

HOTEL MANAGEMENT SYSTEM

SOFTWARE DESIGN AND ANALYSIS (5-C)



GROUP MEMBERS:

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Introduction:

The Hotel Management System aims to streamline and enhance the operations of our hotel by providing an efficient and integrated platform for managing reservations, invoicing, checkout, housekeeping, cleaning, and restaurant services. This system will significantly improve guest experiences and overall operational efficiency.

Functional Requirements (FRs):

Reservation Module:

FR1: The system shall allow employees to make reservations for rooms, in case, a gold customer arrives, such guests can experience a customized package according to their need such as luxury suits made available for their stay and much more.

FR2: Employees should be able to check room availability based on the guests selected dates.

FR3: Reservation confirmation emails should be sent to guests upon successful booking.

FR4: The system shall provide a user-friendly interface for hotel staff to manage and confirm reservations.

FR5: The system shall allow for modifications and cancellations of reservations, subject to hotel policies.

Gold Customer : VIP guests

Invoice Checkout Module:

FR6: Upon check-in, the system shall generate an invoice for the guest's stay, including room charges and any additional services.

FR7: The system shall provide multiple payment options, including credit card, cash, and electronic payment methods, the gold customers will receive discounts and installment payment methods too.

FR8: The receptionist should receive an itemized invoice detailing all charges incurred during the guests stay.

FR9: The system shall record payments and update the guest's checkout status accordingly.

FR10: Receipts for payments shall be generated and provided to guests.

Housekeeping Cleaning Module:

FR11: The system shall maintain a housekeeping schedule based on room occupancy.

FR12: Housekeeping staff shall receive automated notifications of checkouts, room cleaning and laundry requirements.

FR13: Housekeeping staff should be able to mark rooms as cleaned, laundry delivered and rooms ready for check-in.

FR14: The system shall provide a visual representation of room status (dirty, cleaned, in progress) for easy tracking.

FR15: Housekeeping reports shall be generated to track cleaning efficiency, laundry status and room turnover.

Restaurant, Health And Fitness and Other Amenities Module:

FR16: The system shall allow the kitchen staff to see the reservations for dining in the hotel's restaurant.

FR17: The system shall provide a table assignment feature to manage restaurant seating.

FR19: Restaurant staff shall receive order notifications and confirm orders with estimated preparation times.

FR20: The system shall generate bills for restaurant orders and allow various payment methods.

FR21: Health and fitness club access will be provided to guests according to their package in our hotel, whereas, for gold customers the access will be automatic.

FR22: Health and fitness club will include gym, swimming, and spa reservations/check-in/check-out.

FR23: Cleaning staff will also be able to track their duties for cleaning of the health club.

FR24: The system shall provide information on movie showtimes and allow cinema employees to book cinema tickets for guests.

HR Team:

FR25: The HR team will manage and record attendance, positions, and salary pay rolls of the employees.

FR26: HR team will manage position and shifts of each employee.

FR27: Salary pay rolls of employees will be managed as well.

Conclusion:

The Hotel Management System proposed above is poised to revolutionize our hotel's operations, significantly enhancing guest satisfaction and operational efficiency. By seamlessly integrating reservation management, invoice checkout, housekeeping cleaning, and restaurant services into a unified platform, we are empowering our dedicated employees. This comprehensive system will provide our team with an intuitive and efficient toolset to easily execute their tasks and maintain meticulous records. It will simplify their daily routines, allowing them to focus on delivering exceptional service to our valued guests while ensuring that all critical data is effortlessly documented. We eagerly anticipate your approval and support for the development and implementation of this Hotel Management System.