**Notes from Wednesday Meetings**

6/17/20

**System Specifications**

* Payroll manages the base pay pf the employee is part of the summary reports
* Upgrade options
  + Events that could be applied for, hotels can offer packages
  + Employee manages the price related to the packages
  + Events are unique for each hotel location
  + Available /unavailable
* External/Third Party booking SItes
  + Request for a booking
  + Respond available or not available. If full put on the waitlist and thereafter can cancel
  + Third party websites have two types of requests:
    - User id request
      * If an customer already has a user id/account, request for a reservation
    - Request for reservation room plus 3 events
  + Third party can book without an account though in the file it must have a request to create an account on top of the reservation
    - If the third party site tries to book a reservation without
      * 1) having an existing account
      * 2) creating a new account along with the reservation
        + Send a rejection notification to the third party site
* Processing Payments
  + Code something for processing payments for the upgrades
    - Adjust the amount based on what was paid initially
  + No need to store credit card information
* Customer and Employee Activity Tracker
  + Full history of cancel/book of each customer
  + Any activity associated with customer and Employee
    - Number of times customer accessed their account
    - Made reservations, cancel event, amount paid
  + Customer log over a certain amount of time or all of them
    - Amount spent over a period of time
* Waitlist System
  + In the reservation system and coming across for a specific location and room type that is full….
    - Do you wish to upgrade or waitlist?
      * If so have option to enter contact information to send an email but NOT actually sending an email
  + If there comes an opening due to a cancellation, a “clock” starts ticking for a certain number of days (time to TBD) to either book or cancel
    - If the system does not get a response within the time, it will remove the person off the queue
    - Repeats the queue process
* Reservation System
  + Customer’s can have a “balance”
  + Still do reservations even if they do have a balance
  + In order to book, they must pay the “minimum/partial” balance
    - Percentage and/or a minimum if percentage is not high enough
* Reward Points
  + Are NOT transferable
  + No expiration date for points
* Employees
  + Are considered employees for the ENTIRE business, not just a single location
  + Keep track of accounts behind the scenes
    - Profile screen
* Creation of Accounts
  + If an employee has to create a customer account (i.e. via phone or in person), just create it from the login screen
  + ONLY **name and location** of Customer / Employee account are stored
  + When creating accounts have 2 types of profiles: Employee and Customer
* Check in / Check Out
* Metrics of Hotel System
  + Metrics of occupancy rate
  + How many rooms we have, how many will or are currently occupied
  + How much revenue is received
  + How many rooms unavailable due to a problem

**Use Case Specification Documents**

* Preconditions
  + Examples:
    - Cannot get rooms until rooms are defined
    - Cannot give rewards until they are setup

**Entity Relationship Diagram (ERD)**

* Look at a particular entity, look at them independently
  + Does a particular entity interact or have some sort of relationship with another entity?
    - Example: Employee Entity Relationship-
      * What are the relationships with the employee?
      * Customer-employee relationship? relationship with reward points?
  + Entities consist of nouns
  + Summary Reports are not a entity since they take data from multiple entities
  + If yes name the relationship

**SPMP**

* Changes
  + Estimation
  + Tasks
  + Risks