**WORK DRAFT**

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**Group Leader Name:** *Jurgen Halili*

**Project Topic:** *Hotel Management System*

**Describe the general idea of the project here:**

This project was created on the basis of making an easy-to-use, accessible and well-rounded system/application to generally ease the process of booking Hotel rooms online and making a clients stay at the hotel as easy and comfortable as it can be. This system greatly relies on offering solutions to the already existing stressful operation of staying at a hotel. Despite the fact that this seems counterintuitive, hotel stays nowadays have become nerve-wrecking. We hope that with this project we can make the operation way easier.

Some main ideas we wish to incorporate into our proposal system to make this easier would be:

1. An easier way of booking your stay at given/random times. This means that we will build on already existing measures of booking rooms and we will add our own ideas and proposals to further improve this.
2. We also would like to see the possibility of looking at different actions which are completed when booking.
3. An easier way of booking your stay at given/random times. This means that we will build on already existing measures of booking your stay. We aim for this system to be incorporated more from Beach Hotels, so therefore we would like to offer what we call bundles. These bundles will give the client the ability to check nearby gatherings, concerts, activities etc going on during their stay. To do this we would be in touch with our “partners”, these partners will be different Event Planners, Venues etc.
4. We would also create a subsection of our app which allows clients to see different available beach umbrellas on the surrounding beaches, giving them a way to easily reserve them to their choosing.
5. One of the main ideas of our system would be the direct communication between different users of this platform. Clients would be able to directly communicate to the workers of the hotel to ask for Room Service, they would be able to directly communicate to managers to leave some thoughts/complains about things they see fit, we think this would greatly improve the efficiency of the business side of the hotel by building better functions based on these reviews. Managers would also be able to directly communicate (give orders) to workers.

**Describe the work done so far on the project by the group, in general terms:**

To achieve our vision for this project we have conducted weekly meetings between our members to fortify our main ideas, build on them and brainstorm on improvements, or to just generally create new functionalities for our project. We have worked hard on trying to think of everything and plan them out before actually starting to work on these ideas. This has greatly reduced the time and effort it took us to do the work required.

After having created our main ideas (this will be ongoing during the length of our project), we got to work on the foundation of this project. This includes mostly creating all the required UML diagrams for most, if not all, present functionalities of this system. These diagrams include the main Use Case scenario for the system, different use cases for all functionalities, activity diagrams for all the functionalities and also the state diagrams for these functionalities.

We have also kept track of our personal work and work in group during our weekly discussions and have portrayed them accordingly on our WIKIs in github. This serves to better display each person’s work during this period.

Apart from this, we have worked on developing the required documentation of this project. So far we have talked about the general idea of this project, our goals for it, the main functionalities, client’s contexts, hotel contexts etc, we have also documented our weekly meetings by creating Weekly Report Forms. Currently we are working on furthering our ideas, effectuating our existing work, and documenting it every step of the way.

**Describe the work done by you specifically here:**

Hotel management is a complex and multifaceted process that involves a wide range of tasks and responsibilities. The goal of hotel management is to provide guests with an exceptional experience while also ensuring the efficient operation of the hotel itself. In this essay, we will explore the various aspects of hotel management, including front office operations, housekeeping, food and beverage service, and revenue management.

Front office operations are the heart of hotel management. This department is responsible for handling guest reservations, check-ins, and check-outs, as well as responding to guest inquiries and requests. The front desk staff must be knowledgeable about the hotel’s amenities and services and must be able to provide guests with accurate and helpful information. They are also responsible for maintaining accurate records of guest transactions and billing.

Housekeeping is another critical aspect of hotel management. This department is responsible for maintaining the cleanliness and upkeep of guest rooms and common areas. Housekeeping staff must be well-trained in proper cleaning and sanitation techniques, and they must be able to work efficiently and quickly to ensure that rooms are ready for new guests. Additionally, housekeeping staff must be able to respond to guest requests for extra towels, bedding, or other amenities.

Food and beverage service is another important aspect of hotel management. Many hotels offer on-site restaurants, bars, and room service, and it is the responsibility of the food and beverage department to provide guests with a high-quality dining experience. This department must be able to create menus that are appealing to guests while also being cost-effective for the hotel. Additionally, food and beverage staff must be trained in proper food handling and safety techniques.

Revenue management is another critical function of hotel management. This department is responsible for setting room rates, managing occupancy levels, and maximizing revenue through effective pricing strategies. Revenue managers must be able to analyze market trends and competitor pricing to ensure that their hotel remains competitive. They must also be able to forecast demand and adjust pricing accordingly to ensure maximum profitability.

In conclusion, hotel management is a complex and multifaceted process that requires a range of skills and expertise. Front office operations, housekeeping, food and beverage service, and revenue management are just a few of the key areas that hotel managers must focus on to ensure the efficient operation of their property. By focusing on these areas, hotel managers can create a welcoming and comfortable environment for guests while also maximizing revenue and profitability.

