**Temasek Polytechnic**

**School of Informatics and IT**

**Diploma in Information Technology (IT)**

Terms of Reference

**Project Particulars**

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| **Tutor** | Mdm Ho Li Ching |
| **Class** | P02 |
| **Project Title** | Delonix Regia Hotel Management System |

**Project Team’s Particulars**

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| --- | --- |
| **Matric Number** | **Student Name** |
| 1403575B | **Chloven Tan Zi Xuan** |
| 1403539H | **Chua Cheng Yu** |
| 1400555G | **Lin Jiamin** |
| 1401557B | **Ngoh Man Ling** |

**1. Introduction**

We are a group of student working in Pantheon System. Delonix Regia Hotel are not doing well even though they are located at a good location. Hence, Mr and Mrs Wang, the owner of this hotel, had engaged us to enhance their hotel management system to improved sales. After discussing with Mr and Mrs Wang about their current hotel management system, we found out there are several issues that need to be solve or improved. The hotel are currently still using paperwork to record their account before noting down in the excel sheet. This will slow down the process of recording and employee might misplace the paper or misread the letters. Thus, we recommend to enhance the following features of the hotel management system for efficiency. The restaurant reservation System, Customer Management System, Meeting room Reservation System and Room Reservation System.

**2. Objectives of the Project**

The objectives we want to achieve through this project is to implement a fully functional hotel management system. We will be using c# or other programming languages to build up the system. Through this project, we also will like to enhance their current hotel management system by recording their hotel guests information instantly in the system without paperwork. The process of checking-in and out of the hotel guests will then be faster. Also, we provide a one stop service that the customer will be able to book the resturant, hotel, hotel managment through the system. Furthermore, the CRM system can also improve our services for customer as we can increase Customer Acquisition, Loyalty and retention. All in all, all these will greatly benefit hotel sales in the long term run.

**3. Scope of the Project**

The scope of the project is to allow Mr and Mrs Wang to bring more customers in to the hotel. The key features of out software system is an application that will allow users to convieniently create an account, book a room and meeting room and also a Point Of Sale system of the Restaurants. It also take care of the customer management for the hotel so that their needs will be met.

**4. Distribution of Workload**

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| --- | --- |
| **Objectives/Deliverables** | **Members** |
| Restaurant Reservation System | Man Ling |
| Customer Management System | Jia Min |
| Meeting Room Reservation System | Cheng Yu |
| Room Reservation System | Chloven |

**5. Constraints**

The constraints is our own individual time management as some of our members might have tight schedule due to work. Therefore sometimes it is difficult for us to meet up as a group. Also our time planning for our project schedule which may change unexpectedly. Our members are all in the same class which means that we will not have different timetable schedules. For the lab opening hours, if there is no class available to do our project, we can always go to the library project room to do our project as a group.

**6. Resources**

Android studio, Visual studio, SQL lite, Microsoft Word

**7. Product Positioning in the Market/Company**

Our product mainly we will focus on mantinance as its is one of the most important aspect of this project. Also, we customize the system to suit the needs of the hotel instead of the general system. Firstly, the Customer Relationship System (CRS),

which we will help us do generate reports so that we will be able to identify areas that need to be improve. Also, the report can be analyst by the mangement to track growth rate, potential customer and trends.Thus, hotel will have more opportunities to get more sales. The advanced data mining techniques also enable us to identify up-sell and cross-sell opportunities. This will maximize our customer base. Next will be the meeting room, hotel booking and restaurant system which have the CRUD fuction to add efficieny to the system so that customer will have a more effective & efficent transaction with us. As they can both book online throught their moblie device or through walk-in counters.

**8. Approach and Methodology of the Project**

Our team will be doing prototyping for the project as prototyping will allow clients to check on the current development of the system before going on and finishing the system. We are going to do the evolutionary prototype as it saves time and it is more efficient and realistic towards the client. However, the risk of using evoluitonary prototyping is if the client decline the protoype, we will need to redo the prototype again which will exceed our budget. What we can do to overcome them is to draw a draft of prototype for the client to check if the the prototype fits their requirements. Also, we can consitenly checked with the client during the process of prototype, this is to ensures lesser miscomunication for both the devolper and business.