

Hotel Reception and Restaurant Integration System

Higher National Diploma of Information System Management 24.1

Business Analysis

Business Analysis Report

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We fully understand that original work is very important, and plagiarism outcomes are not good at all. Therefore, this submission is totally our work.

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Table of Contents

Executive Summary	6
Chapter 1: Introduction	7
1.1 Goals and Objectives	7
Chapter 2: Gap Analysis.....	8
2.1 Current State.....	8
2.2 Future State	8
2.3 Challenges when Closing the Gap	9
2.4 Opportunities	10
2.5 Solutions	10
Chapter 3. Stakeholder Analysis.....	12
3.1 Identifying Stakeholders	12
3.2 Stakeholder Management Strategies.....	14
Chapter 4: Functional and non-functional requirements.....	16
4.1 Functional Requirements	16
4.2 Non-Functional Requirements.....	16
Chapter 5: User stories	17
Chapter 6: Wire frames.....	19
Wireframe 1.....	19
Wireframe 2.....	20
Wireframe 3.....	21
Wireframe 4.....	22
Wireframe 5.....	23
Wireframe 6.....	24
Wireframe 7.....	25
Wireframe 8.....	26
Wireframe 9.....	27
Wireframe 10.....	28
Wireframe 11	29
Chapter 7: Process Models	30
7.1 Current Process.....	30
7.2 Future Process	31
Chapter 8: Evaluating Solutions to Address Business Needs.....	31

8.1 Justification for Custom-Made Software.....	31
8.2 Feasibility study for Custom-Made Software.....	32
Chapter 9: Risk Analysis	34
Chapter 10: Strategy for implementing and managing the changes in the organization.	36
10.1 Implementation Plan	36
10.2 Strengths	36
10.3 Weaknesses	37
10.4 Strategies to Overcome Weaknesses.....	37
Chapter 11: Project Closure.....	38
11.1 Goals of the Project, Results.....	38
11.2 What Went Well.....	38
11.3 Challenges Overcome.....	38
11.4 Lessons Learnt.....	39
11.5 Next Steps.....	39

Executive Summary

The following report outlines a customized software system implemented at Sandriana Lake View Kandy to rectify inefficiencies in the integration of its restaurant and reception operations. Critical problem areas that this project was supposed to address included misplaced/incorrect billing, delays, and financial losses resulting from manual operations. The automation of food billing at the hotel allowed it to link restaurant orders directly into a centralized system, vastly improving operational efficiency and enhancing guest satisfaction.

The solution was developed in-house to meet the specific needs and requirements of the hotel. It builds in the restaurant orders into guest profiles at reception, allowing for real-time updates, error-free billing, and faster check-out processes. The strategy for implementation was done in phases: a pilot at the restaurant to identify issues and arrive at solutions before full deployment. In-depth training programs were conducted to absorb unskilled staff into the system with the least resistance for quick adaptation.

Key outcomes of the project include a gain in operational efficiency, precise revenue tracking, and an increase in guest experiences. Automating key processes reduced workloads for the staff, while financial losses were minimized with improved billing accuracy. Mitigation against issues like employee resistance to change or skill gaps was done through early stakeholder involvement, targeted training, and iterative testing.

This project helps identify how important it is to have tailored solutions to attend to particular business needs and optimize their operations. Future recommendations include expanding the system to include inventory management, room service billing, continuing staff training, and updating the system to maintain operational excellence and guest satisfaction.

Chapter 1: Introduction

Sandriana Lake View Kandy is the pictorial hotel located in the very heart of Kandy, Sri Lanka. Ideally located very close to the iconic Kandy Lake, this medium-level hotel combines comfort and scenic beauty, assuring guests of a placid retreat. This hotel has become well known for its elegant accommodation, deluxe rooms and family suites with all modern amenities, such as air conditioning, Wi-Fi, and a stunning view over the lake and surrounding mountains. It houses a restaurant serving a great variety of Sri Lankan and international dishes that will further enhance the experience at the hotel Sandriana Lake View Kandy.

The Hotel reception system effectively manages guest registration, which enables the check-in and check-out procedure to take place in a smooth and streamlined manner. However, the integration between the hotel's reception and restaurant operations currently poses a significant challenge. The restaurant raises the food bills manually, which are then physically moved to the reception for consolidation. This process is hence prone to errors, where misplaced bills, incomplete and incorrect entries of food items, and sometimes failure to deliver bills at all are common. These inefficiencies have resulted in considerable financial losses for the hotel Sandriana Lake View Kandy.

To tackle these issues, we would like to propose the implementation of a new software solution designed to integrate the restaurant and reception systems. The software is going to automate food billing; it links restaurant orders directly to the hotel's centralized system, thus assuring communication in real-time between the two departments. The software will minimize manual interventions and largely reduce errors, increasing the efficiency of operations.

1.1 Goals and Objectives

- Automate food billing and reduce manual errors.
- Ensure instant synchronization between the reception and restaurant.
- Reduce financial loss due to misplaced or incomplete billing information.
- Enhance guest satisfaction by speeding the timing of billing and payments.

Chapter 2: Gap Analysis

The current situation at Sandriana Lake View Kandy reveals significant inefficiencies in the coordination between the hotel's restaurant and reception services. This analysis identifies the key gaps between the present state and the envisioned future state and discusses challenges, opportunities, and solutions for closing these gaps.

2.1 Current State

Manual Food Billing: The restaurant raises food bills in a manual manner where errors are common, including.

- Loss of bill slips when shifting them to the reception.
- Inaccurate recording of food items ordered by guests.
- This sometimes leads to the non-delivery of bills to the reception, hence financial loss.

Disjointed Processes: There is no centralized system, hence, poor communication between the restaurant and reception.

Operational Inefficiencies: Manual handling of billing increases the workload of staff and delays the reconciliation of guest bills during check-out.

Financial Impact: Frequent billing errors and mismanagement result in unaccounted revenue that directly impacts profitability.

2.2 Future State

Integrated Software Solution:

- A centralized system where food orders are recorded in digital form at the restaurant and automatically linked to the corresponding guest's profile in the reception system.
- Bills are created and updated live, available to both departments.

Error-Free Billing:

- Automated calculations reduce errors due to human mistakes.
- Comprehensive order-tracking ensures accurate billing.

Better Communication:

- Real-time synchronization eliminates the need for physical transfer of bills.
- Notifications to reception immediately when the bill is complete.

Improved Guest Experience:

- Quicker check-out processes to ensure a smooth guest experience.
- Clear billing creates trust and satisfaction.

2.3 Challenges when Closing the Gap

Resistance to Change:

- Employees used to manual procedures sometimes resist a new system.
- Training may be necessary for smooth onboarding.

Upfront Costs:

- There are purchase, installation, and training costs associated with implementing a new software system.
- Budget may be a constraining factor for a mid-range hotel.

System Integration:

- Ensuring compatibility between the new software and the existing reception system could pose technical challenges.

- Data migration from manual records to the digital system must be handled carefully.

Downtime During Transition:

- This switch to a new system may temporarily disrupt operations.

2.4 Opportunities

Revenue Growth:

- Accurate billing ensures that all the sales are recorded, which reduces revenue leakage.

Operational Efficiency:

- Automation saves staff time so they can focus on guest services, not administrative tasks.

Competitive Advantage:

- Its modern integrated system makes the Sandriana Lake View very modern, appealing even to the most tech-savvy guests.

Scalability:

- The system can further be extended to accommodate other modules like inventory management or room service tracking.

2.5 Solutions

Phased Implementation:

- Start with a pilot program in one department before rolling it out across the hotel to minimize disruptions.

Employee Training and Involvement:

- Conduct workshops to train staff on using the system and highlight its benefits to gain their support.

Cost Management:

- Choose an affordable, scalable software solution right for the size and needs of the hotel.

Technical Support:

- Integrated a good It Support Plan.

Chapter 3. Stakeholder Analysis

3.1 Identifying Stakeholders

1. Managing Director (MD)

Involvement: High. Gives overall direction and final approval for the new system implementation.

Impact: High. Key decision-maker; supports the strategic alignment of the system with business goals.

Interest: High. Maximization of operational efficiency, minimization of financial losses, and improvement in the hotel's reputation.

2. General Manager (GM)

Involvement: Medium. Oversees hotel operations and ensures the system aligns with daily activities.

Impact: High. Influences how the system integrates across departments; key advocate for operational improvements.

Interest: High. Ensuring smooth transitions and maintaining guest satisfaction.

3. Operational Manager

Involvement: High. Actively manages changes to workflows and oversees staff compliance with the new system.

Impact: High. Resistance to the system can directly affect its implementation success.

Interest: Medium. Concerns about disruption to daily operations and workload adjustments.

4. Reception Staff

Involvement: High. The system's daily users, needing to access and reconcile restaurant bills.

Impact: Medium. Their efficiency increases through automation while reducing manual work.

Interest: High Smooth implementation with low complexity in training to maintain productivity.

5. Restaurant Waitstaff

Involvement: High. Provide order input and bill management via the new system.

Impact: Medium. Changes their daily processes from manual to digital workflows.

Interest: Medium. Adoption of easy-to-use tools, training to get accustomed to the new system.

6. IT Vendor/Developer

Involvement: High. Designs, implements, and supports the software solution.

Impact: High. Crucial role in the smooth functionality of the system.

Interest: Medium. A reliable, user-friendly solution to clients' needs.

7. Guests

Involvement: Low. Indirect beneficiaries through an improved level of accuracy and efficiency in their billing.

Impact: Medium. Better guest experience and confidence in hotel services.

Interest: High. Ensuring clear and accurate billing during their stay.

3.2 Stakeholder Management Strategies

1. MD (Managing Director)/ GM (General Manager):

Engagement: Regular reporting and meetings regarding progress.

Involvement Strategy: Especially in key decision points-budgeting and vendor selection.

Conflict Resolution: Authority to be used in mediating resistance and emphasizing strategic benefits of the new system.

2. Operational Manager:

Engagement: Personal sessions where apprehensions on operational disruptions are addressed.

Involvement Strategy:

- Show how the system reduces workload and error-related stress.
- Case Studies/Demonstrations of similar systems.

Conflict Resolution

- Arrange a mediated discussion with the MD, aligning the manager's expectations with the goals of the organization.
- Resistance can be overcome by implementing the system in phases and allowing the manager to see gradual benefits without major disruptions.

3. Reception and Waitstaff:

Engagement: Clearly explain the changes to them and engage in usability testing with them.

Involvement Strategy

- Hands-on training sessions for confidence building in operating the system.
- Create a feedback loop for reporting and suggestions of improvement by the staff

Conflict Resolution: Peer support or "change champions" from their own team who take up the change quite well could be used to persuade and encourage the hesitant ones.

4. IT Vendor/Developer:

Engagement: During development and testing, engage continuously.

Involvement Strategy:

- Define the deliverables and timelines expected clearly
- Ensure support post-implementation on ground for troubleshooting.

Conflict Resolution: SLAs should be drawn up for any lacuna in the performance.

5. Guests:

Feedback/ Engagement: Let guests know about the new system using soft notices, such as in-room flyers or simple email updates.

Engagement Strategy:

- Gather their experience about the new billing system through feedback forms.
- Introduce real-time bill viewing as a guest-friendly feature.

Chapter 4: Functional and non-functional requirements

The requirements of the Hotel Reception and Restaurant Integration System were obtained through unstructured interviews with the hotel owner and a questionnaire distributed to the staff. The interviews revealed high-level operational challenges and objectives, while questionnaires captured detailed feedback regarding day-to-day inefficiencies and potential user needs. This collaborative approach provided the assurance of comprehensive understanding of the system's requirements, balancing managerial goals with staff usability concerns.

4.1 Functional Requirements

- **Automated Billing:** Generate the bills for food automatically and attach them with the profile of the guest concerned in real time.
- **Centralized System:** Record orders taken at the restaurant digitally and integrate these with the reception system.
- **Error Reduction:** Minimize errors in calculations and data entry by automating these functions.
- **Order Tracking:** The application shall track all orders placed in restaurants for accurate billing.
- **Real-Time Updates:** The application should ensure that live updates are visible to both restaurant and reception staff.
- **Guest Check-Out Support:** The application should allow for the integration with guest profiles to facilitate quicker checkout processes.

4.2 Non-Functional Requirements

- **Performance:** The system should handle simultaneous inputs from multiple users without delays.

- **Scalability:** Must support future expansion, such as integration with room service and inventory management.
- **Usability:** Simple and intuitive interface for staff with minimal training.
- **Reliability:** Ensure 99.9% uptime to create no break in the operation.
- **Security:** Protect guest and financial data by encryption and access control.
- **Integration:** Seamless compatibility with the existing reception system and hardware.
- **Maintenance:** Easy to update and maintain with support from the vendor.
- **Response Time:** Execute tasks, including syncing, within 2-3 seconds.
- **Compliance:** Comply with local data protection laws and standards.

Chapter 5: User stories

Title: Integrated hotel and restaurant management system

Who: The owner of the hotel

Why: To streamline hotel and restaurant operations by integrating room management, order handling, and billing into one system. This ensures a seamless experience for guests, reduces errors in operations and improves staff efficiency, ultimately enhancing guest satisfaction and operational profitability.

What: 1. Room Management:

- Once the guest arrives at the hotel, receptionists input guest details such as name, contact information, check in/ check out dates and room preferences to the system. These details are stored for the use of the restaurant system as well.
- Receptionist check availability of any of the 20 rooms according to the guest preferences. If the preferred rooms are available, the room will be allocated to the guest. Room details are linked to the restaurant system as well.

2. Restaurant Operations:

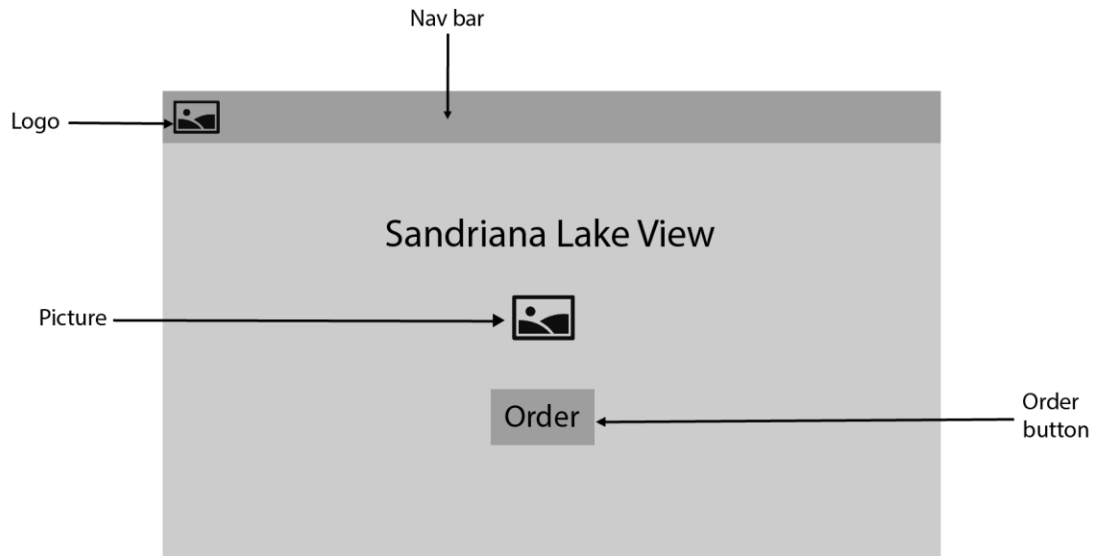
- When the guest arrives at the restaurant, the restaurant staff checks if the customer who arrived is a hotel guest or a walk-in customer.
- If it is a hotel guest, the restaurant staff select hotel guest button and then asks for the room number. Then select the room number. Once the room number is selected the current room guest name will be displayed on the screen. When hotel staff ask the name for verifications.
- Then the menu will be displayed. Menu items are numbers for accurate billing purposes. Quantities, prices, customization such as dietary preferences and special requests are also displayed in the system.
- System also includes an “Add to Bill” feature. When the order is given the order is temporarily saved in “Add to Bill” until the dining session is over. This is used just in case there are any modifications during the session. Once the dining session is over the restaurant staff members can confirm the order so that it can be billed.
- If the customer is a walk-in customer who doesn’t have a room in the hotel, the staff will select walk in customer option and then the menu with prices, customizations, quantities and add to bill features displayed.

3. Billing:

- For hotel guests, once the dinner is completed the bill will be generated and the staff can send it to reception. The restaurant bills for hotel guests are allocated for the rooms. At the end of the stay the guests can pay for the dining at once.
- For walk in customers, the restaurant staff will generate a receipt, and the bill will be sent to the reception. The customers can take the bill that was given from the restaurant and pay the bill to the reception.

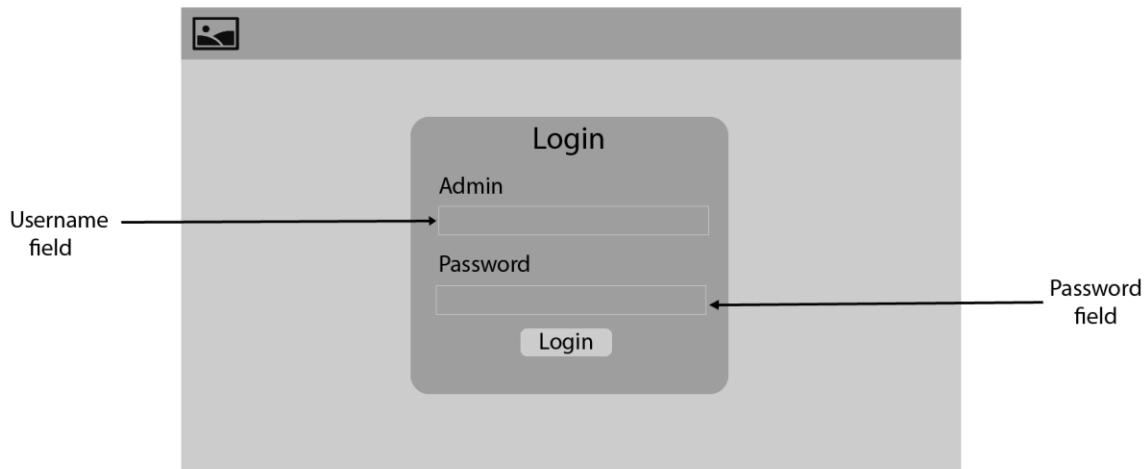
Chapter 6: Wire frames

Wireframe 1



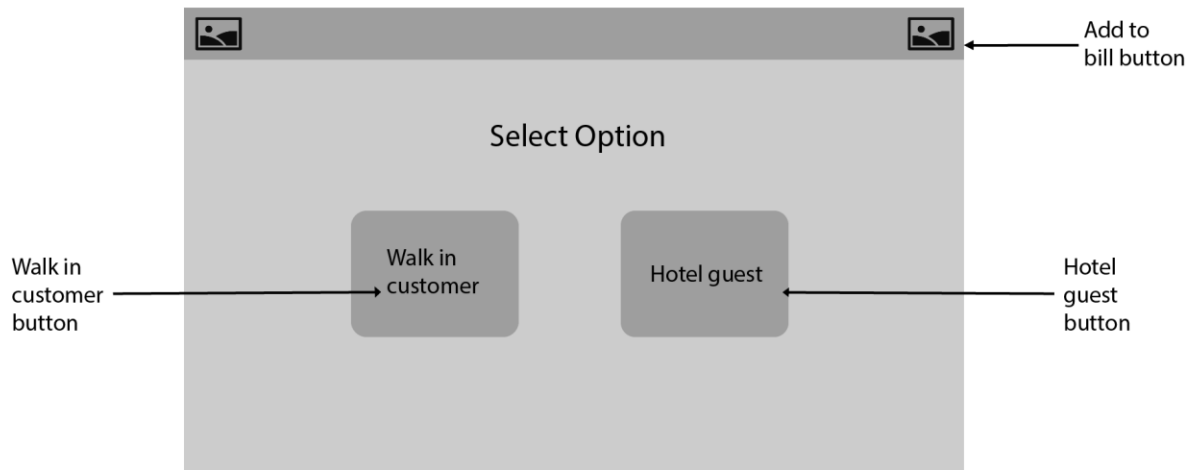
This wireframe shows the first interface of the restaurant management system. At the top is a navbar with the logo at the top left corner. Below it, the hotel name is displayed followed by a background picture. An “Order” button is below the hotel name to make it easier for users to interact.

Wireframe 2



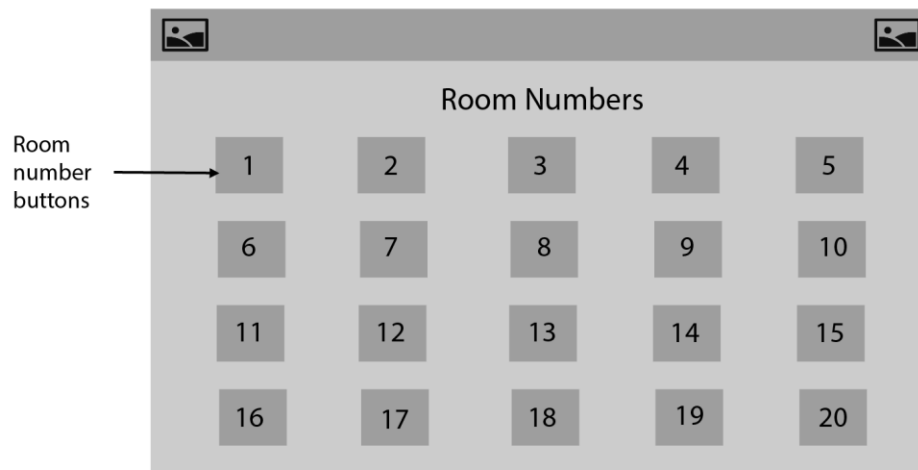
This wireframe shows a login interface for the admins. It has two labeled input fields. First is username and the other is password. Below the input fields, there is a "Login" button for authentication. Only the members who have access to the system can login to the system by entering the username and password in the fields.

Wireframe 3



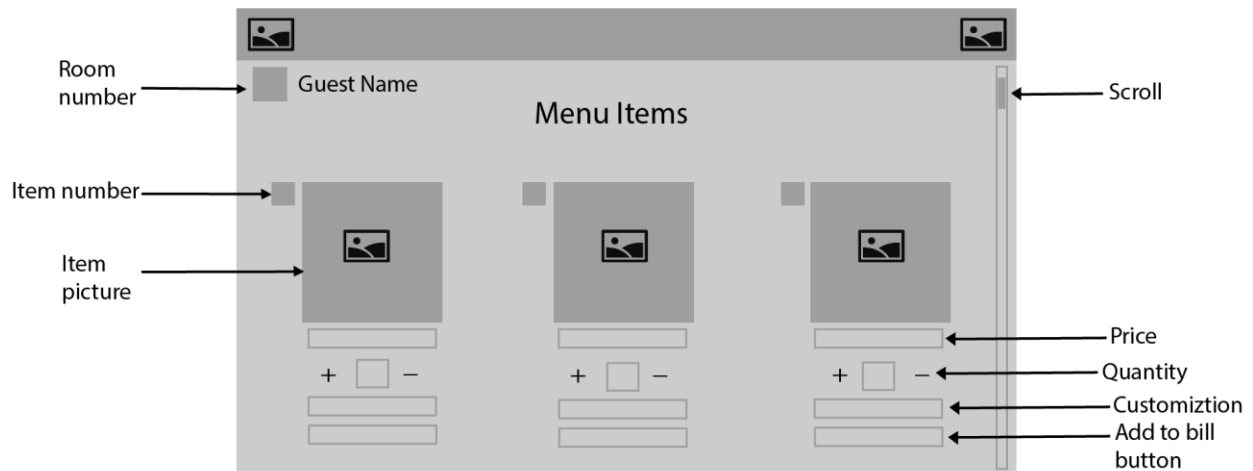
Wireframe shows a simplistic interface that has two options: "Walk in customer" and "Hotel guest." Choosing one of these options could open further workflows or take them to a different screen, customized for that user type. An "Add to bill button" at the top right corner of the screen.

Wireframe 4



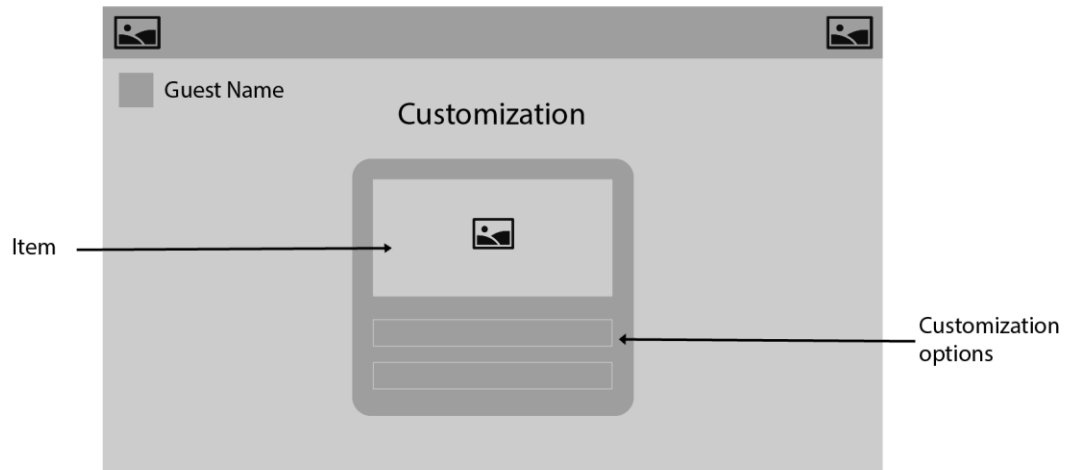
The wireframe shows a grid of room numbers, numbered 1 to 20. The title "Room Numbers" is centered above the grid. These buttons are used to select a room.

Wireframe 5



This wireframe presents an interactive digital menu for ordering food in a restaurant. It shows menu items along with images of the food, prices, and quantity adjustment options. The users can customize some items and add those items to their bill. A scroll bar is provided to navigate through the menu. It also shows the room number and the guest's name for reference.

Wireframe 6



This wireframe shows the customization portion of a digital menu interface. It includes the name of the guest at the top and a large image representing the menu item selected. Below the image is a listed set of customizations options. This interface provides customers with the ability to customize their order by selecting specific modifications or additions to the chosen menu item.

Wireframe 7

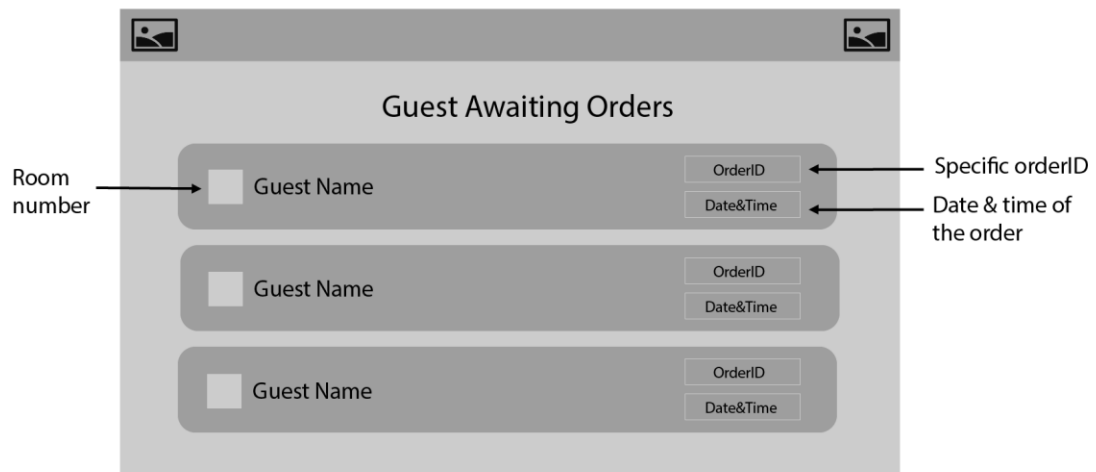
The wireframe shows a digital order bill interface. At the top, there is a header bar with two image icons. Below the header, on the left, is a label 'Guest Name' next to a small square input field. To the right of this is a central box titled 'Order Bill'. Inside this box, there is a table with two columns. The first column lists items and the second column shows values. The items listed are 'Item/Items', 'Date & Time', 'Customizations (if any)', 'Sub total', 'Tax', and 'Total Amount'. The corresponding values in the second column are all 'XXX'. Below the table, there are two buttons: 'Add to room bill' and 'Clear'. An arrow points from the text 'Button to add the bill to room bill' to the 'Add to room bill' button. Another arrow points from the text 'Button to clear bill' to the 'Clear' button.

Item/Items	XXX
Date & Time	XXX
Customizations (if any)	XXX
Sub total	XXX
Tax	XXX
Total Amount	XXX

Buttons: Add to room bill, Clear

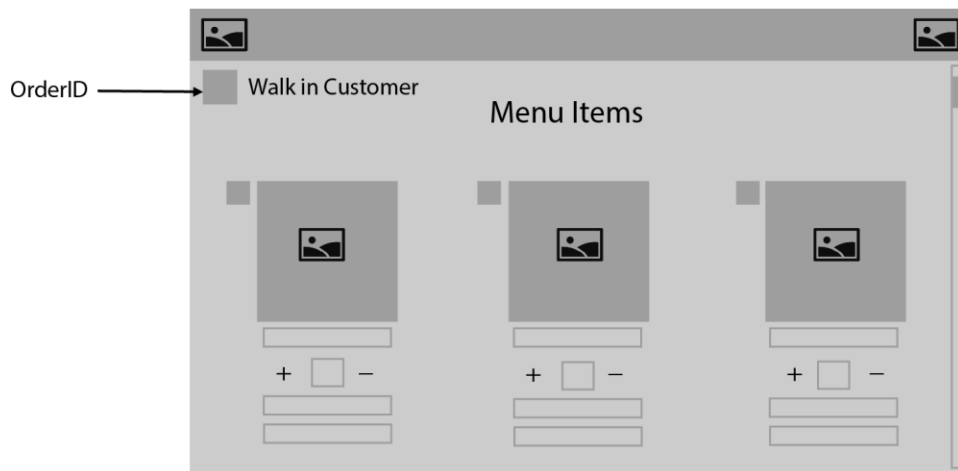
Wireframe shows the interface of the digital order bill. The top of the page shows the guest's name and, in detail, the order breakdown, including the items that were ordered, date and time of said order, changes made, sub-total, tax, and the total amount. There are two buttons: "Add to room bill," which is to confirm the order and then add it to the bill of the room, and "Clear," which would cancel the current order. This interface summarizes the order details clearly and provides the user with options to either confirm or cancel the order.

Wireframe 8



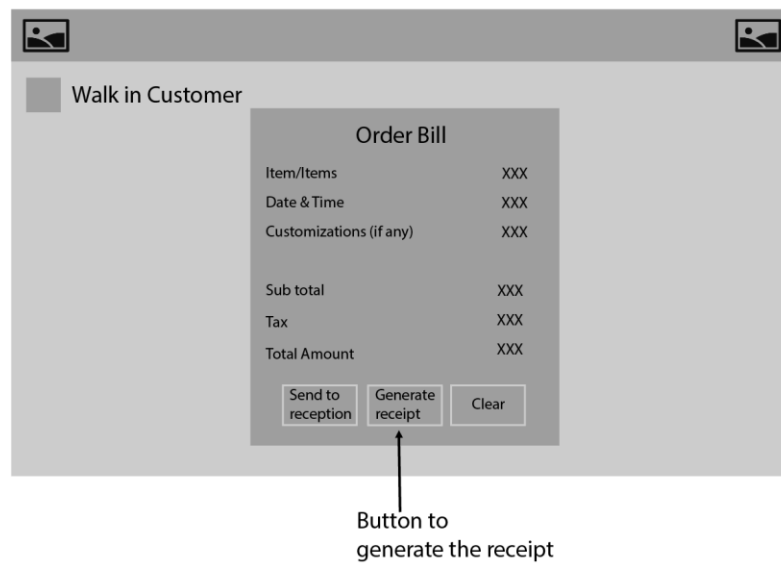
This wireframe shows a digital interface of “Add to Bill” button. Each guest is represented by a row that includes the name, room number, order ID, specific order ID, and date/time of that order. This overview clearly shows the current orders and provides an easy way for staff to track and manage those orders.

Wireframe 9



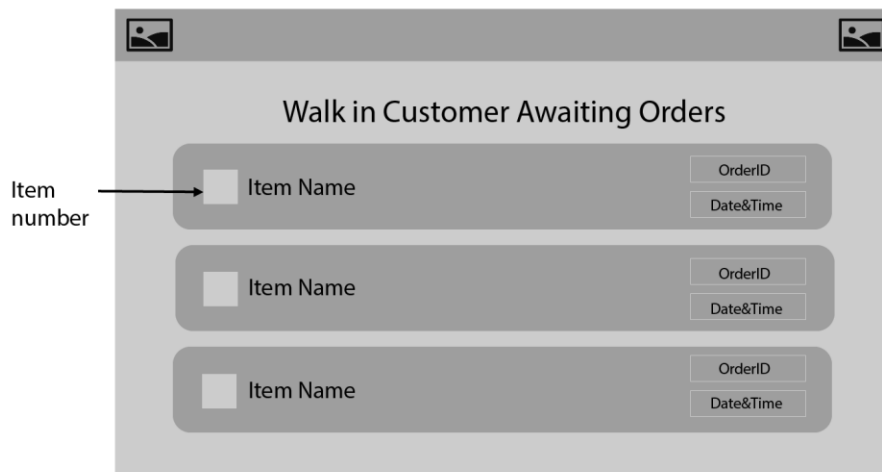
The wireframe is a digital menu interface that is intended for walk-in customers. It shows an order ID at the top and designates the customer type as "Walk-in Customer." In the main section of the interface, there is a list of menu items, each with an image, quantity adjustment buttons, and likely other details, such as price and customization options.

Wireframe 10



The wireframe is a digital interface of an order bill designed specifically for walk-in customers. It shows, at the very top, the type of customer, namely "Walk-in Customer", and it gives a detailed breakdown of the order, which includes items, date and time, customizations, sub-total, tax, and total amount. There are three buttons: "Send to reception" for sending the order to the reception, "Generate receipt" for generating a receipt to the customer, and "Clear" to cancel the current order. With this interface, it will be easier for the user to place the orders and give options to manage the orders.

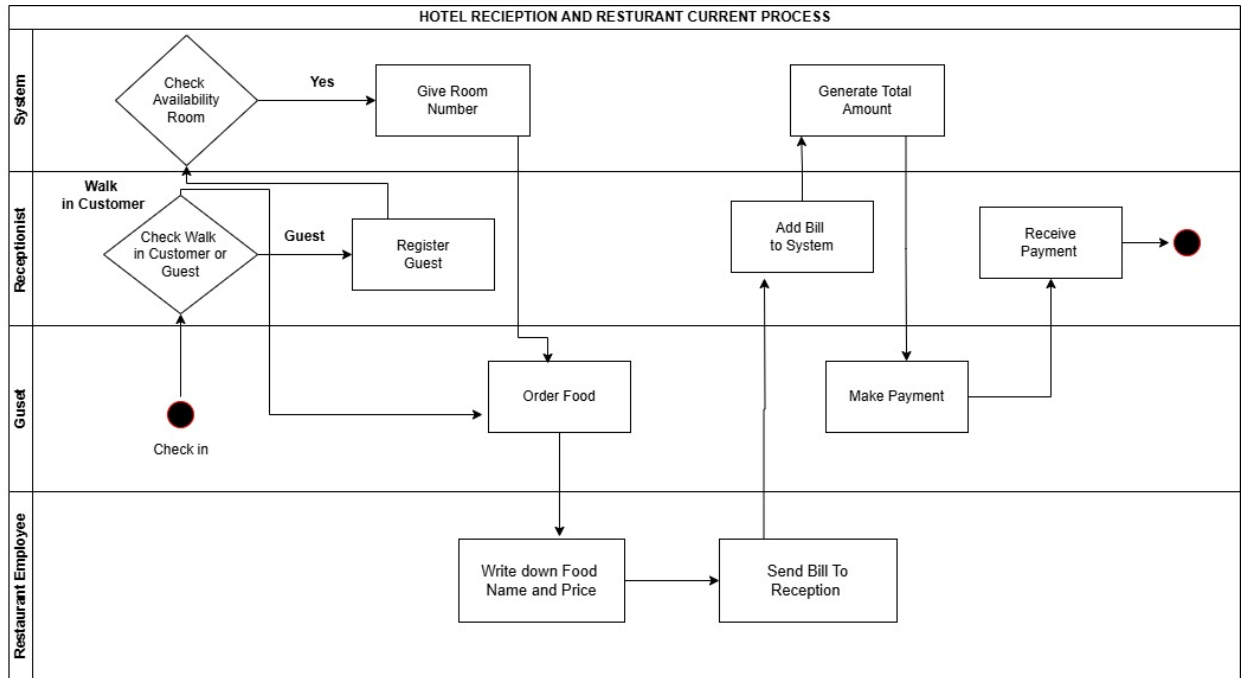
Wireframe 11



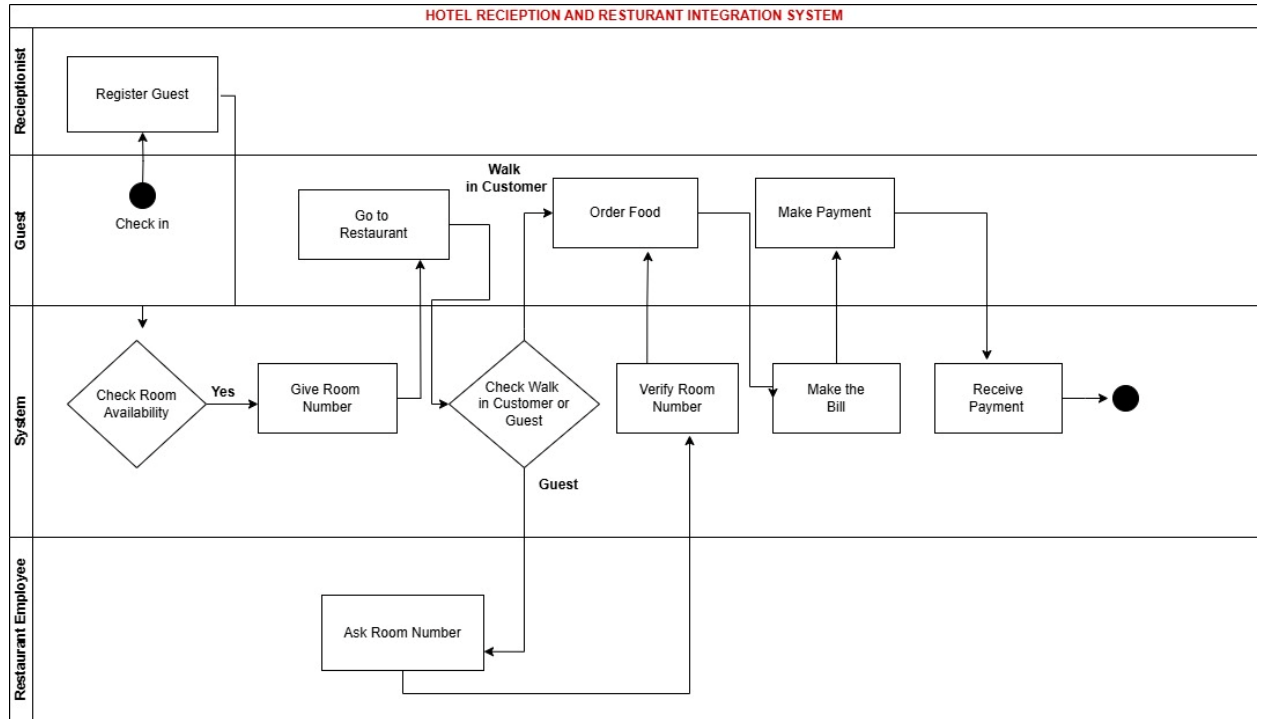
This wireframe is the digital interface of “Add to bill” button of walk-in customers. Each of the orders occupies one row, which includes the item number and name, order ID, and date and time the order was placed. The interface summary of the present orders provides a clear overview of the ongoing orders and enables staff to track down and manage them with ease.

Chapter 7: Process Models

7.1 Current Process



7.2 Future Process



Chapter 8: Evaluating Solutions to Address Business Needs

The recommended solution for Sandriana Lake View Kandy is a custom-made software system tailor-made to meet the unique operational challenges and requirements of the hotel.

8.1 Justification for Custom-Made Software

Alignment with Unique Business Processes:

- The problem of manually transferring food bills from the restaurant to the reception, along with all the problems that arise from it, such as mislaid bills and incorrect data entry, is very specific to the workflow of the hotel.

- A custom-made solution ensures the software directly attacks the pain points by emulating the current hotel processes but in a far more efficient manner.

Increased User Friendliness:

- Knowing full well that unskilled workers form part of the workforce, the software can be built to be particularly intuitive and user-friendly.
- Features such as simple order entry screens, prompts in pictures, and language support, where appropriate Sinhala or Tamil, provide additional assurance that every staff member can confidently operate the system.

Flexibility and Scalability:

- A custom solution will enable the hotel to add specific features, such as multi-language support, the tracking of guest preferences, or future expansions to include inventory management or room service integrations.
- The system can evolve to grow with the hotel's needs, avoiding the limitations imposed by using generic off-the-shelf software.

Operational Control:

- Custom software provides full control over system updates, features, and integrations, ensuring the hotel's adaptability in the long run.
- Unlike off-the-shelf systems, there's no dependency on third-party vendors for functionality changes or updates.

Security and Data Integrity:

- Custom-built systems can include heightened security measures tailored to the hotel's particular data needs, reducing vulnerabilities commonly found in commercially used solutions.

8.2 Feasibility study for Custom-Made Software

Technical Feasibility

- The software can be developed using local developers who will be aware of the patterns in the hospitality sector, hence assuring high-quality delivery.

- If well planned, integration with pre-existing systems (for instance, reception software) is allowed.

Operational Feasibility

- The staff training would be done on a customized interface, so its usage would attract minimum resistance.
- If needed, the phased implementation can enable gradual adaptation and minimum disturbance to the ongoing operations.

Financial Feasibility

- Though higher in the initial investment than off-the-shelf software, long-term savings on licensing and prevention of financial loss due to billing errors will pay off.
- Maintenance costs can be managed by local vendors or IT support.

Custom made software best suits Sandriana Lake View Kandy. Though it demands a higher initial investment, the tailor-made approach ensures that the system aligns with the unique processes of the hotel, decreases operational inefficiencies, and empowers the workforce due to better usability. This is long-term investment that will smoothen the operations and prevent losses, thus contributing toward continuous growth and guest satisfaction.

Chapter 9: Risk Analysis

1. Technical Risks

Risk: The new software might not be compatible with the existing systems and/or it may be buggy.

Solution:

- Pilot-test the software with existing systems before complete rollout.
- Deploy a very basic version (pilot program) to catch major problems early.
- Back up all current data to prevent any loss during transition.

2. Operational Risks

Risk: Resistance by staff to the change, especially from the operational manager, or inability of untrained staff to use the system.

Solution:

- Early involvement of the operational manager in the project with explanations and eliciting of their views to make them party to decisions.
- Simplification of the software interface to suit the needs of the staff and hands-on training.
- Gradual roll out of the system to enable employees to adapt to it incrementally.

3. Financial Risks

Risk: The costs would be more than expected to accommodate unplanned expenditures

Solution:

- Plan realistic budget allocation with a 10–15% cushion for unexpected expenses.
- Retaining service rates from a local IT vendor to minimize the costs
- Break the project into phases to span the expenses over time

4. Security Risks

Risk: The guest billing information may become prone to cyber threats.

Solution:

- Apply password control and role-based access-for instance, only managers can edit the bills
- Install antivirus and firewall protection for the system.
- Keep the software updated to patch vulnerabilities.

5. Project Management Risks

Risk: Delays in development or scope creep (unplanned feature additions).

Solution:

- Clearly define requirements before commencing development and stick to the plan.
- Set deadlines with penalties for vendor delays.
- Monitor progress weekly to stay on track.

6. Guest Experience Risks

Risk: Errors or delays in billing during the transition may irritate guests.

Solution:

- Run the manual and digital systems in parallel for some time to ensure that the billing is accurate.
- Inform guests of possible delays through courteous notices or staff communication.
- Allow for easy fixes to problems upon checkout, such as on-the-spot manual corrections if necessary.

Chapter 10: Strategy for implementing and managing the changes in the organization.

10.1 Implementation Plan

- **Preparation:** Establish a team comprising key stakeholders - MD, GM, and staff. Clearly define the project objectives, roles, and timelines.
- **Requirement Gathering:** Workshops and interviews will be conducted to gather detailed system requirements from staff and management.
- **In-House Development:** Develop the system using the hotel's in-house development team, showing clear deadlines and progress reviews.
- **Pilot Testing:** First, implement the system in restaurants, identify issues, and fix them before full deployment.
- **Training:** Provide training for each role type so that moving to the system is easy for all staff, even less skilled employees.
- **Full Rollout:** Introduce the system gradually across all departments, while providing on-site support for the first few weeks.
- **Monitoring and Feedback:** Performance tracking and feedback for continuous improvements of the system.

10.2 Strengths

- **Tailor-Made System:** The customized software is built to precisely address the unique issues the hotel faces, such as billing errors.
- **Phase-by-Phase Introduction:** Introducing the system in phases reduces disruptions while staff is still adjusting to it
- **In-House Development:** The development of the system in-house gives full control over the software and can be fitted with the hotel's requirements.
- **Focused Training:** The training for the staff is role-specific, meaning every employee will only learn what they need to perform effectively in their function.

10.3 Weaknesses

- **High Initial Costs:** Custom software development requires significant upfront investment.
- **Longer Development Time:** Custom-built systems take longer to develop than off-the-shelf solutions.
- **Limited Resources:** In-house developers may have limited capacity, leading to potential delays.
- **Staff Resistance:** Some employees, particularly the operational manager, may resist the new system due to changes in workflows.
- **Unskilled Employees:** Some employees may struggle to adapt to new technology, requiring extra training.
- **Budget Constraints:** Continuous development and maintenance expenses may create some stress on the hotel's budget.

10.4 Strategies to Overcome Weaknesses

- **Cost Control:** Distribute the cost of development in phases, with an estimated amount for contingencies.
- **Decrease Development Time:** Implement only core features at first release, ensuring a final enhancement release.
- **Maximize Utilization of In-house Resources:** Put specific resources on the project, making sure realistic development targets are attained.
- **Overcome Resistance:** Involve resistant personnel from an early stage, emphasizing the system's advantages and involving them in tests.
- **Staff Training:** Train using simple, practical methods; provide pictorial aid and support to make the change easier.
- **Overcome Budget Constraints:** Identify core features that will be used on the system and be very conscious of costs.

Chapter 11: Project Closure

11.1 Goals of the Project, Results

Smoothening of Integration: The restaurant and reception systems are integrated, updating food orders along with bills in real time to avoid misplaced bills.

Smoother Operations: Instead of 'sweating over' the billing process, staff can pay more attention to the guests.

Financial Accuracy: Revenue is tracked without fail; any financial loss is thus avoided.

11.2 What Went Well

Custom Design: The software was custom designed for the hotel's needs, hence solving some unique challenges.

Staff Response: Very positive despite initial trepidation due to very clear, role-based training.

Phased Implementation: Going live in phases, using the restaurant pilot to work out the bugs before full implementation.

11.3 Challenges Overcome

Resistance to Change: Initially, the operational manager resisted but soon became more open and once further involved in discussions.

Training: Extra training was needed by some employees, which delayed full adoption.

11.4 Lessons Learnt

Engage with the Staff Earlier: Getting key staff involved in the project right from the outset reduces resistance.

Test Early: A pilot phase is essential to address issues before full deployment.

Flexible Budgeting: Breaking the project into phases helped manage costs better.

11.5 Next Steps

System Enhancements: Future updates could add features like inventory tracking.

Ongoing Training: Continued training will help staff improve their technical skills.

Automation: Consider automating more hotel services like room service billing.

The project successfully met its goals, improving operations and financial accuracy. While there were challenges with resistance and training, the software is now a valuable tool for the hotel. Regular updates and training will help maximize its benefits over time.