

# Project Report Template

## INTRODUCTION:

## 1.1 Overview

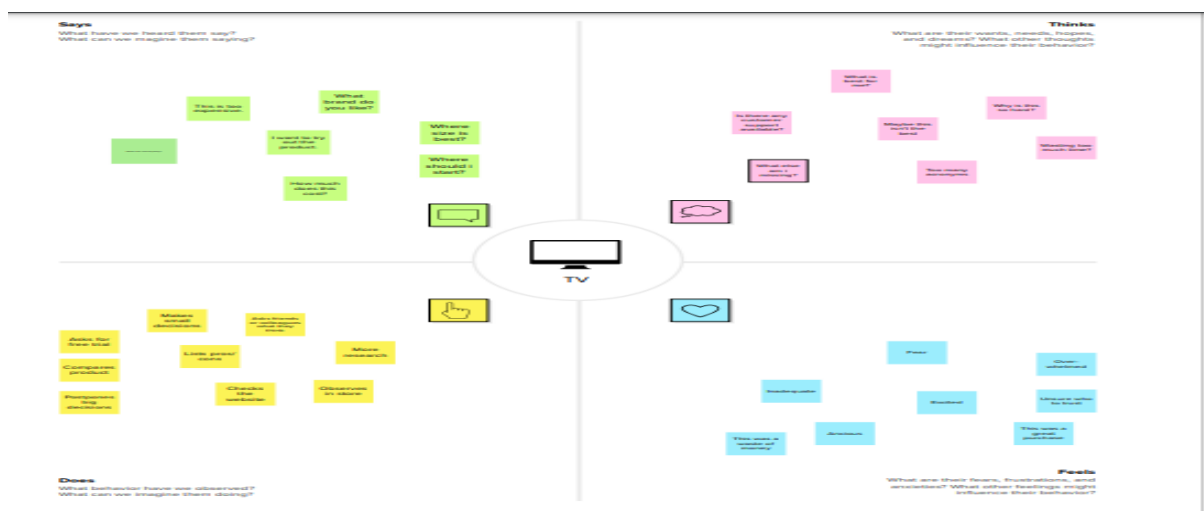
Hotel property management systems (PMS) manage all aspects of hotel business operations, including the delivery of superior guest experiences. Traditionally, a hotel PMS was defined as software that enabled a hotel or group of hotels to manage front-office capabilities, such as booking reservations, guest check-in/checkout, room assignment, managing room rates, and billing. A hotel PMS replaced time consuming, paper-intensive processes. Today, hotel PMS technology has evolved well beyond the front desk. A hotel PMS is now a critical business operations system that enables hoteliers to deliver amazing guest experiences

## 1.2 Purpose:


The purpose of managing a hotel is to successfully establish a constant flow of travellers and guests to your property throughout the year, while also showcasing the wide variety of services and products. Through marketing strategies, you're able to highlight how it benefits visiting guests and with innovative business strategies, you're able to drive quality leads. Ultimately effective hotel management will not only ensure your hotel stays in business, but is able to profit and grow over time. Think of the hotel as an ecosystem that will get healthier the better you manage it. As your hotel becomes more successful you can upgrade and charge higher rates, pay staff higher wages, and create an experience that guests want to come back for.

## 2.Problem Definition and Design Thinking:

## 2.1. Empathy Map



## 2.2. Ideation and Brainstorming map Screenshot:



## Brainstorm & idea prioritization

Use this template in your team brainstorming session. Use your team's collective ideas, imagination and what's happening in your world (if you're most willing for other team members).

- 1. Write down your ideas
- 2. Prioritize your ideas
- 3. Apply your ideas

### Define your collaboration

1. Write down your collaboration goals and what you want to achieve. (What's your goal?)

2. Write down your collaboration goals and what you want to achieve. (What's your goal?)

3. Write down your collaboration goals and what you want to achieve. (What's your goal?)

4. Write down your collaboration goals and what you want to achieve. (What's your goal?)

### Define your problem statement

1. Write down your problem statement and what you want to achieve. (What's your goal?)

2. Write down your problem statement and what you want to achieve. (What's your goal?)

3. Write down your problem statement and what you want to achieve. (What's your goal?)

4. Write down your problem statement and what you want to achieve. (What's your goal?)

#### Person 1

What's your level of experience?	What criteria do you use in coming up with the rent amount?	How many rental properties do you manage?
Are you affiliated with any professional organizations?		

#### Person 2

How many staff members do you have?	Do you make up on repairs and maintenance?	What control do I have over the lease agreement?
What is your timeline for evictions?		

#### Person 3

What steps do you take to ensure that I am getting quality tenants?	How do your tenants contact you?	How often will I get updates on my portfolio?
On average, what's your occupancy length for renters?		

#### Person 4

What's your eviction rate? A low eviction rate is a good sign.	What percentage of rents do you collect per month?	What's your lease renewal rate?
How do you collect rent from tenants?		

#### Person 5

What percentage of your rents are usually vacant?	Are there any fees when the property is vacant?	What miscellaneous fees do you charge?
What are your pricing options?		

#### Person 6


#### Person 7


#### Person 8


### Message Summary

1. Write down your message summary and what you want to achieve. (What's your goal?)

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### Message Summary

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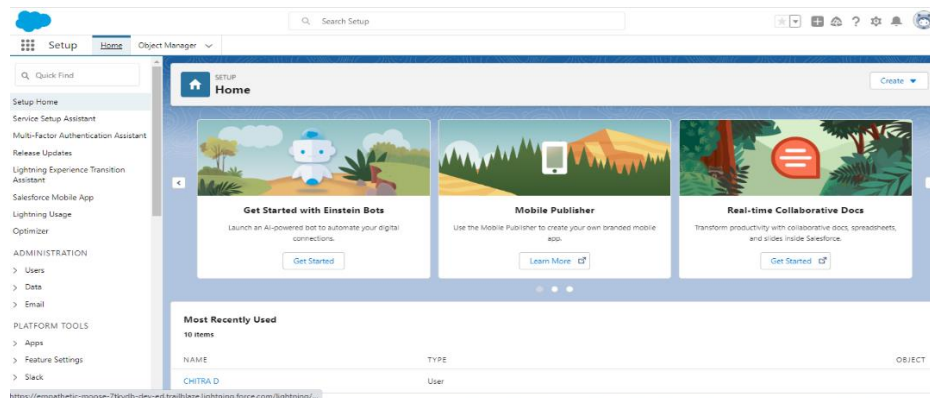
### 3. RESULT:

#### 3.1. Data Model:

Object Name	Fields in the Object
Object-1	Field Label: Lead Data Type: Email
Object-2	Field Label: Buy Data Type: Picklist
Object-3	Field Label: Rent Data Type: Auto Number
Object-4	Field Label: Loan Data Type: Number

#### 3.2. Activity and Screenshot:

#### Create Salesforce Org-creating Developer Account



# OBJECT:

## Creation of Lead Object:

Setup

Home

Object Manager

SETUP > OBJECT MANAGER

Lead

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

Details

Description

API Name

Lead

Custom

Singular Label

Lead

Plural Label

Leads

Enable Reports

Track Activities

Track Field History

Deployment Status

Help Settings

Standard salesforce.com Help Window

## Creation of Buy Object:

Setup

Home

Object Manager

SETUP > OBJECT MANAGER

Buy

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

Details

Description

API Name

Buy\_\_c

Custom

✓

Singular Label

Buy

Plural Label

Buys

Enable Reports

✓

Track Activities

Track Field History

Deployment Status

Deployed

Help Settings

Standard salesforce.com Help Window

Edit

Delete

## Creation of Rent Object:

Setup Home Object Manager

SETUP > OBJECT MANAGER  
**Rent**

**Details** Edit Delete

Description

API Name  
Rent\_\_c

Custom  
✓

Singular Label  
Rent

Plural Label  
Rents

Enable Reports  
✓

Track Activities

Track Field History

Deployment Status  
Deployed

Help Settings  
Standard salesforce.com Help Window

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

## Creation of Loan Object:

Setup Home Object Manager

SETUP > OBJECT MANAGER  
**Loan**

**Details** Edit Delete

Description

API Name  
Loan\_\_c

Custom  
✓

Singular Label  
Loan

Plural Label  
Loans

Enable Reports  
✓

Track Activities

Track Field History

Deployment Status  
Deployed

Help Settings  
Standard salesforce.com Help Window

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

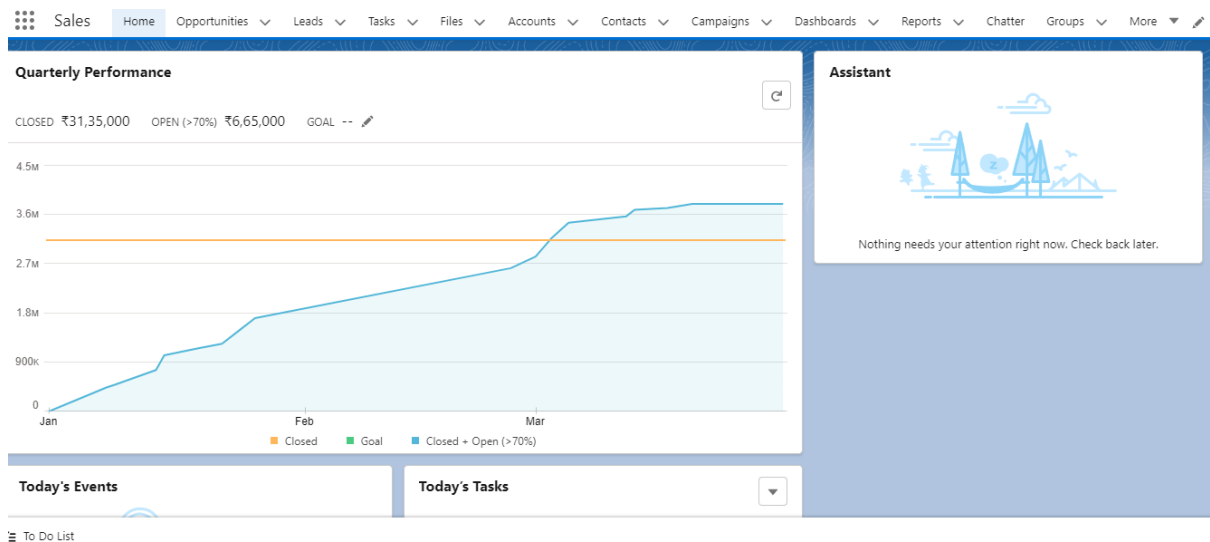
Related Lookup Filters

Search Layouts

List View Button Layout

## Lighting App

## Create The Property Management App:



## Fields and Relationship

### Creation Field for The Lead Objects

Setup Home Object Manager

### Lead

#### Fields & Relationships

42 Items, Sorted by Field Label

Last Modified By	LastModifiedById	Lookup(User)	
Last Transfer Date	LastTransferDate	Date	
Lead	Lead__c	Email	
Lead Owner	OwnerId	Lookup(User,Group)	✓
Lead Source	LeadSource	Picklist	
Lead Status	Status	Picklist	
Mobile	MobilePhone	Phone	
Name	Name	Name	✓
No. of Employees	NumberOfEmployees	Number(8, 0)	

### Creation Field for The Buy Objects

Setup

Home

Object Manager

Buy

SETUP > OBJECT MANAGER

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

Fields & Relationships

8 Items, Sorted by Field Label

Quick Find

NewDeleted FieldsField DependenciesSet History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Buy	Buy__c	Picklist		
Buy Name	Name	Text(80)		✓
City	City__c	Picklist	State	
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Percentage	Percentage__c	Percent(18, 0)		
State	State__c	Picklist		

https://aaacollegewalajpet-c-dev-ed.develop.lightning.force.com/one/app#/...

## Creation Field for The Rent Objects

Setup

Home

Object Manager

Setup > OBJECT MANAGER

Rent

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

Fields & Relationships

7 Items, Sorted by Field Label

Quick Find

NewDeleted FieldsField DependenciesSet History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
BHK	BHK__c	Picklist	City	
City	City__c	Picklist		
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
R	R__c	Auto Number		
Rent Name	Name	Text(80)		✓

## Creation Field for The Loan Objects

Setup

Home

Object Manager

SETUP > OBJECT MANAGER

Loan

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

Fields & Relationships

12 Items, Sorted by Field Label

Q Quick Find

New

Deleted Fields

Field Dependencies

Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
<a href="#">Annual loan</a>	Annual_loan__c	Number(18, 0)		
<a href="#">Created By</a>	CreatedById	Lookup(User)		
<a href="#">Currency</a>	Currency__c	Currency(18, 0)		
<a href="#">Last Modified By</a>	LastModifiedById	Lookup(User)		
<a href="#">Loan</a>	Loan__c	Auto Number		
<a href="#">Loan amount</a>	Loan_amount__c	Formula (Currency)		
<a href="#">Loan Name</a>	Name	Text(80)		✓
<a href="#">Loan Renamount</a>	Loan_Renamount__c	Number(18, 0)		

https://aaacollegewalajpet-c-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003zoKD/FieldsAndRelationships/00N2w00000YmgLa/view

## Profile

### Creation On Profile

The screenshot shows a Salesforce profile page for a user named CHITRA D. The page has a header with navigation tabs: Lightning Usage App, Lightning Usage, Energy Audits, Favourites, Properties, and CHITRA D. The profile card features a cartoon avatar of a cat, the name CHITRA D, and a bio: "Share your awesomeness with the world. (Or at least with your colleagues on Chatter.)". Below the profile card is a "Details" section with fields for Name, Title, Email, Manager, Company Name, and Phone. A sidebar on the right contains a "Try Out the Compact Setting" button and a "See more without scrolling" link.

Lightning Usage App Lightning Usage Energy Audits Favourites Properties CHITRA D View profile

**CHITRA D**

Share your awesomeness with the world.  
(Or at least with your colleagues on Chatter.)

**Details**

Name: CHITRA D Manager  
Title: Company Name: Salesforce associates  
Email: Phone:

Try Out the Compact Setting

See more without scrolling

Salesforce user research found that users overwhelmingly prefer the Compact density setting because it shows 30% more content on the page. You'll have all the information you need at a glance, without the extra whitespace.

Try It Out

## Users

The screenshot shows the Salesforce Users management page. The left sidebar contains navigation links: Setup, Home, Object Manager, Users, Permission Set Groups, Permission Sets, Profiles, Public Groups, Queues, Roles, User Management Settings, Users, Feature Settings, Data.com, and Prospector Users. The main content area is titled "All Users" and includes a search bar, a "View" dropdown, and a table of users. The table has columns for Action, Full Name, Alias, Username, Role, Active, and Profile. The table lists 10 users, including Chatter\_Edward, D\_CHITRA, Daniela\_Amy, questadmin, Jackson\_Eric, Kim\_Ted, Larkin\_Noah, Loretta\_Maya, Singh\_Anuj, and User\_Integration.

Setup Home Object Manager

Q users

Users

Permission Set Groups  
Permission Sets  
Profiles  
Public Groups  
Queues  
Roles  
User Management Settings  
Users  
Feature Settings  
Data.com  
Prospector Users

Didn't find what you're looking for?  
Try using Global Search.

**Users**

All Users

On this page you can create, view, and manage users.  
In addition, download SalesforceA to view and edit user details, reset passwords, and perform other administrative tasks from your mobile devices: [iOS](#) | [Android](#)

View: All Users Edit Create New View

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/> Edit	Chatter_Edward	Chatter	chathv00g2w00000r0neat0em81dm88o2@chatter.salesforce.com		✓	Chatter Free User
<input type="checkbox"/> Edit	D_CHITRA	DD	phikramatha0003@amrathatic-moose-7ikvib.com	CEO	✓	System Administrator
<input type="checkbox"/> Edit   Login	Daniela_Amy	adani	adaniels@dsqinkl.com	Sales Engineer	✓	Standard Profile - No Acct Delete
<input type="checkbox"/> Edit	questadmin	questadm	questadmin@dsqinkl0003@gmail.com		✓	System Administrator
<input type="checkbox"/> Edit   Login	Jackson_Eric	erick	erickson@123@gmail.com		✓	Minimum Access - Salesforce
<input type="checkbox"/> Edit	Kim_Ted	kim	kim@dsqinkl.com	Recruiter	✓	Standard Profile - No Acct Delete
<input type="checkbox"/> Edit   Login	Larkin_Noah	nlark	nlarkin@dsqinkl.com	VP of Services	✓	Standard Profile - No Acct Delete
<input type="checkbox"/> Edit	Loretta_Maya	mlorr	mlorrete@dsqinkl0.com	Accounts Receivable	✓	Standard Profile - No Acct Delete
<input type="checkbox"/> Edit   Login	Singh_Anuj	asing	asingh@123@gmail.com		✓	Force.com - Free User
<input type="checkbox"/> Edit	User_Integration	inte0	integration@00g2w00000r0neat0em81dm88o2@chatter.salesforce.com		✓	Analytics Cloud Integration User
<input type="checkbox"/> Edit	User_Security	sec	insightssecurity@00g2w00000r0neat0em81dm88o2@chatter.salesforce.com		✓	Analytics Cloud Security User

Show me fewer records per list page

## Permission Sets

### Permission 1



Setup Home Object Manager

per

Lightning Experience Transition Assistant

Users

Permission Set Groups

Permission Sets

Feature Settings

Digital Experiences

Settings

Functions

Sales

Accounts

Person Accounts

Salesforce Scheduler

Assignment Policies

Salesforce Scheduler Settings

Scheduling Policies

SETUP

## Permission Sets

Permission Set Buyer

Find Settings... Clone Manage Assignments

Video Tutorial | Help for this Page

**Permission Set Overview**

Description	Allows access to the store. Lets users see products and categories, make purchases, and add products to a wishlist.	API Name	B2BBuyer
License	B2B Buyer Permission Set One Seat	Namespace Prefix	force
Session Activation Required	<input type="checkbox"/>	Created By	salesforce.com, inc., 24/03/2023, 1:57 pm
Last Modified By	salesforce.com, inc., 01/04/2023, 6:39 pm		

**Apps**

Settings that apply to Salesforce apps, such as Sales, and custom apps built on the Lightning Platform [Learn More](#)

**Object Settings**  
Permissions to access objects and fields, and settings such as tab availability

**Flow Access**  
Permissions to execute Flows

**Custom Metadata Types**  
Permissions to access custom metadata types

**Custom Setting Definitions**  
Permissions to access custom settings

## Permission Sets 2

Setup Home Object Manager

per

Lightning Experience Transition Assistant

Users

Permission Set Groups

Permission Sets

Feature Settings

Digital Experiences

Settings

Functions

Sales

Accounts

Person Accounts

Salesforce Scheduler

Assignment Policies

Salesforce Scheduler Settings

SETUP

## Permission Sets

Permission Set Experience Profile Manager

Find Settings... Clone Edit Properties Manage Assignments

Video Tutorial | Help for this Page

**Permission Set Overview**

Description		API Name	Experience_Profile_Manager
License	Salesforce	Namespace Prefix	
Session Activation Required	<input type="checkbox"/>	Created By	chitra d 24/03/2023, 1:57 pm
Last Modified By	chitra d 24/03/2023, 1:57 pm		

**Apps**

**Assigned Apps**  
Settings that specify which apps are visible in the app menu

**Assigned Connected Apps**  
Settings that specify which connected apps are visible in the app menu

**Object Settings**  
Permissions to access objects and fields, and settings such as tab availability

**App Permissions**  
Permissions to perform app-specific actions, such as "Manage Call Centers"

**Apex Class Access**  
Permissions to access Apex classes

https://aaacollegewalsajpet-c-dev-ed.develop.lightning.force.com/one/app#/setup/PermSets/home

## Reports

Sales Home Opportunities Leads Tasks Files Accounts Contacts Campaigns Dashboards Reports Chatter Groups More

Reports

Recent

1 item

Search recent reports... New Report New Folder

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	Total no of loan passed		Private Reports	chitra d	3/4/2023, 2:44 pm	

Created by Me

Private Reports

Public Reports

All Reports

FOLDERS

All Folders

Created by Me

Shared with Me

FAVORITES

All Favorites

To Do List

## 4. TRAILHEAD PROFILE PUBLIC URL

**Team Lead:** <https://trailblazer.me/id/chitrad>

**Team member 1-** <https://trailblazer.me/id/deepb5>

**Team member 2-** <https://trailblazer.me/id/archu20>

**Team member 3--** <https://trailblazer.me/id/v1921>

**Team member 4-** <https://trailblazer.me/id/sdevisri14>

## 4. ADVANTAGES & DISADVANTAGES:

In case you still need convincing, here are ten advantages of implementing a modern hotel management system.

### 1. Save time on admin tasks

The right hotel management software will vastly cut down the time you spend on manual administrative tasks. The software does the majority of the work and lets you divert your time to more important tasks, such as serving your guests.

More than any other software you use, a hotel management system will touch every department at your property. Front of house, revenue management, housekeeping... If you pick the right solution, you can make **significant time savings** across almost every area of your business, also boosting your staff's productivity and satisfaction.

### 2. Develop strong relationships with your guests

A more streamlined check-in and check-out experience will boost your guest happiness. And that's only the tip of the iceberg – anything from improved communication and additional services will also heighten guest loyalty. Choosing the best property management software will likely mean an **increased level of retention** in both guests and staff.

### 3. Increase your online visibility

The right software is an important factor in **developing your online presence**. You can integrate guest-facing software like hotel booking engines, chat bots and a guest portal with your website design, enabling you to instantly accept online reservations and make guests feel confident in their choice to book directly with you.

Google values and assesses the user experience on websites, and those that offer a better user journey and interface will rank higher on Google searches – and other search engines.

### 4. Implement an effective revenue management system

Most hotel management systems include pricing tools and other features to **optimize revenue**.

Gone are the days of having just a peak season price and a low season price – if you're not setting prices in a more sophisticated manner, you're losing out on bookings and not making the most of the guests that do book. You should be able to create and customize product rates, rate dependencies, and special offers and rules such as package rates.

#### 5. Manage distribution functions

A modern hospitality cloud should be able to easily **connect to a channel manager** so you can advertise across many channels and easily promote your business across the industry's OTAs and third party booking services.

It provides real-time information that will help you grow your number of reservations and spread awareness of your property.

#### 6. Increase bookings

Every feature in your hotel management system should work to **improve your overall number of bookings**. Whether you intend to explore new markets or boost bookings in low season, the right software system is all about optimizing and maximizing what you can achieve.

Revenue management and a direct booking engine are two obvious features that will help you in this regard, but everything from integrations to smart reporting and automation will ultimately contribute.

#### 7. Accurate daily reports

Hotel management, finance and revenue teams will have access to accurate daily earnings reports thanks to data-savvy hotel management software.

Meanwhile, operations and marketing reports will help you and your team to make reliable, **data-driven decisions** across your business.

If everything is in the cloud, these invaluable metrics are at your fingertips whenever you need them, without the need for time-consuming manual exporting and compiling.

#### 8. Prevent double bookings and manual errors

Hospitality management software systems are programmed to **avoid double bookings and overbookings**. Thanks to task automation, they also help prevent errors when front desk staff are inputting important customer data like name, passport details, and card numbers.

This means a better guest experience (no awkward follow up conversations asking for their correct details), more time for staff to focus on their important work, and more reliable business data and reporting.

#### 9. Analyze your customer base

**Market and guest segmentation** is another important benefit of the right guest management software system. The GM and Marketing Managers can keep track of the different types of visitors, with key demographic breakdowns such as age, gender and nationality.

This data allows you to make informed decisions on your marketing strategy. and increase the long-term revenue trends of your business.

## 10. Transform your property

The many benefits of a hotel management system could help you grow your business in a short amount of time. If you're not currently using the right solution, migrating to a more modern software could help you see big improvement almost immediately.

### Main Disadvantages of Using a Property Management System

- **Getting up and running** - for a small hotel, getting started with a new PMS is a time investment. It will, realistically, take you several days to get started.
- **Over complication** - of simple processes does happen some time. It's easy to make things more complicated on a computerized system than on paper.
- **Trade-offs:** vendors have their own workflows and you will need to adapt to the way they decided things work: you will likely need to change some of the processes you have in place.

## 6.APPLICATION:

### Reservation

- across different channels and the website booking engine. This function monitors double bookings and allows group reservations. Then it schedules bookings and displays information about current and upcoming bookings on a dashboard.
- **E-payments processing.** Software collects online transactions and classifies them according to their types and categories.
- **Management of room inventory and allocation.** Reservation tools prevent overbookings and double bookings. In some software, this function is part of a channel management module.
- **Reservation emails.** The system sends confirmations to guests after they complete their booking. In some PMSs, this function is a part of the front-desk operations module.
- **Activities booking.** Some software allows guests to book not only accommodation but also activities with this system.

### Front-desk operations and room management

**Room status.** Using a front-desk module, the front-office manager can access room status and up-to-date information about all reservations, both current and upcoming. With the help of this module, room status should be updated quickly. The front-desk module allocates rooms automatically and facilitates a room change.

**Keys management.** This module includes management of electronic key cards, processing payments and issuing receipts to guests.

**Daily audits.** The front-office module also allows users to perform night and shift audits.

**In-room controls.** As hotels become smaller and more tech-driven, room management gains more importance since this module also helps operate the in-room automated systems (e.g., lights, HVAC, etc.) remotely to make the room ready for a guest's arrival.

### Housekeeping

A PMS housekeeping module connects housekeeping staff to the front office. A front-office manager can make a list of tasks to assign, and housekeepers can update room status. If this is a cloud-based PMS, housekeepers can update the status of their assignments or rooms through a connected mobile app or tablet. Also, this module keeps the list of maintenance tasks and reports for the users.

The main function of this module is housekeeping management and property maintenance. Housekeeping functionality includes room status management, maid assignment for room cleaning based on a block or floor location, and keeping lists of tasks for housekeepers. Maintenance management keeps the record of hotel disruptions and repair activities with the further assignment of an attendant who can eliminate a problem.

## CONCLUSION:

Hotel management system now-a-days have the advantage of modernization. Computer have done the work more easy. Computer is playing a important role in management. Reports are made on daily basis for every customer check in or check out which can easily be seen by the management. Hotel management system has also primary purpose is to provide facilities to customers. A software for computers makes the things many times easy, these are made as user friendly and to keep an check and balance in hotel management and accounts as well. So ,these things are important.

## FUTURE SCOPE:

With the escalating demand of hotels in India, the hotel management industry has huge growth potential in the near future. The demand for smart and skilled professionals in this industry is growing at a fast pace, not only in India but also worldwide. There is a dire need for skilled and retainable professionals. In this era of social media, everyone is aware of what to expect in a hotel and the standards one needs. Advanced technologies are introduced in the industry such as Mobile door key instead of plastic cards, Mobile hub spots where everything in the room can be controlled by one remote room phone. Faster Wi-Fi's having better bandwidths. These technologies will revolutionize the hotel industry to the next level. As technology innovations continue to transform every industry and job role, the hotel managing industry is certainly no exception. In the near future automation will be a great part of hotel management industry too:

Speak to order platforms will be trendy by which a virtual assistant will manage everyday mundane tasks, such as taking simple food orders and explain all the queries a customer has. Cloud services will be available such that a person will have entertainment on tap. You no longer have to visit restaurants anymore, the food and services you need will avail to you at home, ordering food online has become a recent update provided. The hotels will help us in having a smarter and meaning experience in the next decade

