

Scenario : An independent hotel wishes to develop a new, comprehensive hotel management system, this should support all of the major tasks associated with operating a hotel, including booking reservations, checking in guests, managing housekeeping, etc., as well as responding effectively to problems and issues. The front desk staff will use this system through web based terminals, but many personnel will be on the move and need to interact with mobile devices. The system should be of moderate cost, but the goal is to help guests feel they are in an up to date and well run hotel to which they would like to return.

Possible Questions that arise after reading the scenario statement:

Functional Questions:

- 1) Can customer view the complete booking details online or customer service assisted?
- 2) What would be the payment gateway for booking reservations, will the host be the hotel itself or any third party like paypal?---- Design changes depending on this.
- 3) Do the hotel booking need to happen only through this site or any other 3rd party services like hotels.com?
- 4) What are the booking constraints- Are the bookings strictly online, do the customers need to book before stipulated time?
- 5) Does the system handle problems and issues via 24*7 live chat or through emails?
- 6) What is the best estimated budget?
- 7) Which communication medium do we need from the customer (email, phone etc..) so that management can contact?
- 8) How flexible are the postpone and postpone/Cancellation policies? Do we require separate pages for this?
- 9) What type of user authentication mechanism is planned?
- 10) Would you like to have the hotel pictures on the website?
- 11) What are the promotional offers and how does that process goes?
- 12) What are the Terms and Conditions that need to be accepted by the user while booking?
- 13) Will the hotel be providing any tourist place guidance?
- 14) Will you sell gift cards to customers?
- 15) Do you want to have a feedback/review section in the site? If yes what would be the preferred questions?
- 16) Do you want a site area highlighting careers/employment opportunities with the hotel?
- 17) Do you want to display the calendar?
- 18) What sort of online marketing/ad trends are planned for advertisement of the hotel?

Customer perspective Questions

Booking Policies:

- 1) What are the checkin and checkout times?
- 2) Before how many days can a customer do a advance booking?
- 3) How many persons can stay in a room?
- 4) Would you like to have the hotel pictures on the website?
- 5) What are the refund policies if any?
- 6) Does the hotel provide any deals?
- 7) What are the personal details we should collect from the customer?
- 8) What type of ID-Proofs are acceptable from the user?
- 9) Do we have any membership policies/rewards for users that can be given/utilized for booking?
- 10) Do you have mobile check in option?

Amenities:

- 1) Does the hotel provide Wifi services?
- 2) Does the hotel have pool and spa services?
- 3) Does the hotel have a in house restaurant and if any what is the menu and the prices?
- 4) Does the hotel have a gym?
- 5) Is the room service 24*7 or does it have working hours?
- 6) Details regarding free/paid/valet parking?
- 7) Do you have any conventional hall facilities to conduct parties/meetings?

Room Details:

- 1) What are room options available to customer? (eg: single,double,Family)
- 2) Does the hotel provide extra beds if needed and what are its charges if any?
- 3) What are the bed sizes available to the customer? (eg: double bed, quadruple)
- 4) Does every room have a TV, refrigerator, desk and a bathroom shower?

Backend Operations

Technical Questions:

- 1) Which Database, Servers, OS are we going to use?
- 2) Which mobile API are we exactly going to target? (Ex: For mobile iOS or Android or both?)
- 3) What programming languages are we going to work on?
- 4) Do we need any cloud storage?
- 5) Through what specific mobile devices are the staff going to work with?
- 6) Do you want to link to social networking sites through the sites.

- 7) Do you want to notify any emergency alerts (Ex: like Irma hurricane alert) on the website?
- 8) Do you want to have a feature to change languages? If yes what other languages?
- 9) Do you want to have a google/apple map?
- 10) Do you want website/application to be responsive?
- 11) If the user raises a ticket on any issue what is the exact flow/process to resolve that issue?