

## **HOTEL MANAGEMENT SYSTEM VISION STATEMENT**

The Hotel Management System (HMS) will be used to maintain the information on room availability as well as the status of customers in relation to the rooms. The system would be able to know the live status of each room whether empty or occupied and allocate different needs of the customers to the appropriate rooms that would be available at each time in the day, week or month.

The system is primarily designed to be used by the hotel receptionist or any employee of that hotel that has allowed credentials/login. The system would be able to manipulate the status of each room by allocating a customer to a room depending on the needs of each customer and also take records of the duration of each stay, peradventure the customer wants to extend their stay or leave earlier, the receptionist would be able to do that using the HMS. Receptionists will be able to better handle customers by letting them view empty rooms easier, see the current resources in each room for a refill, and help better carry out room requests. The hotel manager will have access to the same information in addition to the information of all his/her employees logged in at that moment in order to efficiently allocate each staff to the required positions.

In addition, the system would be able to save the names of each customer to the specific room they are currently occupying and also save each stay and purchase of the customers in order to create room for improvements or changes in the future. The HMS would also be able to save the gross booking revenue for a specific day, month or year for only the manager to access. The HMS is really valuable because it's user-friendly and easy to navigate. Its functions are the basic foundation and operations that help in the successful running of hotel operations as well as make it really easy and accessible for the employees to effectively perform their duties. Having an automated system for the operations involving the running of rooms creates an enjoyable atmosphere for not only the employees but also the customers to enjoy their stay.

The project would be considered successful if the time of room booking would be faster and also more positive reviews from the customers. If the employees are finding the system helpful, then it's doing its job. With this system, receptionists and employees will be able to do their jobs faster and carry out requests faster. This system would also better help managers in managing their hotel with its business features. The system in place at many hotels just keeps track of one stay at a time, and only helps with room-to-room, day-to-day business, while our system keeps track of a lot more.

## HOTEL MANAGEMENT SYSTEM STORIES

### Itr1:

#### **Room Status Manipulation, Cost: 5 days, Priority: High**

As a receptionist, I want to organize the rooms in a way so I know who is staying in what room

- **Add A Customer to a Room, Cost: 1 day, Priority: High**

As a receptionist, I want to add customers to rooms so that I know that the room is being used. Should include name, age, SIN, duration of stay, date booked, check-in date, and check-out date.

- **Have a Timer for that Room, Cost: 1 day, Priority: Medium**

As a receptionist, I want to have a timer on that room so I know when the customer has to leave or needs to ask for an extension **(Changed to just hold leaving date, will update for the next iteration)**

- **Increase Timer, Cost: 1 day, Priority: Medium**

As a receptionist, I want to increase the timer so that a customer who asks for an extension can stay longer.

- **Remove a Customer from a Room, Cost: 2 days, Priority: High**

As a receptionist, I need to know if the customer has checked out so I can have someone else come to take their place.

#### **Room Search and View, Cost: 10 Days, Priority: High**

As a receptionist, I want to check a room's information by search

- **View All Empty Rooms, Cost: 2 days, Priority: High**

As a receptionist, I want to view the empty rooms so I can give them to a new customer

- **View Number of Empty Rooms, Cost: 1 day, Priority: Low**

As a receptionist, I want to see the number of empty rooms so I can let customers know how much space we have **(Unneeded feature, if all rooms are red it is fully booked)**

- **Find a Room of a Specific Number, Cost: 3 days, Priority: Medium**

As a receptionist, I want to find a room by its number in case I get a call from them asking for a request.

- **Find a Room of a Specific Name, Cost: 3 days, Priority: Medium**

As a receptionist, I want to find a room by its customer's name in case I get a call from them asking for a request.

- **View All Rooms with Requests, Cost: 1 day, Priority: Low**

As a receptionist, I want to view rooms with requests so I can fulfill them.

- **View Room Expenses, Cost: 4 days, Priority: High**

As a receptionist, I need to see room expenses so I can make them pay them at checkout

**Send Room Requests, Cost: 10 days, Priority: High**

As a receptionist, I want to save requests at the front desk

- **Add requests, Cost: 5 days, Priority: High**

As a hotel receptionist, I want to save room service requests for towels and other items when I receive them so that I can follow through with the requests.

- **Cancel Requests, Cost: 3 days, Priority: High**

As a hotel receptionist, I want to remove requests when they have been completed or if a customer chooses to cancel a service.

- **View Request List, Cost: 3 days, Priority: Medium**

As a hotel receptionist, I want to have a list of requests that have been carried out for a room in the case that there will be paid requests (food, etc.)

**Itr2:****Items to Room Inventory, Cost: 4 days, Priority: Low**

As a receptionist, I need to view the list of items in each room

**Items in Storage Inventory, Cost: 3 days, Priority: Low**

As a chef, caretaker, manager, or receptionist, I need to view the list of items in the storage

**Increase/Decrease Inventories, Cost: 2 days, Priority: Low**

As a receptionist, I need to increase or decrease inventories in the case where things get restocked or need to be restocked

**Max Per Item in Room Inventory, Cost: 1 day, Priority: Low**

As a caretaker, I need to know what amount of an item (soaps, towels, etc.) needs to be in that room, and I need to know how many items are in that room so I can properly restock that room's items

**Itr3:****Login System, Cost: 9 days, Priority: Medium**

As an employee, I need there to be a login system to view information about clients/employees, for logging purposes.

**Employee User Base, Cost: 8 days, Priority: Medium**

As a manager, I need the information of my employees so I can better manage them.

**Customer History and User Base, Cost: 3 days, Priority: Medium**

As a manager, I need to save previous stays, and previous purchases so I keep a history of my room rentals.

### Financial information, Cost: 8 days, Priority: High

As a hotel owner, I want to be able to view the gross booking revenue for a specific day, month or year.

Examples of cards:

Add a Customer to a Room	
Add customers to rooms to know which rooms are used. Should include name, age, SIN, duration of stay, date booked, check-in and out date.	
Priority: High	Cost: 2 days

View All Empty Rooms	
View the empty rooms so that I can give them to new customers	
Priority: High	Cost: 2 days

Cancel Requests	
As a hotel manager I want to remove completed requests or if the customer chooses to cancel a service.	
Priority: High	Cost: 3 days

View Requests List	
As a hotel manager I want to have a list of requests that have been carried out for a room in case there are paid requests	
Priority: Medium	Cost: 3 days

Find a Specific Room Number	
As a hotel manager I want to find a room by its number in case I get a call from a customer asking for a request.	
Priority: Medium	Cost: 3 days

Increase Timer	
As a hotel manager, I want to increase the timer so that a customer who asks for an extension can stay longer	
Priority: Medium	Cost: 1 day