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DE VIANA DO CASTELO

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Project

Overview

This project is concerned with developing a flexible, open-ended design for hotel management information system. Our Hotel Management System consists of two staff users: Manager and Front-Desk Clerk.

Customers can ask to the Front-Desk Clerk various services provided by the hotel like room reservation, restaurant, sauna, pool, casino etc. The system keeps a record of the customer details and previous visits of current and past customers so that privileges and points can be awarded based on their history.

A Customer's history consists of his/her previous visits, only one of which can be active (not completed) at any point in time. If no visits are active, then a new visit instance need to be created that can contain the various services that the customer need to avail during a new visit. If a visit instance is active, then any services availed are considered as part of that visit. Each visit is a composition of services that the customer uses. Any particular service usage consists of a single resource (e.g. Room No 110) that belongs to a particular service (e.g. Room Service). When the front-desk clerk requests a resource, the system checks for that availability of the resource and adds that resource to the list of availed services during that visit. At the end of the visit, when all the service usages are finished, the Front-Desk Clerk do the check-out of the customer and the system automatically calculates the cost of the visit, the customer pay and the system sends receipt.

Manager(s) is (are) concerned with the overall functioning of the system. He/she has the provision to add new services or resources for any particular service. The system keeps

track of the expenditure incurred by the various services which can be viewed by the manager. The manager's decision making can be assisted based on the various service's usage, total expenditure, total income etc., all of which the system automatically keep track of.

a. Manager

- add/Remove Resource(s)
- get Service details
- get Income

b. Front-Desk Clerk

- Front Desk Registration
- Update Customer details
- Check-out Customer
- Cancel Service(s)

Questions

- 1- Do the Use Cases Diagram and the textual description of each Use Case.
- 2- Write the contract for each system operation and respective communication diagram.
- 3- **Describe the Classes Diagram specified.**

Tool - StarUML