

Type of system we decided on: Hotel Management system

Goals:

- Make it noticeably clear and concise for the user, go through the steps and motions of the process.
- Keep workspace organized and add comments to the code.

Description:

When the program opens, the user will first see the guest interface, where guests can book hotel rooms, check out the amenities for the hotel, the employees (and managers) at the hotel, local events, venues, restaurants, as well as a complaints/ticket system on the open welcome interface. It is more likely that we will use tabs along the top of the page to divide out the different subjects as well as keep the interface clear for the user to use.

The complaints/ticket page would work like this for the guest side, there will be a tab for tickets/complaints. Once clicked, it will pop up with a page where you can give personal information as well as what the ticket/complaint is about. Once they put in their email, it will send them an automated message about their ticket for the initial submission as well as a later confirmation email when the ticket has been resolved.

The guests will have the option to select which room they would want as well as compare listings of assorted styles of rooms. When they select which room they want, it will prompt them to a checkout page. Here they will enter their personal info to be sent into the employee database system and their card information for check-in. They will get a confirmation page when they place the order.

From the welcome screen, you can sign in as an employee on one of the upper corners of the screen. It will launch onto a sign-in page. When signing into the employee side, all employees can see all current employees, payroll, modify their own personal info such as address or phone number, can see what rooms are available or unavailable, and see sales tabs for the hotel. Managers can add or remove employees, add/remove guests, and modify guest info. This will be divided into a side panel with tabs along the employee's profile menu. Managers will also get more detailed sales tabs than the general employees and inventory management in the system.

Managers and employees will have access to the ticket system. Once a ticket has been submitted to the system, employees and managers should see the ticket immediately. There will be a checklist option for the employee to assign themselves to the issue as well as "check off" when the task is completed. This will be the trigger for the automated email to management as well as the customer being informed their problem/complaint was completed.

Overall, we want this project to be user friendly to both guests and employees at the hotel. An efficient computer system in customer service is highly regarded as the most important thing to keep an industry running. Being able to have an entire system to manage a hotel for both guests and employees is inclusive and moves us to a more digital way of booking. This type of development can benefit registered users with rewards, system tracking, and much more.

