Temasek Polytechnic

School of Informatics and IT

**Diploma in Information Technology (IT)**

Terms of Reference

**Project Particulars**

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| **Tutor** | Mr Mel Goh |
| **Class** | P01 |
| **Project Title** | Delonix Regia Hotel Management System |

**Project Team’s Particulars**

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| --- | --- |
| **Matric Number** | **Student Name** |
| **1506522J** | **Ang Wei Xiang** |
| **1500826A** | **Muhammad Faiz Bin Kamaruddin** |
| **1506657D** | **Darren Teo Wei Wen** |
| **1502868A** | **Thien Yun Kai** |

**1. Introduction**

*Give a short introduction to the project. You may include information such as the purpose of the project, any relevant background information, the users and usage of the system, brief description of problems faced thereby leading to the need for this system, etc.*

Purpose of the project: Find the reason behind why the hotel is not doing well and solutions to help improve their situation. This includes attracting more customers allowing them to obtain more business profits.0ppr

Background information: Hotel is located in reasonably good district. Business hasn't been doing well. The hotel is being managed by middle-aged couples, Mr and Mrs. Wang.

The users: Customers of the Delonix Regia and Hotel Critics.

Usage of the system:

Problems:

General:

* Bad customer reviews online.
* There was bad customer service.
* The hotel is not actively advertising its brand
* Lack of consistency.

Software:

* Booking process was slow and requires a lot of steps to do so.
* Lack of database to store their records.
* The computers they’re using are outdated.
* Online Booking might not be available for the hotel
* Customers are not able to update on their booking information online.
* No filtering to search for rooms available
* Unable to cancel bookings online.

**2. Objectives of the Project**

Describe the objectives that you want to achieve through this project. Objectives may be both technical and non-technical.

Develop a website for the hotel so that customers can see the features and pricing of the hotel as well as to improve user, Also, we can improve Mr. Wang’s hotel management system and improve the various processes such as the check in process and the booking of hotel rooms. This could also include functions such as cancel the hotel booking, update the booking dates and having customer service support whenever the customers require any assistance or to clear their doubts.

The end goal of this project is to ensure that customers or users will be able to perform tasks such as updating, booking and cancel them online efficiently without having trouble doing so.

**3. Scope of the Project**

Describe the key features of the software system you are developing. This description does not need to be detailed; it can simply be a few sentences that give a general explanation of the feature.

* Online booking.
* Edit booking dates.
* Cancelling room booking
* Check booking of facilities available in the hotel
* Live customer support (Messenger or Video Chat)
* Checking in online / Checkout online

**4. Distribution of Workload**

Determine which members of the team will be responsible for what areas of project work. Individual’s responsibilities should be clearly spelt out.

|  |  |
| --- | --- |
| **Objectives/Deliverables** | **Members** |
| Approach and methodology of project, Introduction, Objectives of the Project, Scope of the Project, Resources | Ang Wei Xiang |
| Introduction, Objectives of the Project, Scope of the Project, Constraints, Product Positioning in the Market/Company | Darren Teo |
| Approach and methodology of project, Introduction, Objectives of the Project, Scope of the Project, Resources | Muhammad Faiz |
| Introduction, Objectives of the Project, Scope of the Project, Constraints, Product Positioning in the Market/Company | Thien Yun Kai |

**5. Constraints**

List any constraints that you expect to face e.g. lab opening hours, different timetable schedules, etc.

* Finding good locations for group meetups.
* Each member is staying quite far from each other so meeting up might be difficult.
* Lack of understanding of the question and its requirements.
* Resources are difficult to find and some of them might cost money (books etc.).
* We are required to complete making the hotel website within 8 weeks as it is being requested Mr. and Mrs. Wang.
* Due to difference in the version of Microsoft Visual Studio, there could occur compilation errors when trying to combine all the codes from different team members together.
* Different coding practices between members might cause issues when compiling them.
* Different software versions which might lead to incompatible compilation.

**6. Resources**

List the hardware and software resources that your project will need.

Software resources

* Microsoft Word 2016
* Microsoft Visual Studio to create the website
* Outlook 2016 - To communicate with customers and to answer any doubts
* “tawk.to”/Discord - To allow live communication with customers
* Microsoft Project 2016 -
* Adobe Photoshop CC to edit site pictures and banners.
* Adobe Lightroom to assist in making the website more aesthetically pleasing.
* Cloud Storage to store our data information such as customer information/booking information.

Hardware resources

* Laptops to do our planning and coding implementations
* Printer for reports, meeting minutes, and contracts
* Desktops to do our planning and coding implementation
* Servers for the live chat

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

Describe how your product differentiates itself from similar products in the market. Describe any interesting or unique features that your product has.

This website has a unique feature as compared to other hotel websites including:

* Real-time enquiry chat with the receptionist whenever the customers need to clear their doubts regarding issues such as booking and the prices etc.
* Quick and Easy booking systems with short steps which increases the speed of room booking.
* An Optional Online Checking-In and Checking Out process which will allow customers to be able to obtain access to their rooms easily or completing the checkout process easily without needing to waste time to approach the receptionist.
* Booking of Hotel facilities and checking its slots without needing to approach the receptionist.

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

Describe the development model your team will be adopting for the project. Describe any potential risks or problems your team might have adopting the development model and what you can do to overcome them.

Evolutionary Prototyping would be the development model that we will be adopting for the project. The purpose of choosing it is because of the time given for the project which is 8 weeks, thus applying the Waterfall model and Throwaway Prototyping would require a lot of time if it is being rejected after the model or prototype has been made.

The Evolutionary Prototyping will allow constant improvements to the product as it constantly improves it based on customer or user’s opinions, thus proving it to be less risky.

This will also allow better user understanding in the needs of a website and It also save the business cost as problems are being rectified in the earlier stages of developing the website instead of making them during the end of the project.

The problem that we might encounter when using the evolutionary prototyping is that we might stuck developing the same feature if the customer constantly proposes new changes or improvement for it thus causing a large amount of time. A method to solve this would be to ask the customers to focus on the major improvements instead of minor ones, this can help to conserve the time for other important key features’ improvement unless they are willing to delay the development time and pay more.

Due to the constant changes that the customer made, errors might surfaced when altering the codes. A method to solve this could be to avoid major coding changes when trying to improve minor features or problems.

\*Some sources are taken from the slides.