

Hotel Management System (GROUP 19)

The primary reason for choosing this topic stems from our modular approach, allowing us to plugin a lot of different areas into the system. This broad approach can help us incorporate more beneficial features. We envision the inclusion of entities such as Customer, Hotel Employees, Parking, Finance, Room Service, Payment, Amenities and Restaurant. This comprehensive solution aims to enhance the overall efficiency of the hotel staff and enable them to provide optimal service to their guests.

Purpose

- **Operational Streamlining:** Ease of management for the hotel staff they can help the customers with smooth workflows with the help of this system.
- **Enhance Guest Experience:** Minimize wait times on the hotel desks, quick issue resolution and efficient services.
- **Attract more business:** Centralized management helps the customer to have a view of all the values associated with his stay from amenities, parking, dining, billing , room booking
- **Cost Control:** Implement cost control measures by reducing wastage and optimize resources without compromising on quality.

Scope

The scope of this system is it can be versatile and we can easily spin it and make other systems out of it like order management, parking management, restaurant management system. The System is intended to simplify hotel operations, improve customer service, and provide centralized control of numerous services such as customer

profiles, room service, parking, financials, amenities, and dining. It is intended for use by consumers, employees, management, and owners and includes modules for managing reservations, payments, and operational activities. Wait time reduction, managerial efficiency improvement, and increased customer satisfaction are all important aims. The project will interact with current web platforms while adhering to security and industry requirements, all within a predetermined budget and timeline. Success will be determined by deployment efficiency, user feedback, and performance metric attainment.