun | 19 Mon | 20 Tue | 21 Wed | 22 Thu | 23 Fri | 24 Sat | 25 Sun | 26 Mon | 27 Tue | 28 Wed |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Regular Room | 3 | 0 | 0 | 0 | 2 | 2 | 3 | 2 | 1 | 0 | 2 | 2 | 3 | 3 | 1 | 0 | 0 | 2 | 3 | 3 | 3 | 3 | 2 | 0 | 3 | 3 | 3 | 3 |
| Regular Room only | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 4 | 3 | 0 | 3 | 3 | 4 | 3 | 2 | 0 | 0 | 2 | 2 | 0 | 2 | 1 | 1 | 1 | 0 | 1 | 1 | 0 |
| Queen Suite | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 |
| Queen Suite with Fireplace | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 |
| Queen Suite with Kitchen | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | |
| Queen Suite | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 1 |
| Queen Suite with Kitchen | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 1 |

October 2022

| | 01 Sat | 02 Sun | 03 Mon | 04 Tue | 05 Wed | 06 Thu | 07 Fri | 08 Sat | 09 Sun | 10 Mon | 11 Tue | 12 Wed | 13 Thu | 14 Fri | 15 Sat | 16 Sun | 17 Mon | 18 Tue | 19 Wed | 20 Thu | 21 Fri | 22 Sat | 23 Sun | 24 Mon | 25 Tue | 26 Wed | 27 Thu | 28 Fri | 29 Sat |
|--------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Regular Room | 1 | 3 | 3 | 2 | 2 | 1 | 1 | 0 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 2 |
| Regular Room only | 1 | 3 | 3 | 2 | 2 | 1 | 1 | 0 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 2 |
| Queen Suite | 0 | 4 | 4 | 4 | 4 | 4 | 2 | 0 | 4 | 4 | 4 | 4 | 1 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| Queen Suite with Kitchen | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

Bookings Availability Specialists Diary Email Check In Stripe Plus

Cancellation Search Reports Events Cleaning Report New Diary

Video Help

Diary View: Portrait | Assigned | Landscape | Search

<< Previous 4 weeks 26th Sep 2022 to 23rd Oct 2022 Next 4 weeks >>

● No payments ● Part paid ● Fully paid or zero due

Check in / Check Out

| | Mon 26 Sep | Tue 27 Sep | Wed 28 Sep | Thu 29 Sep | Fri 30 Sep | Sat 1 Oct | Sun 2 Oct |
|---------------------------|------------|------------|------------|------------|------------|-----------|-----------|
| Regular Room | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| Regular Room only | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| Queen Suite | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| Queen Suite with Kitchen | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| Queen Room | 4 | 3 | 4 | 4 | 2 | 0 | 4 |
| Queen Room | 4 | 3 | 4 | 4 | 2 | 0 | 4 |
| Queen Suite | 4 | 3 | 4 | 4 | 2 | 0 | 4 |
| Queen Suite with Kitchen | 4 | 3 | 4 | 4 | 2 | 0 | 4 |
| Queen Suite | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Suite with Roof Fireplace | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Queen Suite with Kitchen | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| King Suite | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Royal Suite with Kitchen | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

Mon 3 Oct Tue 4 Oct Wed 5 Oct Thu 6 Oct Fri 7 Oct Sat 8 Oct Sun 9 Oct

Add Booking Add Booking Add Booking Add Booking Add Booking Add Booking Add Booking

IN PERSON

No. Permis de conduire (réservé à l'hôtel)

FICHE D'ENREGISTREMENT

1 **NOM** : _____ 2 **PRENOM** : _____

ADRESSE : _____ VILLE : _____

PROVINCE : _____ CODE POSTAL : _____

3 **TELEPHONE** : _____ PAYS : _____

VÉHICULE, MODÈLE : _____ COULEUR : _____

ADRESSE ELECTRONIQUE : _____

4 **DATE D'ARRIVÉE** : _____ / _____ / _____ 5 **nombre de nuitée** : _____

11 **DATE DE DÉPART** : _____ / _____ / _____ 6 **nombre de personne** : _____

12 **CHAMBRE no** : _____ 13 **PRIX** : _____

7 **HEURE APPROX DE L'ARRIVÉE** : _____

8 *** **La prise de possession des clés se fait entre 3 :00 pm et 12 :00 pm.**

14 **total brut**

19 **Calendrier compléter** : _____ (x) 15 **tx d'hébergement**

16 **TPS**

NO DE CARTE DE CRÉDIT : _____ visa mc 17 **TVQ**

18

9 **NUMÉRO** : _____

10 **EXPIRATION** : _____ code validation a 3 chiffre : _____

Reimbursement conditions:
L'annulation ou les modifications doivent être effectuées 48 heures avant la date d'arrivée pour éviter les pénalités, sinon la facture complète sera facturée.

***** **CONDITIONS ET RÈGLEMENTS DE NOTRE ÉTABLISSEMENT** *****

1- Nous vous demandons, en tout temps, de respecter la tranquillité des autres clients.
2- Entre 10 h PM et 10 h AM vous devez parler à voix basse dans les aires communes (couloirs).
3- Une tenue convenable est exigée dans tout l'hôtel.
4- Aucune chandelle n'est tolérée dans le manoir.
5- Le spa extérieur (4 saisons) est strictement réservé aux clients de l'hôtel (aucun invité).
6- Le montant de tout objet brisé, endommagé ou volé sera prélevé sur votre carte de crédit, ainsi que la perte des clés ou la non restitution de celles-ci (40\$).
7- Le montant du nettoyage de tout objet taché par, huile de massage, vin ou autre sera prélevé sur votre carte de crédit.
8- Toutes les chambres et salles de bain sont **NON-FUMEUR**. Toute personne ne respectant pas ce règlement, se verra prélever automatiquement un montant de **300.00\$ D'AMENDE** supplémentaire sur leur carte de crédit pour le nettoyage de la chambre. Aucun avertissement ne sera émis.
9- **LA FÊTE N'EST PAS AUTORISÉE DANS TOUTES LES CHAMBRES D'HÔTEL.**
10- **LES VISITES NE SONT PAS AUTORISÉES DE 22H00 À 7H00.**
11- Le check-out ou libération des lieux est au plus tard à 11 h AM.
* Je soussigné (é), avoir lu, compris et accepté les conditions et règlements mentionnés ci-dessus.

SIGNATURE : _____

XIII. References/Bibliography

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Analysis and differences between blueprints.

<https://www.researchgate.net>