

**Vision and Scope Document**

**for**

**Hotel Escalation Management Module**

Version 1.0 approved

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# Revision History

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| --- | --- | --- | --- |
| **Name** | **Date** | **Reason for Changes** | **Version** |
|  |  |  |  |
|  |  |  |  |
| Samantha Nicole Balubal | 18/10/2017 | Edited the Scope and Limitations section. Added another item for the Scope. | 1.0 |
|  |  |  |  |

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# Business Requirements

## Background

Taal Vista Hotel is one of the leading attraction in the area of Tagaytay for its view which is the Taal Lake and is owned by Henry Sy of SM Investments Corporation. The client, Taal Vista considers a complaint when there is an unattended service request. For example, when a guest calls for a follow-up regarding a service that was not acted upon by the promised time from the staff. While, the upper management is not aware if there are unattended services unless the customer comes up to the hotel’s front desk and demands to see the manager. This is because the current escalation process included in Taal Vista Hotel’s complaint handling is limited to just directly reporting it to the immediate supervisor with no documentation.

Hotel Escalation Management Module will be able to keep track the unattended service requests or customer complaints that will be forwarded by the Hotel Service Request and Recovery System. This module will be able to escalate service tickets, monitor tickets’ status and identify its prioritization. This module will also generate escalation reports to use by the executive management of Taal Vista Hotel.

## Business Opportunity

The Hotel Escalation Management Module will be used by Taal Vista Hotel for purposes of improving their service to their customers, monitoring unattended service requests or customer complaints and generating escalation reports for the executive management of the hotel. This module provides a specific solution to the problem faced by the escalation process included in its current complaint handling.

The escalation process of unattended service tickets in the module would allow the users to keep track the status of the ticket and would be able to determine the reason why a certain service request ticket escalates to the hierarchy level of the Hotel Escalation Management Module. It stores data needed in generating an escalation report.

## 1.3. Business Objectives and Success Criteria

The objective of Hotel Escalation Management Module is to provide a solution for the Quality Assurance Department of Taal Vista Hotel by gathering escalation data and will be generated as an Escalation Report needed by the Executive Management. The generated escalation report will be used to know what are the services that escalated often and why it is being escalated, in this way the Executive Management should be able to determine what services needs improvement to lessen the number of unattended service in Taal Vista Hotel.

## 1.4. Customer or Market Needs (MN)

The escalation process included in Taal Vista Hotel’s current complaint handling is limited in direct reporting of customers’ complaints to the supervisor with no documentation that’s why the upper management is not aware on customers’ complaints and unattended service request in the hotel.

MN-1: The module must be easy to use. The escalation process of the module should be able to re-assign the ticket owner when the assigned employee fails to recognize the notification and if the initial time limit set on the ticket has exceeded.

MN-2: The module should be able to generate escalated report. The escalated report contains the details of the unattended service, the reason why it escalated, the details of the assigned employee and the number of times it was re-assigned. This report will give the executive managers the information on why certain services are not met.

MN-3: The module must be able to notify the employee about the ticket that is assigned to him/her. The notification will require the employee to input a status to consider that the ticket has been recognized and is in-progress.

MN-4: The module must allow the user to re-prioritize tickets to inform the assigned employee to have an immediate action regarding the escalated ticket.

## 1.5. Business Risks

Due to the implementation of this system, the employees of Taal Vista Hotel might be too dependent on the system that they might lack initiative in doing tasks that are part of their job descriptions. However, putting ourselves in the employees’ shoes, the system might create unnecessary escalations with regard to the time limit given, and might have the employees overwork every day.

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# Vision of the Solution

The Hotel Escalation Management Module will achieve a proactive escalation process that helps Taal Vista Hotel’s supervisors and department managers in anticipating issues and taking care of them as the needs arise to not make too many mistakes.

## 2.1. Vision Statement

The team’s vision is Hotel Escalation Management Module will be able to help Taal Vista Hotel’s to become proactive in handling issues. With the incorporation of a database management system, a proactive escalation process, a web portal back-end for ticket administrator and a mobile application that notifies hotel staff for task assignment, the module will enable Taal Vista Hotel deliver excellent service quality and achieve customer satisfaction.

## 2.2. Major Features

The module consists of these features:

* Able to manage and track ticket details
* Provides hotel clients an overview of all the processes in hotel anytime, anywhere.
* Automatic alert that notifies the employees
* Request Prioritization
* A web portal back-end for ticket administrator

## 2.3. Assumptions and Dependencies

AS-1: All data needed for generating an escalation report are correct and complete.

AS-2: The escalation process of the module must be automated, meaning it automatically re-assign the ticket and notify the assigned employee.

DE-1: All employees in the hotel must have smartphones

DE-2: The hierarchy level in the escalation process must be implemented effectively

DE-3: The hotel escalation management module is complete

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# 3. Scope and Limitations

This module will:

* Begin its process once a trigger is activated by an escalated service ticket from the Service Request and Report System or receptionist.
* Be sensitive in specific incidents in Taal Vista Hotel which concern is all about the tickets that takes longer time in Service-Level Agreement.
* Generate escalation reports based on the escalation process of unattended services. And,
* The main users of the module are the Receptionists, and the Supervisors (Level 1 Employee), Department Managers (Level 2 Employee), Resident Managers (Level 3 Employee), General Managers (Level 4 Employee) of the Housekeeping and Engineering Department.

## 3.1. Scope of Initial Release

This module initially should:

* Be able to manage and track ticket details
* Send automatic alert that notifies the employees
* Request Prioritization
* Provide the hotel clients an overview of all the processes in hotel anytime, anywhere
* Generate an Escalation report when the Executive Management requests

## 3.2. Scope of Subsequent Releases

In the long run, the module should:

* Let the customers of the hotel input their complaints in a device that will be provided by the hotel

## 3.3. Limitations and Exclusions

None specified at this time.

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# 4. Business Context

## 4.1. Stakeholder Profiles

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stakeholder** | **Major**  **Value** | **Attitudes** | **Major Interests** | **Constraints** |
|  |  |  |  |  |
| Executive Management | Determine the reason why some tasks are frequently unattended by hotel staff. | Happy about the mobile application as it will give them additional data regarding the complaints done by their customers | Reliability of the generated report; | None Identified |
| Department Managers and Supervisors | Anticipate issues proactively; taking care of the issues as the need arises | Not happy about the system as it will pressure them to finish the task within the time given but recognizes value to the company and customers | Simplicity of use | must run on low-  end  workstations  no budget for  retraining |
| Taal Vista Hotel’s Staff | Staff assigned is capable to finish the task;  Increased productivity | Not happy about the system as it will pressure them to finish the task within the given time but recognizes that it will help them improve their productivity | Staff will be able to explain the reason why they are not able to finish the task assigned to them | Unable to adjust the time given to finish the task |
|  |  |  |  |  |

## 4.2. Project Priorities

|  |  |  |  |
| --- | --- | --- | --- |
| **Dimension** | **Driver**  **(state objective)** | **Constraint**  **(state limits)** | **Degree of Freedom**  **(state allowable range)** |
|  |  |  |  |
| Schedule | 1st Iteration would be on 10/12  2nd Iteration would be on 10/26 | Any unscheduled issue could cause delay | Database should be functional |
| Features | - Database | Must produce a proactive escalation process in 3rd Iteration | 50% of priority  features must be included in  1st Iteration, 70% of priority features must be working and 100% of high priority features must be working well. |
| Quality | - The module should be able decrease the number of escalations that occur every month | Must meet the standard required by the team and by the client | 80-85% of user acceptance  tests must pass for 1st Iteration, 85-90% for 2nd Iteration and 90-100% for the 3rd Iteration. |
| Staff | - Project Manager  - Project Developer  - Database Analyst  - Project Researcher | Maximum team size is 1 project managers, 2 project developers, 1 database analyst, and 2 project researchers |  |
| Cost |  |  | budget overrun up to 15%  acceptable without executive review |
|  |  |  |  |

## 4.3. Operating Environment

* Users will be the staff of Taal Vista Hotel
* The module can be accessed any time of the day, as long as there will be a notification from the module
* Data must always be accessible during normal office hours
* Data are stored in the module’s database and will generate an escalation report
* Data editing is not available to the user who did not originally input the data