

Catalog – Your Assistant-

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* Required to write your ID and name to all sheets

* Check the “Print Preview” to ensure the format

Chapter.1 Details of the user profiles

User A : customer

- Purpose of using the software : (1)Find the most suitable hotel and room;
(2)Get best living experience.
- Situation of using the software : (1)Reserve Room
(2)Reserve Service
- Frequency of using the software : Middle

Describe what user expects.

- 1 : Get an overview of all proper hotels and rooms and reserve one as he/she want;
- 2 : Get quick service
- 3 : Give feedback, complaint

Your proposal to solve the object

- 1 : Build a page for customers to reserve room, customer can choose room type, price interval, check-in time and check-out time. Then show a map or list for all available hotel, include the position of hotel, room number and basic equipment.
- 2 : Build a page for customer to reserve service, including breakfast sent, room cleaning and furniture maintenance.
- 3 : Build a system for customer to submit feedbacks and complaints.

User B : Receptionist

- Purpose of using the software : (1) Reducing the expense of routine tasks
(2) Improving the efficiency
- Situation of using the software : Daily work
- Frequency of using the software : High

Describe what user expects.

- 1 : Get the overview of room availability, empty rooms and customer info for non-empty rooms;
- 2 : Search empty rooms and get room_no, type, price and features.
- 3 : Search room number for a specific customer passport_no or name;

Your proposal to solve the object

- 1 : Build a system for receptionist to search empty rooms or customers. The system is like google. Receptionist can type in some key words and get a list of rooms.
- 2 : A search algorithm to find the proper room;
- 3 : A easy-used UI for customer to choose hotel and room.

User C : Room Attendants

- Purpose of using the software : (1)Improve service quality;
(2)Make daily work easier;
- Situation of using the software : Daily work
- Frequency of using the software : High

Describe what user expects.

- 1 : Get the request of customer in time;
- 2 : See a to-do list; List can be selected to Ordered by request time or customer priority;
- 3 : Get the suitable request for him/her.

Your proposal to solve the object

- 1 : Alarm room attendants for new customer requests.
- 2 : Keep a to-do list, and room attendants can select which request to handle
- 3 : Assign different requests to different attendants by tags.

User D: Human Resource Manager

- Purpose of using the software : (1) Reducing the expense of routine tasks
(2) Improving the efficiency
- Situation of using the software : Daily work, monthly work, quarterly work, yearly work
- Frequency of using the software : High

Describe what user expects.

- 1 : Get a view of attendance rate, complaint record, performance assessment and salary for every staff;
- 2 : Motivate staffs by customized way.
- 3 : Know proper position for every staff.

Your proposal to solve the object

- 1 : Store attendance rate, complaint record, performance assessment, department and salary for every staff and display it by selected condition;
- 2 : Give feedback to staff according to his performance;
- 3 : Analyze advantages and disadvantages of every staff. Assign proper staff to proper position.

User E: Strategy Manager

- Purpose of using the software : (1) Get info of hotel operation that is helpful to making strategy.
- Situation of using the software : Daily work, monthly work, quarterly work, yearly work
- Frequency of using the software : High

Describe what user expects.

- 1 : Analyze of trend of profit, occupancy, complaint times of every month, quarter or year;
- 2 : Collect ideas from staffs and customers;
- 3 : Compare the difference between high-profit hotels and low-profit hotels.

Your proposal to solve the object

- 1 : Make a function to store all kind of operation data of every hotel;
- 2 : Analyze the correlation between profit and condition of hotel;
- 3 : Point out the differences between high-profit hotels and low-profit hotels to Strategy Manager.

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Chapter.2 Summary of the software

Fill in your software name : Your Assistant

Summarize your software

My software includes several subsystems: Room Reservation System, Service Reservation and Response System, Human Resource System, Statistic and Analysis System, Ideas and complaints Collection System.

(1)Room Reservation System include detailed information of every room. It is for customer and receptionist. Customer can use it to book room and pay for it. Receptionist can help customer make reservation or search empty room and room_no by customer name and passport_no.

(2)Service Reservation and Response System is for customer and Room Attendants. Customer can use it to reserve service such as breakfast, clean up, including the expected period to be served. Room Attendants can see all customer's request. Room Attendants can choose to order them by expected start time, expected end time and customer priority.

(3)Human Resource System is for human resource manager to record info.

(4)Statistic and Analysis system is for strategy manager to get some vivid trend about the hotel's operation state. Strategy manager can make strategy according to these info;

(5)Ideas and complaints Collection System is for all the customers and staff. Everyone can submit info to it. Hotel Manager will see and may accept some of them.

List up your software's "Selling Points".

- 1 Effective sales analysis and build strong sales strategy;
- 2 Quickly find similar customers and create similar service package;
- 3 Timely alarm for service reservation and the to-do list for Room Attendants;
- 4 Hotel Map for customer to choose most proper room;
- 5 Assign suitable attendants by customer and service.

You may copy "Selling Points" to add more.

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Chapter.3 Descriptions of each “Selling Point”

	Priority	Implemented
1 Effective sales analysis and build strong sales strategy		
1) Analysis the sales of each hotel The analysis includes the overall sales, the sales per an hour and sales ranking for each hotel. The competition among the hotels will raise the overall turnover for the company.	High	Y
2) Find differences between good hotels and bad hotels Differences between good hotels and bad hotels are the important points that strategy manager should pay close attention to.	High	Y
3) Creating new sales strategy Collecting sales data and analyze which hotel is efficient. Tell the sales depend on the distance from stations, universities. Tell the occupancy rate of each kind of room; Transform low occupancy rate room to the highs.	Mid	N
2 Quickly find similar customers and create similar service package		
1) Identify the similar history customers for every new customer Similar customers may have similar taste. We can recommend the satisfied service of similar customer.	Mid	N
2) Create similar service package Identify common satisfied services of the similar customers.	Mid	N
3) Recommend service package to customer Create similar service package by common satisfied services.	Mid	N
3 Timely alarm for service reservation and the to-do list for Room Attendants;		
1) Build UI for customer to reserve service Implement a page for the customer to reserve service.	Mid	N

2) Alarm Room Attendants

Pop-ups and whistle to alarm room attendant after receiving the reservation.

Mid

N

3) Maintain to-do list for room attendants

Add the task to to-do list after receiving the reservation;
Room attendant can remove a task after doing it;
Room attendant can choose order rule.

Mid

N

4 Hotel Map/List for customer to choose most proper room;

1) Build UI for customer to choose proper hotel

Provide some drop-down boxes for customer to choose what he/she wants.
Drop-down box include: Room type, city region , price interval, check in time and check out time.

Mid

N

2) Find the matched hotel

Find the matched hotels by the selected conditions.

Mid

N

3) Display list/map of matched hotels

After find matched hotels, display it as a map or list for the customer to choose.

Mid

N

5 Assign suitable attendants by customer and service

1) Identify cultural background and purpose of customer

Identify purpose of customer: on business or on travel...
Identify cultural background of customer: Buddhist, Christian or Muslim.

Mid

N

2) Tag attendants

Different attendants are suitable for different customers.
Tag attendants by cultural background and suitable service.

Mid

N

3) Assign suitable attendants for every service automatically.

When a service is received, identify customer tags and service type;
Assign it to suitable attendant by tags.

Mid

N

You may copy user profile form to add more.