### **Project Proposal: EasyStay- Hotel Management System GROUP-15**

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#### **Problem Statement**

Hotels face growing expectations from guests for seamless, efficient, and transparent service delivery. Modern travelers demand digital-first solutions for managing their stay, from booking transportation to availing housekeeping services and exploring recreational activities. Simultaneously, hotels must streamline internal operations to maintain efficiency, accountability, and guest satisfaction.

**EasyStay- Hotel Management System** provides a comprehensive solution to enhance guest experiences and simplify hotel operations through a unified, digital platform.

#### **Eco-System Overview**

**Easystay** integrates **Enterprises**, **Organizations**, and **Roles** to deliver an efficient and connected hotel management system.

#### **Enterprises**

1. **Transportation**:
   * Supports vehicle bookings for airport transfers, local travel, and customized guest transportation services.
2. **Enjoyments**:
   * **Gaming Facility**: Offers access to gaming areas, such as arcades or board games.
   * **Pool Facility**: Manages pool usage, slot reservations, and maintenance schedules.
3. **Food & Beverages**:
   * Enables guests to access a digital menu and order meals for in-room dining or restaurant service.
4. **Homekeeping**:
   * **Laundry Facility**: Manages guest laundry requests and delivery.
   * **Room Cleaning**: Oversees room cleaning and common area maintenance.
5. **Shopping**:
   * Provides an in-house shopping platform where guests can browse and order products for room delivery.

#### **Organizations**

1. **Vehicle Booking Organization**:
   * Manages transportation requests from guests, ensuring timely bookings and availability of vehicles.
2. **Gaming Management**:
   * Handles guest reservations and ensures smooth operation of recreational activities.
3. **Pool Organization**:
   * Oversees the pool's scheduling, safety compliance, and cleanliness.
4. **Menu and Food Services**:
   * Manages food and beverage orders from guests, from preparation to delivery.
5. **Laundry Services**:
   * Handles laundry requests and coordinates delivery of clean items to guest rooms.
6. **Room Cleaning Services**:
   * Manages cleaning schedules and assigns tasks to janitorial staff for timely service.
7. **In-House Shop Organization**:
   * Manages the inventory and operations of the hotel’s in-house shopping services.
8. **Parking Facility Management:**
   * Oversees the allocation of parking spaces for guests

#### **Roles and Responsibilities**

1. **Hotel Admin**:
   * Oversees the entire hotel ecosystem, including staff coordination, guest satisfaction, and operational analytics.
2. **Customer**:
   * Utilizes the system to access hotel services, track requests, and provide feedback.
3. **Vehicle Contractor**:
   * Manages guest transportation, including vehicle availability and bookings.
4. **Gaming In-Charge**:
   * Handles operations and reservations for gaming facilities.
5. **Pool In-Charge**:
   * Manages pool usage, safety protocols, and maintenance.
6. **Food Manager**:
   * Oversees food and beverage orders, ensuring prompt preparation and delivery.
7. **Laundry Manager**:
   * Manages laundry requests, ensuring timely pickup, cleaning, and delivery.
8. **Janitor**:
   * Handles room cleaning and maintenance requests, ensuring cleanliness and guest satisfaction.
9. **Shopping Manager**:
   * Manages in-house shopping operations, including inventory and guest order fulfillment.
10. **Parking Manager**: Manages parking space reservations and availability

#### **Use Cases**

1. **Transportation Management**:
   * Guests book vehicles through the system for local travel or airport transfers.
   * Vehicle contractors handle bookings and ensure timely service.
2. **Enjoyment Reservations**:
   * Guests reserve pool or gaming slots using the system.
   * Recreation managers oversee availability and ensure smooth operations.
3. **Dining Services**:
   * Guests browse a digital menu and place food orders.
   * Waiters receive and process orders for timely delivery.
4. **Homekeeping Services**:
   * Guests request room cleaning or laundry services via the app.
   * Tasks are routed to janitors or laundry managers for completion.
5. **Shopping Services**:
   * Guests browse the in-house store inventory, place orders, and receive items in their rooms.
   * Shopping managers oversee order fulfillment.

#### **Features of the Platform**

1. **Digital Service Requests**:
   * Guests can request services such as room cleaning, laundry, or food orders via the app.
2. **Role-Based Dashboards**:
   * Staff members have dedicated dashboards tailored to their responsibilities.
3. **Real-Time Updates**:
   * Guests and staff receive updates on request statuses, ensuring transparency and efficiency.
4. **Operational Analytics**:
   * Admins access detailed reports on service usage, staff performance, and guest satisfaction.
5. **Integrated Communication**:
   * Built-in messaging for seamless communication between guests and staff.
6. **Feedback System**:
   * Guests provide feedback for services, driving continuous improvement and accountability.

**Advanced Features we are thinking to integrate**

* Google Maps
* Email Notification System

**UML diagram**

A diagram of a company

Description automatically generated