

Business Analysis Report : Last Resort Hotels

Work Distribution for Milestone 1:

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1. Business Overview

Last Resort Hotels (LRH) is a rapidly expanding hotel chain that has acquired luxury hotels and resorts, including the Club Med chain. The business model is centered around large, multi-building hotel complexes offering diverse facilities, including sleeping rooms, meeting rooms, restaurants, and leisure areas. The company aims to provide an exceptional guest experience through efficient room management, reservation tracking, billing, and allied services.

However, as LRH continues to grow, the increasing complexity of operations poses significant challenges in maintaining service quality. Employees require fast and accurate access to information about room availability, reservations, guest services, and billing in order to optimize resource utilization and enhance customer satisfaction.

2. Absurdities and Conflicts

- Some meeting rooms have beds that can be folded into walls, making them convertible into sleeping rooms. However, permanent sleeping rooms cannot be used as meeting rooms, which creates an inconsistency in room allocation logic.
- The hotel allows for split billing among guests sharing a room, but at the same time, all charges must be assigned to a responsible party.
- There can be a guest privacy issue with tracking the PIN card, but this is considered fine since guests can choose not to swipe their cards - yet, the record of entering and exiting the room will be tracked which can be an issue.
- The hotel allows movable walls to divide meeting rooms into smaller sections. However, there is no clear indication of how the system handles dynamic changes, such as when a large room is split into multiple smaller ones and later recombined.
- A room can be considered smoking or non-smoking. An entire wing can also be considered smoking or non-smoking. It would not make sense to have a smoking room in a random location with non-smoking rooms nearby. Therefore, we assume later that an entire wing is designated as smoking or non-smoking.

3. Assumptions in the ERD

- The ERD assumes that every room is part of a wing, which is part of a building, which belongs to a hotel.
- The ERD assumes room fee and deposit must be assigned to a responsible billing party, and the service charge and other charges to the guest staying.
- The room features can be moved around, depending on which type it is (eg. rollaway bed), and room type will depend on that.

- One reservation consists of one room
- Discounts will only be delivered to the bill party when there's a distributed payment.
- If the guest is not associated with any other host or organization, they are considered a billing party themselves, and each guest has only one billing party
- An employee can work in multiple hotels.
- An employee can have multiple tasks.
- The ERD assumes hotel numbering is relevant for identifying adjacent rooms. When one roomId with a given roomNumber has a value of "yes" for column "isAdjacentRoom", then the room next to it that also has a value of "yes" for column "isAdjacentRoom" is considered the adjacent room.
- Assume an entire wing will be smoking and non-smoking.
- If the wing is designated as non-smoking, then the room inherits the smoking status from the floor in which it's located.
- The base rate of a room is determined by its room type, but the actual rate charged will vary based on reservation details.
- "Other Charges" are linked and associated with 1 mainBillId and guestId
- A single reservation will correspond to exactly one room