Capstone Project Report

Report 1 – Project Introduction

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II. Project Introduction

1. Overview

1.1 Project Information

- Project name:HomeTravel

- Project code: SP24SE202

- Group name: GSP24SE55

- Software type: Mobile App, Web

1.2 Project Team

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2. Product Background

- In recent years, homestay has become one of the popular forms of tourist accommodation for young people. Some of you even do freelance work - jobs that are comfortable in terms of working hours and location - staying at homestays from 2 weeks to 3 months to combine travel and work.
- To make it easier for tourists to find homestays that suit their needs and at reasonable prices, the platform connecting tourists with homestays was created so that guests can easily contact homestay owners.

3. Existing Systems

3.1 Airbnb

Description:

Airbnb is an online platform that connects hosts with guests. Founded in 2008, Airbnb has become one of the most popular accommodation booking apps in the world, allowing users to rent apartments, rooms, villas, or other unique accommodations from owners, local house.

Link:

- *Web:* https://www.airbnb.com.vn/
- *Android:* https://play.google.com/store/apps/details?id=com.airbnb.android&hl=vi&gl=US
- *IOS:* https://apps.apple.com/vn/app/airbnb/id401626263?l=vi

Pros:

- Variety of options: The platform offers a wide range of accommodation options, from apartments, houses, villas to unique locations such as fields, camps, castles.
- Personalization: Users can search for accommodation based on many criteria such as location, price, amenities, and reviews from previous tenants.
- Reviews and comments: Provide information from experienced people, helping tenants make more accurate decisions.

Cons:

- Hidden fees and costs: In addition to the room price, Airbnb may charge other fees such as service fees, cleaning fees, and deposit fees, causing unclear costs for renters.
- Uneven quality management: Although there is a rating system, the quality and amenities of accommodation can be uneven between locations and hosts.
- Reservation cancellation issues: Landlords have the right to cancel reservations that cause inconvenience to tenants, especially near check-in time.
- The system is not suitable for all users.
- The function of sending confirmation code does not allow users to enter incorrectly, because it can be re-activated after 24 hours of incorrect input.
- Service fee before tax is too high, 14% before tax.

3.2 Chudu24.com

Description:

Chudu24 is a room booking service serving Vietnamese customers, with many domestic and international rooms.

Link:

- *Web:* https://www.chudu24.com/

- **Android:** *https://play.google.com/store/apps/details?id=com.chudu24.travel*
- **IOS:** *https://apps.apple.com/vn/app/chudu24/id1585762998*

Pros:

- Basic Functionality: Chudu24 provides a comprehensive set of features similar to other booking platforms, facilitating easy search and reservations for users.
- Clear Information: The system categorizes each hotel and room based on functionality and location, providing clear insights into available options.
- Prices and Incentives: Chudu24 frequently offers enticing promotions and discounts, helping users save costs.

Cons:

- Lack of Variety in Home Stays: Currently, the platform predominantly focuses on hotels, lacking diversity in the selection of home stays.
- Interface: The website interface lacks appeal, with colors that induce a sense of monotony; optimization is needed to attract users.
- Loose Booking Process: The current booking process is merely an information recording step, and manual phone confirmation introduces inefficiency, diminishing the user experience.
- Payment: The absence of online payment support and the necessity to contact through social media may raise concerns about information security.
- Cancellation: The inconvenience of having to contact the platform for cancellations, coupled with the absence of an integrated online cancellation feature, poses challenges.
- Unreliable Services: Customer feedback indicates that some hotels fail to meet the advertised service quality.
- Price Transparency: Room prices are not clearly displayed, lacking transparency with the omission of taxes and fees. Additionally, prices for many rooms are inconsistently updated.

4. Business Opportunity

At HomeTravel, we make it easy for travelers and homestay owners to connect. Recognizing the growing popularity of homestays among young travelers there is a substantial market opportunity for the development of HomeTravel, a platform designed to seamlessly connect travelers with ideal homestay accommodations. The existing landscape lacks a centralized platform that efficiently facilitates the connection between tourists and homestay owners. Most current platforms are predominantly geared towards hotel rentals, leaving a significant untapped market for the growth of homestays. Our platform offers a solution for travelers looking to rent homestay accommodations, addressing both short-term and long-term rental preferences. Our platform caters to the escalating demands of modern travelers, who are increasingly seeking unique and affordable accommodations.

5. Software Product Vision

For those who want to travel, the system connecting to homestays will provide accommodation suitable for the tourist destination, processing payments quickly and simply. Tourists will not need to waste time finding a place to stay and there are many options available to them.

6. Project Scope & Limitations

6.1 Major Features

<u>Admin - Website:</u>

FE-01: Admin can manage post (PR):

- **Approve/Reject post**
- **View list of posts**
- **Delete post nội dung không phù hợp**
- **View feedback of homestay**

FE-02: Admin can approve/reject request post homestay from the owner

FE-03: Admin can view transactions

FE-04: Admin can view revenue statistics/dashboard

FE-05: Admin can manage account: (1)

- **View list of accounts**
- **Disable/Active account**

FE-06: Admin can manage contract kết nối với owner

FE-07: Đánh giá owner dựa trên feedback (Chỗ này phải có Policy để đánh giá)

<u>Owner - Website:</u>

FE-10: Owner can manage post :

- Create post
- Edit post
- View list of posts

- Cung cấp các dịch vụ homestay

- Cung cấp các policy của homestay

FE-11: Owner can send post to admin

- Owner can choose pack post

- Owner thanh toán phí đăng bài cho admin

FE-08: Owner can manage booking order:

- View list of booking.
- Approve/Reject booking.
- Owner có thể cập nhật booking từ yêu cầu của khách du lịch.

FE-14: Owner can chat with tourist

FE-15: Owner can view their revenue

FE-16: quản lý thanh toán: cọc và booking

FE-17: Owner tạo hợp đồng thuê homestay với tourist (manage hợp đồng thuê homestay)

- Tạo hợp đồng
- Cập nhật trạng thái
- Xem danh sách hợp đồng

FE-18: Cập nhật trạng thái phòng của homestay (Hết phòng/Còn phòng)

Tourist - Mobile:

FE-17: Tourist can view list of homestays

FE-16: Tourist can search for homestay by location

FE-18: Tourist can view detail homestay

FE-19: Tourist can view and confirm contract (Khi khách du lịch đến nhận homestay và sẽ ký hợp đồng bằng giấy sau đó owner scan lên hệ thống)

FE-22: Tourist can manage feedback to homestay:

- Create Feedback
- View feedback
- Edit feedback
- Delete feedback

FE-23: Tourist can chat with owner

FE-24: Tourist can create booking homestay

FE-25: Tourist can pay for booking

FE-26: Thanh toán tiền cọc

FE-26: Tourist can view history booking.

FE-27: Tourist can change date/time of booking order

- Request yêu cầu

FE-28: Tourist can cancel their booking order

Unauthorised user:

FE-29: Unauthorised users can sign up for an account.

Authorised user:

FE-30: Authorised users can sign in with a registered account.

FE-31: Authorised users can sign out.

FE-32: Authorised users can manage their profile information.
- View profile details.
- Update profile information.
- Change password.

FE-33: Authorised users can create a new password when forgetting the old password.

6.2 Limitations & Exclusions

Exclusions of specific detailed functionalities such as:

- Specific service issue handling after contract completion