Open Questions

Manoir Ramezay, is a Hotel, Restaurant & Spa that has been in business for over 12 years in Marieville, Quebec. To further our understanding of how their business functions, we had an interview with one of the many owners. However, we needed a few more questions answered to get a full and complete understanding of the business before we start building anything for them. For example, we want to know the entire process of how the Manoir Ramezay does their bookings. How do they update their records? Which staff member modifies the room availabilities? Is there a way to view users’ profiles? How do they check if a room is available? Does the price of the room change? Can booking records be changed and how?

That kind of information is important because it will determine whether we are going to build a database application for a single user such as the boss or the manager or build it for multiple users so every employee can update the bookings on their own. Speaking of employees, do they speak and read French and English, or do they only understand Chinese? And besides the reception, does the Hotel operate any other kind of business software? If so, what are they and who uses them? This will help our team assess how skilled employees are with computers which will help us design a user-friendly application. Also have they ever overbooked a room? If so, what are the processes that lead to that? With that information, we can put design a limit on certain items in the database application.

To dive deeper some other questions come to mind. Can users register to the hotel and view or modify their personal profile? Can users book a room on any specific date? Can the users view their entire booking history at the hotel? Can the users change the booking time before the arrival time, if yes what is the cutoff time for that? Can users check for room availability before they book a room?

Next, we would like to know about Manoir Ramezay’s regular clients. How clients can Manoir Ramezay accommodate, do they book by phone or online? If the number of clients that Manoir Ramezay deals with is above 100, they could benefit from a database application since it could prevent the hotel from being overbooked.

Finally, we want to have general information about the major challenges that Manoir Ramezay face currently. Is their restaurant where they serve clients profitable enough and do they serve customers from the general public? If it isn’t, what are their plans to make it more profitable? Do they feel that the competition is hurting their business?

Once we know in what ways their competitors have an advantage, for example if their competitor offers cheaper price for the same service than Manoir Ramezay, then in that example we could add a feature to our database application to identify what services are in demand and which aren’t. Then the owners investigate why that particular service isn’t selling and make adjustments either in price or other ways to change that trend.