**Chapter No.1**

**Introduction To The Organization**

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**Introduction to the Organization**

**1.1.1 Name Of The Organization**

* Shangrilla Cuisine
* Restaurant & Function Halls

**1.2 Shangrilla Branches in Multan**

* Shangrila Chinees
* Shangrila cuisine
* Shangrila bar BQ
* Shangrila village

**1.2.3 Total number of Hotels**

* There is 2000 shangrila hotels in 65 countries of the world.

**1.2.4 Owner**

* **Giovanni Angelini**
* **1.2.5 Name of countries in Asia Pacific region**

1. Pakistan
2. India
3. China
4. Hong Kong
5. Russia
6. Indonesia
7. Japan

**1.2.6 Regional Office in Asia Pacific Region**

* Hong Kong 2

**1.2.7 No of employees**

The total number of employees is 35845

**1.3.1 Number of Dining Rooms**

There are Six (6) rooms in SHANGRILLA

**1.3.2 Number of Banquet Halls**

There are three (3) banquet halls in SHANGRILLA

**1.3.3 Number of Meeting Rooms**

There are three (3) Meeting rooms in SHANGRILLA

**1.3.4 Number of Restaurant**

There are three (3) Restaurants in SHANGRILLA

**1.3.5 Number of Staff**

Total number of consisting staff is 30 persons.

**1.3.6 Main departments and their heads**

1. F.O (front office) F.O Manager
2. Sales and Marketing Sales Manager
3. Finance Finance Manager
4. Engineering C.E (chief engineer)
5. F & B (Food & beverages) F & B Manager
6. HRD (Human recourse department) HR Manager

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**1.3.7 Food & Beverages**

It has three Sections

1. Executive Chef
2. Service Staff
3. Stewarding Dishwashing

**1.3.8 Human Resource Department**

It has two sections

1. HRD office
2. Security and safety

**1.3.9 The organizational Structure**

This system is made by the MD who takes reports from the GM of the organization. It is duty of G.M to handle different departments and take report from them. There are different departments which performing different function under the supervision of G.M each department has head, which show their performance to G.M and G.M reports to M.D.

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**1.4.1 Hierarchy of the Organization**

Room division

Food & Beverage

Purchase Manager

IT Manager

Finance Manager

Accounts Manager

**Managing Director**

**General Manager**

**Chairman**

Executive house keeper

Front office Manager

**1.5 Delivery System**

The delivery system of shangrilla deals in different manners.

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* Reservation of Dining Rooms.
* Reservation of Banquet Halls.
* Reservation of Meeting Rooms.
* Online ordering for Home Function.

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**1.6 Rooms**

There are thirty four rooms in shangrilla which are supervisod the F.O.

Department.

**1.6.1 Category of Rooms.**

* Conference Rooms.
* Dining Rooms.
* Banquet Halls.

**1.6.2** **Rates**

* 1 Confernce Room PKR 3500-5000
* 1 Dining Room PKR 7000
* 1 Banquet Hall PKR 1000-25000

**1.6.3 Complementary Services /Free**

* Pick & drop
* Internet

**1.7 Banquet Halls**

There are three Banquet Halls in shangrilla, which are supervisod under

the F & B Department.

**1.7.1 Categories of Banquet Halls**

* Zainab Mahal
* Fatima Mahal
* Maroam Mahal

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* + 1. **Capacity of Halls**

Zanaib Mahal and Fatima Mahal have setting with stage in theater style they have capacity of 500 persons both of these halls have partitioning but if one hall is not enough to full fill the requirement of the customer then partitioning can be replace and both halls combine to make a single one.

Mariam Mahal has theater style with stage and round table sitting the hall has capacity of 500 persons.

* + 1. **Dimension of Halls**
  + Zanaib mahal has width of 46 and lingth of 81 height 0f 9
  + Fatima mahal has width of 24 and length of 54 height of 9
  + Mariam mahal has width of 40-9 and length 51-7 height of 15
    1. **Rules and charges of Halls**

The management of shangrilla takes (7-8) hours to prepare the halls for the customers there are two types of customer one from the company and other is not from any company . 50% advancement should be taken if the person is not from any company. If the customer do not come but if they come and attend it then have to given full payment.

If the halls were booked from the company side then no 50% charges will be taken but at the end the bill will be sent to the company, whether they come or not, if food was not prepare in both cases then they have to pay just for hall rent. Different menus are given to thee persons according to their demand e.g. if there are three dishes then 300n per persons, if there are four dishes the 400 per persons and etc. **8**

Rate of Zainab mahal is RS 25000/+tax

Rate of Fatima mahal is RS 15000/+tax

Rate of mariam mahal is RS 10000/+tax

**1.8 Meeting Rooms**

There are three meeting rooms in shangrilla, which are supervise under the F & B depatmenr, but out of these six meeting rooms five area in operation and one is not in use due to some reasons.

**1.8.1 Categories of meeting rooms**

* Rukn –E- Alam
* Abdali
* Qasim
  + 1. **Capacity of rooms**

Rukn-E-Alam has capacity of fifty (50) persons

Abdali has capacity of forty (40) persons

Qasim has capacity of thirty (30) persons

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**1.8.3 Dimension of meeting rooms**

* + Rukn-E- Alam has width of 22-8 and length of 31-8 height 9-9
  + Abdali rooms has width of 22-2 and length of 31-8 height of 9-3
  + Qasim rooms has width of 15-6 and length of 23-3 height 9-1

The management of shangrilla take (7-8) hours to prepare the meeting rooms for the customers there are two types of customers one form the company side and other is not from any company 50% advance payment should be taken if the person is not from any company. If the customer dose not come but refreshment has been prepared for them then have to pay for refreshment also but if they come and attend it then have to give full payment.

If the meeting rooms were booked from the company side then 50% charges will be taken but at the end the bill will be sent to the company, whether they come or not . if refreshment was not prepared in both cases then they have to pay just for the meeting.

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* + 1. Rate of Abdali room is RS 5000/+tax

Rate of Zakaria room is RS 4500/+tax

Rate of Qasim rooms is RS 3500/+tax

**1.9 Purpose**

Internet provide a facility to user that anyone can get access from any corner of the world.

The proposed system will be web based system. All the important data will be properly organized and will be processed from required output to provide timely information proposed system will perform all the activities described in the existing system and provide necessary information with accuracy and efficiency.

The scope of proposed system is provide flexible, web based reservation system. The system will provide facility to get reservation of banquet halls, meeting room, conference rooms and online ordering of menus. At the time of reservation you have to ensure pay full amount to confirm the reservation , and in case of meeting rooms they have to pay the 50% amount to confirm the reservation.

It also provide user friendly facility to get help, how to use the shangrilla reservation system to reserve their demands.

The system facilitate the customer to make reservation request from any place, by using their web browser and have no need to go to the offices they have only to get connected with the online website of the shangrilla Multan.

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**1.10 Scope**

Objective means the goals that one have in his mind when doing something. Here are the main objective of the purposed system are listed on behalf of the customer.

* Customer has no need to get to the office for reservation of their demands.
* Customer has not to wait for the staff to make queries and waste a lot of time.
* Customer can get connected to the system from any place whether there is office is present or not.
* The purposed system is so much used friendly that easily usable by any internet user.
* The purposed system is more appealing to customer that what he/she wants can get easily from accessing the server`s data thorough internet.
* The charges for accessing the server`s database are less then the time wastage to go to the office and make and wait for phone calls.
* The system will prove the option of reservation according to the choice of different categories. The reservation of different categories like meeting rooms, and ordering of menus for their functions can be done through internet
* It will show different types of different categories and all different types have different characteristics.
* The organization can get more trun over and more customer with populating this system on internet.
* The organization can facilitate more customer by saving the time and costs on the reservation at office.

This system can acts as a advertisement agent

**1.11 The scope of purposed system**

Scope defines the boundaries and the area in which one is doing something the scope also defines what is inside the project implemented and what is outside the project not implemented. Here are the lists of what is implemented and what / why is not implemented.

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**1.12 Use Case Diagram of Customer**

**User**

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**1.12.1 Use Case Description of Customer**

**Log in use case**

|  |  |
| --- | --- |
| Use case name | User name |
| Description | This is used for customer to login to his account |
| Actor | Customer |
| Pre condition | This software is currently in running position |
| Normal flow of events | Customer enters his correct id and password and click on login. Otherwise error message. |
| Post condition | Customer successfully login. |

**Logout use case**

|  |  |
| --- | --- |
| Use case name | Logout |
| Description | This is used for customer to logout to his account |
| Actor | Customer |
| Pre condition | Customer should be login |
| Normal flow of events | Customer clicks on login menu and then select logout option. |
| Post condition | Customer successfully logout. |

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**View/ Delete Reservation use case**

|  |  |
| --- | --- |
| Use case name | View/ Delete reservation of menu and halls |
| Description | This is used for administrator to view / delete menu & halls  Reservation |
| Actor | Administrator |
| Pre condition | Administrator should be login |
| Normal flow of events | Administrator clicks on view reservation of menu & hall and then enters all required information correctly and clicks view/delete. otherwise error message |
| Post condition | View /Delete Menu and Hall successfully. |

**View customer use case**

|  |  |
| --- | --- |
| Use case name | View customer |
| Description | This is used for Administrator to view customer. |
| Actor | Administrator |
| Pre condition | Administrator should be login |
| Normal flow of events | Administrator clicks on view customer menu and then enters all the required information correctly and clicks view. otherwise error message. |
| Post condition | View Customer successfully. |

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**Add category use case**

|  |  |
| --- | --- |
| Use case name | Add new category |
| Description | This is used for administrator to add category. |
| Actor | Administrator |
| Pre condition | administrator should be login |
| Normal flow of events | Administrator clicks on add new category menu and then enters all the required information correctly and clicks add .otherwise error message. |
| Post condition | Add new category successfully. |

**1.13 Features of Purposed system**

1. **User friendly**

System is user friendly for its appaling screens those helps themselves to the user to use the system. Only need of the user is to select an option and press a button.

1. **Efficiency**

The system is more efficient due to convert the load on the offices to the website for reservation and improve over all performance of existing system.

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1. **Data security**

The required for decision making is highly sensitive and valuable . therefore reliability of proposed system is secured by giving regular and guaranteed services to user.

1. **Time factor**

The required quires and reports can be produced very quickly.

1. **Accuracy**

The system will provide accurate information, needed for decision making.

It will ensure efficient and accurate record keeping.

1. **Flexibility**

The system allows for changes and amendments to incorporate future

requirement of the management .

1. **Productivity**

Significant reduction of clerical staff will lead to much improved staff productivity.

1. **Reliability**

The new system is more reliable than existing system one, due to its accuracy and security so that timely decision may be possible.

1. **Performance**

The proposed should reduce the time and efforts required to retrieve information. It should have the capability to answer various queries instantly and efficiently.

1. **Minimum Redundancy**

The proposed system controls the redundancy. This means the files are designed in such a way that minimum data is duplicated in the files. **17**

1. **Comprehensive Data Base**

The proposed system have comprehensive data base in which facilities of various queries and reports are available.

Menu driven is provided in the proposed system. Hence it is easier to operate. Serene guides the operator through to perform various tasks.

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