A picture containing text, table, indoor, wooden

Description automatically generated

A red sign with white text

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**Hotel Management Software Development Project**

**[Deliverable 4: Use Stories]**

**OCTOBER 19th, 2022**

**Client Information :   
Hôtel Manoir Ramezay – Vivian (Proprietor)**   
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**CERTIFICATIONS**:   
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Description automatically generated with low confidence Date: 2022-10-19

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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 |
| Deliverable 2 Report | MS Word | All members |
| Database course | Draw.io, Lucidchart | All members |
| Deliverable 3 Report | MS Word, Draw.io | All members |
|  |  |  |
|  |  |  |

**II. Introduction**

This document is the fourth deliverable in a series of reports aimed at the assessment and diagnosis of business problems affecting Manoir Ramezay. On this deliverable the red team focused on using all the user stories writing techniques after meetings with our client to identify a new business information system that meets our client's needs and something we can implement completely.

**III. Executive Overview**

The following document outlines the red team’s efforts and activities aimed at many user stories related to our client, Manoir Ramezay regarding the future information system. After discussing the features, they would like to have in their new system and a few things that they would like to improve. Then, we wrote them down in detail in order to get as much information as possible.

Later, after another meeting, we were then able to write, with our client, some user stories. These stories contain requirements that would help implement an information system for their business and meet their needs. After writing these user stories, we then created, also with the client, acceptance tests for each user story that would evaluate and verify their stories. After completion of both the user stories and their tests, we then created a user story map which we arranged to help understand how the system will function.

Lastly, after all appendix is complete, we summarize what is described in the user stories to be read like a story in Narrative description of the future information system, also update our client’s summary description and our client’s business problem, to illustrate more of what we’ve learned about our client and changes that have been made.

**IV. Summary Description of the Client**

Manoir Ramezay is a 3-star hotel located in Marieville purchased by its current owners in 2018. The owners are first time hotel operators and are of Chinese ethnicity. They immigrated from China to Canada with their two children. During the four years they have been operating the hotel, their business has been consistently growing. The hotel offers 9 standard rooms, 5 suites, an event space, a restaurant, which currently operates as a rental kitchen, and a spa/hot-tub area, which also operates as a rental service, due to COVID restrictions. The business has a website, which 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, Hotels.com and Priceline.com, along with walk-in reservations or by phone. Their primary method of bookkeeping consists of keeping a record of reservations inside of a physical ledger. This ledger 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. They have kept most of the legacy systems in place, from when the business was purchased 4 years ago. They have not modified the website, other than for the purposes of COVID updates, and much of the management practices have remained unchanged. 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. Regarding the staff’s computer skills, the owners have working knowledge of Microsoft’s Office suite, along with a basic understanding of navigating the web, and using email services. The accountant uses QuickBooks to manage the finances of the business. The cleaning staff do not use any software tools on a day-to-day basis to complete their duties. Management has expressed a willingness to learn any new software tools, should it help them operate their business and solve their current business problems.

We must add something in this section I think, maybe something for our conversation with the owners and something about our visit with them.... small paragraph

**V. Description of the Business Problem**

The hotel doesn’t have an efficient system in place to keep track of room availability across available 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 to have a unified running tally of past reservations. Front desk staff must then manually change room availabilities 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. 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.

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, stay in control of their bookings and automate repetitive tasks. As well need to have a real time calendar with customizable colours, quick adding and modification of reservations, returning customer base, multiple currency invoicing in the same place. Group bookings feature with bulk setup and quickly adoptable guest details. Easy group bookings search and modifications and inventory updates across every system and booking platform they're connected to.

**VI. Narrative description of the future information system**

**VII. Appendix 1**

**VIII. Appendix 2**

**IX. Appendix 3**

**X. References**