A picture containing text, table, indoor, wooden

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Description automatically generated with medium confidence

**Hotel Management Software Development Project**

**[Deliverable 5: Prototype UI & Client Comment]**

**OCTOBER 26th, 2022**

**Client Information :   
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**CERTIFICATIONS**:

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

Signature:  Date: 2022-10-26

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

Signature: Schematic

Description automatically generated with low confidence Date: 2022-10-26

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

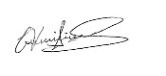
Signature: Diagram

Description automatically generated Date: 2022-10-26

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1. **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&2 Report | MS Word, Instagantt.com  (for Gantt Chart) | All members |
| Database course | Draw.io, Lucidchart | All members |
| Deliverable 4 Report | Miro | All members |
|  |  |  |
|  |  |  |

**Executive Overview**

The following document outlines the red team’s efforts and activities aimed at collecting system requirements for a new information system, designed to solve the business problems that is identified throughout the scope of this project. These requirements were gathered through a series of interviews with Manoir Ramezay. The techniques used to gather system requirements are User Stories. User Stories have the advantage of capturing the client’s perspective as they see themselves working with a system that solves their specific needs. Moreover, many of the tasks, actions and features built into the system will be derived from the User Stories that is gathered over the course of this deliverable.

As with previous reports, the reader will find a summary description of the client, Manior Ramezay, as well as a refined statement of their business problems. Next, the reader will find a narrative description of the proposed new information system, in which its aim is to resolve the problems stated in the prior section. The narrative description of the new information system is informed by the User Stories gathered in the proceeding section. Here, the reader will find a list of User Stories gathered and refined by the red team in collaboration with the staff at Manoir Ramezay. Afterwards, the reader will find a User Story map, which serves to illustrate the actions anticipated by users of the system. The User Story map, shown on Appendix 3, maps out the actions possible by both the receptionist (a generic user within the system) and the manager (having privileged/admin access within the system). Lastly, the reader will find a sort of description of the tools used to complete the User Story map.

1. **Summary Narrative Description of the Project**

Given that third party booking platforms provide inherent discoverability for the hotel, along with familiar and immediate ways for potential guests to book through the platforms they are familiar with, the proposed information system will only be a business facing tool to be used by hotel staff to retrieve up-to-date room availabilities through an API. The system will also allow hotel staff to complete reservation requests made by guests booking directly through the hotel, by phone, email, walk-in or through the hotel’s website.

The Red Team has identified two primary roles relevant to the system. The first role is the receptionist, who will function as a generic user. The receptionist needs basic authorization, sufficient to create, modify and delete reservations, as well as browse, and update availabilities. The second role is a manger role. The manager will have admin privileges within the system. In addition to being able create, modify, and delete reservations, as well as read and update availabilities, the administrator will be able to create, read, update, and delete users on the system. The administrator will be able to manage user privileges, and the scope of their access to the system.

Both the user and administrator will begin at a login screen, where they will enter their usernames and password. Should they enter valid credentials, they will be logged in, and taken to the home screen with account privileges matching their account credentials. Should they enter invalid credentials, they will be shown an error message. Upon a successful login, the system will initiate API calls to retrieve up-to-date availabilities from third-party booking platforms.

Once at the home screen, the user and the admin both will see some statistics amount the day’s availabilities. The user will have the option to navigate to a reservation’s menu, allowing the user to create a new reservation. Initiating a new reservation will also necessitate payment functionality. They may navigate to a calendar view of the month’s current availabilities. Another view option would be in a form of a list that shows either past, current, or future reservations. From here, the user may be able to search, modify, or delete reservations. There will be a button to refresh availabilities, which will make a series of new API calls to retrieve the most up-to-date booking history. The administrator will have access to the same functionality, however, they will additionally be able to navigate to a user’s tab, where they will be able to create, read, update, or delete users. At any moment, the user and the administrator both should be able to exit the application by clicking a button.

* + **Indicate what has changed or has been added since the last deliverable.**

1. **Description of the Business Problem**[Text Here]

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, the front- desk staff must update a physical ledger or print out a confirmation from their e-mail sent by a third-party platform, to have a unified running tally of past reservations. The 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 guests and fulfilling requests, so much so that they are unable to keep up with the current methods of data entry. This is a potential risk for double bookings and in overworked front-desk staff. This may lead to poor experience for the guests, leading them to choose another establishment in the future. Moreover, if a repeat guest 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 their 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 guests’ questions and the potential for poor 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 staff needs to be able to quickly verify the guests’ personal information for the check-in and check-out process. This will allow the hotel to stay in control of their bookings and automate repetitive tasks. It is important to the staff to have a real time calendar with up-to-date room availabilities, allowing for quick searching, modifying and deletion of guests’ and reservations. This will improve the experience for repeat guests especially, and if it will allow the staff to work in a more efficient and organized manner. A group booking feature with bulk reservation set-ups may also be a worthwhile addition, given that the hotel often books groups.

Moreover, the proposed information system should integrate with, rather than replace   
existing third-party booking options, as these third-party platforms provide inherent discoverability for the hotel. These platforms are familiar to prospective guests and their functionality is not redundant. Therefore, the proposed application should focus on solving the problem of interconnectivity and intercommunication between booking channels.

* + **What is the business problem that the new system will resolve. It may have changed now that you have a better understanding of what the client wishes to be able to do.**

1. **Usability Guidelines with Explanations**[Text Here]  
   * **There must be 10 usability guidelines.**
   * **Include the sources and references**
2. **Copies of Prototype Interface**
   * **There must be 5 different screens in this prototype**
3. **Client Comments**
   * **Describe the process used to interact with client**
   * **Client comment on the first prototype (hand-drawn)**
   * **Client comment on the second prototype (computer-drawn)**
4. **Description of Prototype Changes**
   * **Describe the changes from one prototype to the next**
5. **Appendix 1 – Revised User Stories and Tests**
   * **Indicate what has changed**
   * **Add any new user stories (if any)**
6. **Appendix 2 – Revised Story Map**
   * **Indicate what has changed**
7. **References/Bibliography**