Temasek Polytechnic
School of Informatics and IT

Diploma in Information Technology (IT)

Terms of Reference

Project Particulars

Tutor	Mr Mel Goh
Class	P04
Project Title	Delonix Regia Hotel Management System

Project Team's Particulars

Matric Number	Student Name
1406932B	Daniel Toh
1400797E	Edmund Yeo
1407193J	Dominic Ng
1405387J	Vivian Tan

1. Introduction

Recently, our group have been assigned by Mr Lim to work in a small software firm known as Pantheon Systems. We were tasked to develop a hotel management system for a hotel named "Delonix Regia" which is managed by, a middle-age couple, Mr and Mrs Wang. The hotel hasn't been doing very well in spite of locating in a crowded district.

Therefore, we were tasked to develop a hotel management system. As a start for the project, we will deliver a "Short explanation of software development life cycle and three software development model", "Terms of Reference" and a "Project Plan".

Why do they need a Hotel Management System?
A hotel is a complex yet big organization where numerous operations exist. For instance, front office, booking and reservation, security, finance, HR, inventory and the list goes on. But all of these operations may take place simultaneously which makes managing each and every single one of it a very difficult process.

The main purpose of the hotel management system is to provide an efficient way for Mr. and Mrs Wang to better manage their hotel's operations. As hotel is a place for guests to rest and feel cosy in, improving management can improve the overall experience for the guests. A poor hotel management system not only causes inconvenience for guests, but also for the staffs.

A few ways where the hotel management system can help is by optimizing the hotel operations and gather business intelligence.

Information needed before deciding which Hotel Management System to go for.
1. What are the hotel needs and area of operation to focus on?
2. A List of features where Mr and Mrs Wang is looking for.
3. Budget of Spending
4. Future Planning's

<u>Department who uses the System</u>

1. CEO
2. Front Office
3. House Keepers
4. Finance
5. Store Management
6. F&B
7. Human Resource

<u>Users in Each Departments</u>

<u>The Rooms Division</u>

- Front office
    - Guest Service Agent (GSA)
- Housekeeping
    - Laundry attendants
    - Room attendants
    - Inspectors
- Uniformed services
    - Bell-staff
    - Doorperson
    - Valet
    - Concierge

<u>The Food and Beverage Division</u>

- Restaurant
- Specialty restaurant(s)
- Catering department

The Sales and Marketing Division

- Convention Service Department
- Public relations
- Accounting
- Controller
- Bookkeeper

The Maintenance Department

- Maintenance personnel
- Internal security
- External security

Human Resource

- Employment
- Employee relations
- Labour relations

2. Objectives of the Project

The main objective of this project is to help Mr. and Mrs. Wang develop a Hotel Management System to improve their traffic of their hotel. Other side objective for us were to get our self-familiarize in using the software that will be used and coding the system for our client. Not only that we can also experience how it feels to develop a software for a client and also understand how does a hotel operates in the backend

3. Scope of the Project

Features Planned For:	Description
Front Office	• Managing customers who check-in or out • Updating of room status • Cashier report • Room statistic report • Room performance report
House Keepers	• Room Servicing Request Room • Servicing History • Laundry Request
Finance	• Summary of Sale • Total monthly report • Yearly F&B Sale Report
Store Manager	• Item Stock • Vendor Report • Stock Statement • Issue Register
Online Booking Engine	• Smartphone Supported • Easy to use Interface Reviews Columns • Pre-Arrival Options for Customers
Restaurant POS	• Table Reservation Management • Menu Management • Item Modifiers Report Generator • Inventory Stock Management

4. Distribution of Workload

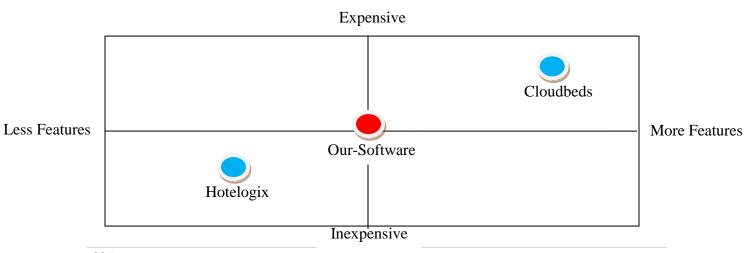| Objectives/Deliverables	Members
Terms of Reference, Features Plan, Assumptions and Constraint	Daniel Toh
Terms of Reference, Project Schedule, Definitions and acronyms	Edmund Yeo
Terms of Reference, Risk Management Plan	Dominic Ng
Terms of Reference, Roles and Responsibilities, Work breakdown Structure, Budget Summary	Vivian Tan

5. Constraints

1. All of us may have different Schedules
2. Other Project or Test Intervene

6. Resources

1. Microsoft Word
2. Microsoft Project
3. NetBeans (Java)
4. Visual Studio

7. Product Positioning in the Market/Company

Expensive

Less Features

Cloudbeds

Our-Software

More Features

Hotelogix

Inexpensive

8. Approach and Methodology of the Project

Our team may be using Agile Development Model for our project. This methodology is where a software is developed in incremental or rapid cycles and at the end of each cycles there is always a demo-able feature for the customer to see the whether it satisfy their needs.

Disadvantages of using Agile Model
- There may be lack of emphasis on the necessary designing and documentation of the software.
- The project can be easily getting off the track if the customer has unclear needs.
- Very demanding on the user time
- Agile model can be very intense for the team

What can be done to overcome these issues?
- Always remember to add in the necessary documentation on any important features.
- Have more customer to test out the features to get a better and accurate answer of the features.
- Make a schedule or goal for each cycle/sprint when developing the software.
- Try to find users which are more time flexible.