Domain Model

1. Introduction

The domain is 'Linnaeus Hotel Reservations'. The motivation for this domain analysis is that the clients think it will be cheaper for the hotel with an automated system, and that it will also give the clients faster service.

2. Glossary

Front desk clerk: A hotel receptionist that also take care of room reservations.
Check in: when a customer arrives to the hotel to get access to the room.
Check out: when a customer leaves the room a last time and return the keys/keycard.
Reservation: a contract to rent one or more rooms for a specific period of time.
Adjoined room: two rooms connected with a single door.

3. General domain knowledge

Rooms are hired per night. On the first day of your stay, there is a earliest time you can check in to your room. After your last night, check out is often in the morning. A booking can span several nights, and is often made in advance.

There is different standard levels of the rooms, higher standard will be more expensive for the customer.

Commonly there is a front desk clerk that take care of check-in, check-out and answer any question a customer has. In smaller hotels they also take reservations on the phone or if a customer arrives at the lobby.

3. Customers and users

Linnaeus Hotel is the client, and the users will mainly be the hotel clerks of both a Hotel in Växjö as well as one in Kalmar.

4. The environment

The booking, check-in and check-out will mainly be run at one PC in each of the two Linnaeus Hotels.

5. Tasks and procedures currently performed

The staff is currently using the software JHotel to book rooms to clients and for check-in management..

6. Competing software

There is tons of competing software to be found, most seems to be cloud based. We will mention 2 that looks pretty good in this section, we wanted to find any good open source software as well, but none of those we found looked any promising.

Little Hotelier:

- 219 $ a month for a 30 room hotel
- Simple interface for booking from both PC or mobile device
- Is not recommended for hotels with more than 30 rooms.
- Cloud based.

Positive: Is connected with multiple online booking companies.

Negative: by using cloud-based software, if internet is down, the hotel clerks cannot reach the system.

Cloudbeds:

- Billed annually 174 € a month for a 40 room hotel
- Simple interface for bookings
- Efficient housekeeping module (to know what rooms need attention)

Positive: Is connected with multiple online travel agencies.

Negative: by using cloud-based software, if internet is down, the hotel clerks cannot reach the system.

7. Similarities across domains and organizations

The task of the 'Linnaeus Hotel Reservations' can easily be generalized to fit on most smaller hotels since the foundation of Hotel bookings is quite similar from hotel to hotel.