

ITEC 4010

PROJECT PROPOSAL
FOR
HOTEL RESERVATION SYSTEM

SUBMITTED BY:

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PROBLEM

The hotel industry is built on providing outstanding experiences to guests, and reservations are an important part of this. The lack of a consistent and integrated infrastructure to support the booking of spaces across platforms is one of the major problems facing the hotel reservation industry. The development and planning of individual hotels and reservation services has resulted in a fragmented, uneven, and duplicated landscape. Online travel agents (OTAs), hotel operators and hotel guests face challenges because of this situation.

Since the reservation platforms vary in infrastructure, users get a fragmented experience with each use of a new platform. The result is inefficient hotel management, since a lot of money needs to be invested in a system built from scratch for each facility. Without a clear channel, online travel agencies (OTAs) must work with multiple systems independently to provide a smooth booking experience. Additionally, the fragmented nature of the system limits the possibility of collaboration and communication between various parties.

The objective of the proposed system is to provide the hospitality industry with a standardized, modular hotel management system to address these issues. This initiative will streamline the customer experience in hotels, save on hotel management and development costs, establish a unified system for booking support and provide an integrated platform for online travel agencies. The proposed approach aims not only to improve user experience in individual hotels, but among various reservation platforms.

OBJECTIVES

Objectives of the hotel reservation system project are to:

- Create a standardized hotel reservation system that will provide consistent infrastructure and user experience across all hotels and reservation services.
- Provide an infrastructure with specific tools to efficiently manage hotel operations, including registration, booking, managing reservations, check-ins & check-outs, and reporting, etc.
- Reduce the learning curve involved in navigating between different reservation platforms, this will be done by providing a smooth and seamless reservation experience for users throughout the process.
- Provide different reservation portals with a common platform for sharing best practices, technical developments, and insights. This will result in increased collaboration between various stakeholders within the hospitality industry.
- Design a system that can be integrated with some other hotel management programs and legacy property management systems (PMS), this will simplify business processes and minimize the need for customized solutions.