

King William Hotel

Built in 1923 in what is now a popular Ontario tourist destination, the King William is one of Canada's treasured historic hotels. Today it is a much-loved landmark where guests are transported to a less hurried time the moment they cross the hotel's threshold. All of the rooms in the hotel have recently been restored to their early 20th century splendour to enhance the hotel's historic atmosphere.

The King William Hotel has five floors, four of which have guest rooms. The first floor is dedicated to the lobby and hotel offices. The second floor has a small restaurant where guests can enjoy services from an early morning breakfast to a late night snack after a long day of tourist activities. Currently, the restaurant operates on a "pay as you go" basis. Basil J. Cleese, the hotel owner/manager would like to be able to charge a customer's room account directly for restaurant and other hotel services including but not limited to long-distance phone charges, movie rental, dry-cleaning services or any other "out-sourced" concierge service a guest might require.

The hotel's location ensures a high occupancy rate throughout the year but the hotel management and staff have been encountering problems with the current manual system of reservation booking. There are many "out of the box" solutions available to Basil but with limited capital, and a long list of system requirements, purchase and modification of such a system is cost prohibitive for the hotel. Although minimal problems occur in booking a reservation when the reservation data does not change, if a reservation is changed (either the dates of the reservation are altered or the reservation is cancelled) then sometimes the record is not modified correctly in the manual system, due in no small part to the number of staff who access the reservations journal. These errors can lead to over-booking and under-booking of rooms. In the worst case scenario a potential customer may be denied a room based on spurious customers being expected.

Currently there are three room categories in the hotel: 15 single rooms spanning the second, third and fourth floors that let for \$95 per night; 22 double rooms spanning the second and third floor that let for \$130 per night; and 4 suites, all on the fifth floor that let for \$165, \$185, \$200 and \$295 respectively per night. Basil has been considering implementing a schedule of rates for the summer high season and winter holiday period based on increased demand and necessity of hiring part-time staff for only those periods. It is also becoming more common for returning guests to request their room from a previous stay and Basil is hoping that allowing for that type of functionality in the system shouldn't be too much of an issue.

Aside from storing and managing reservation and room information, Basil would like to see development of a system that would allow for pricing inquiries and changes as well as display any issues with room-readiness, i.e. in need of cleaning or in need of maintenance of some type. There should also be consideration given to guest requests for wake-up calls, room service etc. Certainly managing a "guest bill" and allowing for editing, displaying and printing of the bill is of the utmost importance to Basil.

In addition to Basil's assistant Polly and Manuel, the head concierge, the King William employs 16 others on a permanent basis covering housekeeping, maintenance, kitchen and wait staff and doormen. This number is of course augmented during the high periods of the hotel.