

2023

# **HOTEL RESTAURANT Management System**

Kitchen/Bar Module  
Order Management with POS  
Inventory Management  
Food and Beverages  
Resto Analytics

Front Office  
Room Facilities  
Billing  
Housekeeping  
Supplier

Booking  
Reservation  
Facilities and Management  
Customer/Guest Management  
Customer Relation Management

In Partial Fulfillment of the Requirements for the Degree of  
Bachelor of Science in Information Technology

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## **1. Project Management**

### **1.1. Business Case**

#### **1.1.1. Executive Summary**

This business case shows how present business challenges will be addressed the Hotel Restaurant Management System Project, the advantages of the project, as well as suggestions and justifications for the project. In addition, the business case goes into depth about the project's objectives, performance indicators, assumptions, and restrictions, as well as the many solutions available.

##### **1.1.1.1. Issue**

The administration of Sherator Hotel and Resorts encounters a significant challenge. The inability to effectively handle these tasks may be attributed to the reliance on manual techniques. One of the primary challenges they face is to the management of customers. Due to the reliance on a manual system, the organization is unable to effectively handle all consumer bookings. The administration lacks an online reservation and booking mechanism for its clients. Customers make bookings via the telephone, while employees record all incoming reservations. However, the employees have difficulty in ascertaining the availability of a certain timetable. Furthermore, the organization's facilities are not effectively managed due to inadequate communication among its staff. Additionally, it is important to consider the attendance of their employees. A timecard is used by individuals each time they begin their job duties. The challenge associated with pay distribution lies in the human computation required. The logs lack a backup mechanism in the event of an audit. These are the challenges encountered by the management of Sherator.

##### **1.1.1.2. Anticipated Outcomes**

in the event that the Hotel and Restaurant Management System is put into place. Because of the centralized management, the management has the ability to boost their production. They are able to interact with their staff members in a straightforward manner. Customers may make reservations online; however, they cannot use their phones or telephones to connect with the front office in order to make reservations. Customers can also get a list of all available days for their reservation while making reservations online. The front desk is

responsible for a number of responsibilities, one of which is accepting the booking or reservation and sending an email to the customer to confirm the booking. moreover, management is able to keep an eye on both the facilities as well as the supplies through the system. Because of the usage of an RFID scanner and an RFID card to monitor workers' attendance, traditional time cards are no longer an option for the staff members who need to keep track of their attendance. The payroll manager is able to automatically calculate their salaries without making any mistakes because to the advancements made in tracking their attendance. Because of this system's centralized structure, the administration of the sheriff's office is simple and straightforward to administer.

#### **1.1.1.3. Recommendation**

The Hotel and Restaurant Transaction System should be developed and put into use as the industry's response to the problems it is now facing. With the help of this integrated system, activities will be automated, procedures will be optimized, customer service will be improved, profits will rise, and priceless information for decision-making will be made available. For the continued growth and sustainability of the sector, this project is essential.

#### **1.1.1.4. Justification**

We chose the hotel restaurant system compared to others because this is one of the most easier, faster, and more effective communication better, more efficient techniques, and innovate approaches more effective to persuade. It is easier for users because it has good benefits. The benefits of this system are the excellent and reliable transaction of how to use the system, and you can be sure that you will be able to help you with all your needs.

#### **1.1.2. Business Case Analysis Team**

The team that will be doing the study of the business case consists of the persons listed below. They are the ones that are in charge of doing the research and making the business case for the HRMS Project.

Role	Description	Name/Title
Project Manager	Responsible for overall project planning, execution, and delivery.	Arlene C. Yubal

Role	Description	Name/Title
Business Analyst	Gather and analyze requirements from stakeholders to define the scope and objectives of the project.	Shariel Keila C. Pagdayunan
Programmer	Write code and develop software applications based on the project's requirements.	Kurt Christian Garcia
Database Administrator	Responsible for designing, implementing, and maintaining the project's databases.	Remark R. Penequito
Security Analyst	Focus on identifying and mitigating security risks within the IT project.	Maresa Yzsha Raph Gregana
Technical Support	Provide assistance to end-users during and after the project's implementation.	Joseph M. Montoya
Finance Support	Manage financial operations, ensure compliance with financial regulations, and provide financial insights that inform strategic decisions.	Keannu T. Salvacion

### 1.1.3. Problem Definition

#### 1.1.3.1. Problem Statement

The hospitality industry, which includes hotels and restaurants faces operational and guest service threats that must successfully manage and coordinate. existing manual processes and out-of-date systems are the root of inefficiencies that results in inadequate guest experiences, increased expenses for operations, and lost income potential. A comprehensive hotel and restaurant management system, may enhance company procedures, while streamlining operations and increasing customer satisfaction and optimized business processes.

#### 1.1.3.2. Organizational Impact

The organization's impact will lead to the changes in resources, such as employees that need to be trained to utilize the tools and their use for the Hotel and Restaurant transaction system. In the execution phase of the Hotel and Restaurant transaction system, some of the duties will take some adjustments for the convenience of customers, and all transactions will be efficient and customer relationships will be more effective. By

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making these enhancements, the supervisors will have less work to do and employees will have more control over their jobs, and behaviour.

#### **1.1.3.3. Technology Migration**

**Phase I:** The few technologies employed in the development of our system Java, HTML, and CSS will provide more detail to the system because our IT team has refined and improved every element that has been added and its features, which makes it easier for user/consumers to comprehend how it operates.

**Phase II:** In order to find and be aware of every tiny detail and information that might assist to track and optimize system flow, our IT teams have also developed a system that can be used on a daily basis and contains activities and other documents that are crucial to the system. Additionally, it has backups that you can use in case files or data are corrupted or crash.

**Phase III:** Our web-based platform or system has a feature where you may track and find out about every expenditure you make each day, including salary and other financial costs.

**Phase IV:** Before becoming a real worker, each worker or employee will attend a lecture and receive instruction on how to operate the system. In this way, the system will improve and advance as a result of the efficient functioning of the workers.

**Phase V:** Every activity may be checked daily using a capability that is already embedded into our system to more effectively maintain the system's accurate and efficient operation.

#### **1.1.4. Project Overview**

The hotel management project offers employee management, room booking, and other essential hotel management functions. The manager can use the system to list available rooms. Clients can view and reserve rooms online. The admin has the authority to accept or reject the customer's booking request. Customers can view and reserve additional hotel services as well. Customers and management can thus utilize the technology to conveniently manage hotel operations.

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#### 1.1.4.1. Project Description

A software program called a hotel and restaurant management system is made to simplify and automate many parts of running a hotel or restaurant. It often has modules for billing, inventory control, guest management, reservations, and point-of-sale (POS) systems for restaurants. This technique aids companies in increasing operational effectiveness, delivering better customer service, and resource management.

#### 1.1.4.2. Goals and Objectives

The goals of hotel and restaurant systems involve enhancing the satisfaction with guests, operational effectiveness, excellent service, security, sustainability, community engagement, revenue growth, employee development, and industry adaptation. These objectives include guaranteeing a great guest experience, maximizing revenue, maintaining high standards of quality, attracting and keeping guests, integrating technology, limiting environmental effect, supporting the local initiatives, accomplishing a long-term economic security, providing employee development opportunities, continuously improving services based on guest feedback, and increasing competition by being up-to-date. In the dynamic hospitality sector, it's vital to routinely analyze and modify these goals and objectives and in order to maintain competition and satisfy guests expectations.

#### 1.1.4.3. Project Performance

Supply chain performance crosses organizational boundaries and goes beyond the traditional organizational functional boundaries between marketing, sales, manufacturing, and distribution. Project performance involves raw materials, components, subassemblies, finished goods, and distribution through many channels to the final consumer. Supply networks must be continuously improved if they are to succeed in the new environment.

Key Resource/Process/Service	Performance Measure
Adoption Rate	Achieve a minimum adoption rate for the new system apps among the workforce.
User Engagement	keep the system apps' average monthly active users up.
Data Accuracy	Data accuracy is guaranteed to increase as a result of using the system apps.

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Key Resource/Process/Service	Performance Measure
System Uptime	To guarantee consistent availability, keep the system apps up at least some of the time.

#### 1.1.4.4. Project Assumptions

The HRMS Project is based on the following assumptions. As project planning progresses and new assumptions arise, they will be incorporated.

- Required technological infrastructure, such as servers, networking hardware, and software development tools, are accessible and meet the needs of the project.
- The given budget is adequate to cover all costs associated with development and implementation, including those associated with hardware, software, license, and labor costs.
- End users are ready and eager to get training in order to efficiently use the new technology.
- The project will be finished on schedule, without significant delays or scope changes.
- The system will work as expected, taking into account response times and the number of concurrent users.
- Enough security measures will be put in place to safeguard sensitive customer data and prevent unwanted access.

#### 1.1.4.5. Project Constraints

The HRMS Project is subject to the following limitations. They will be added as project planning progresses and further restrictions are recognized.

- **Budget Constraints:** Sheraton Hotel and Resorts may have a specific budget allocated for this project, which could limit the resources available for development.
- **Time Constraints:** There may be a tight timeline for the implementation to minimize disruptions to the hotel's operations.
- **Resource Constraints:** Availability of skilled developers, hardware, and software resources can be limiting factors.
- **Integration Constraints:** The system may need to integrate with existing systems and technologies used by the hotel, which can pose technical challenges.



- **Regulatory Constraints:** Compliance with local and international regulations, such as data privacy laws, may impact system design and functionality.
- **Security Constraints:** Ensuring the security of guest and financial data is paramount, leading to additional security measures and potential constraints.
- **Scalability Constraints:** The system should be scalable to accommodate future growth and changes in the hotel's operations.
- **User Acceptance Constraints:** User training and acceptance may require additional time and resources.
- **Vendor or Technology Constraints:** If the hotel has existing contracts with specific vendors or technology providers, these constraints must be considered during system selection.
- **Cultural Constraints:** Adapting the system to the cultural preferences and practices of the hotel's staff and guests can be challenging.
- **Environmental Constraints:** Environmental considerations, such as energy efficiency, may impact technology choices.
- **Change Management Constraints:** Managing the transition to the new system can be complex and require careful planning.

#### 1.1.4.6. Major Project Milestones

The primary project milestones recognized at this time are as follows. The milestones and their target completion dates will be amended, altered, and completed as required to build the baseline schedule as the project planning progresses and the schedule is produced.

Milestones/Deliverables	Target Date
Project Plan Review and Completion	09/29/2023
Phase I Complete	10/6/2023
Phase II Complete	10/13/2023
Phase III Complete	10/20/2023
Phase IV Complete	10/27/2023
Phase V Complete	11/3/2023
Closure/Project Completion	11/10/2023

#### 1.1.5. Strategic Alignment

This initiative will boost your business and assist us reach the next level of maturity by directly supporting these strategic goals.

Plan	Goals/Objectives	Relationship to Project
20xx HRMS Plan for Digital Menu and online reservation/Booking application.	Improve and Adding more new features of platform for the customers, such as digital menus, online reservation/booking and access it via smartphones.	Customers would be able to access and easily use the new features platform of online reservation/booking, digital menus. With this upgrades, customers can pay their bills by using of QR codes to make less-hassle for them.
20xx HRMS Plan for Inventory Management	Keeps track of food, beverage, and other inventory items to ensure stock levels are maintained.	This may could help the management to track the resources of food, material, equipment to fullfil customers orders and aware of shortage.
20xx HRMS Plan for Security and Access Control	Ensures data security and restricts access to sensitive information of customers.	Customers information will be secured, so they could feel safe to login on platform.
20xx HRMS Plan for Housekeeping and Maintenance	Manage room cleaning schedules and maintenance requests for customers/guest.	Ensure a clean, safe, comfort, and well-maintained environment for Customers/Guest.

#### 1.1.6. Cost-Benefit Analysis

The table below highlights the HRMS Project's cost and savings actions, as well as their descriptions and the costs or savings connected with them during the first year. The net savings for the project's first year are indicated at the bottom of the figure.

Action	Action Type	Description	First Year Cost(Indicates Anticipated Savings)
Purchase Of License For Windos Os	Cost	Activation Of License Of Windows	P 10,000,00
Software Installation And Training	Cost	Cost It Group To Install New Software And For The Training Group To Train All Employees	P 50,000,00

Action	Action Type	Description	First Year Cost(Indicates Anticipated Savings)
Software Installation And Training	Savings	Less Frequent Use Of It Resources Working On Non-Value-Added Task Results In Approximately P 20,000,00	-P 20,000,00

#### 1.1.7. Approvals

The signatures of the individuals named below attest to their understanding of the purpose and content of this agreement. By signing this document, you indicate that you approve of the proposed project in this business case and that the subsequent actions in developing a formal project within the boundaries described herein may be taken.

Approver Name	Title	Signature	Date
Jorge Lucero	Project Sponsor		