

Project Summary: Hotel-Apartment Management System

Project Team:

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Introduction: The project focuses on the Ampezzo Regency, a 3-star hotel located in the tourist-rich area of Veneto, Italy. The hotel offers a range of high-quality services and accommodates up to 74 guests across various room types and amenities.

Problem Statement: The Ampezzo Regency faces several operational challenges exacerbated by high tourist influxes, including:

- **Housekeeping issues:** Difficulty maintaining cleanliness and timely room readiness.
- **Guest Track Record:** Inefficiencies in maintaining historical guest data beyond six months due to reliance on outdated paper records.
- **Billing and Payment Records:** Manual and inconsistent record-keeping leading to discrepancies in financial tracking.
- **Staffing Issues:** Inadequate allocation and unclear roles leading to operational inefficiencies.

Proposed Solutions: To address these challenges, a Database Management System (DBMS) is proposed with the following enhancements:

- **Operational Efficiency:** Automated tracking of room statuses and staff tasks to improve daily operations.
- **Data Retention and Access:** Enhanced capabilities for storing and retrieving long-term guest data to foster customer loyalty and personalized service.
- **Financial Transparency:** Centralized billing and payment tracking to minimize errors and ensure consistency.
- **Enhanced Communication:** Improved inter-departmental coordination facilitated by the DBMS.

System Users: The primary users of the DBMS will include hotel management, staff across various departments, and the hotel owner, all benefiting from improved access to data and operational insights.

Technical Overview:

- **Entities and Attributes:** Detailed setup involving Guests, Bookings, Invoices, Rooms, Room Types, Staff, Roles, Payment Methods, Guest Ratings, Items, and Departments.
- **User Stories:** User-centric features allowing managers to monitor room cleanliness, record new employee data, manage bookings, and handle financial transactions effectively.

Potential Enhancements:

- **Online Booking Integration:** Streamlining reservation data across multiple booking channels.
- **Real-Time Feedback Collection:** Enabling immediate guest feedback during their stay.
- **Staff Performance Metrics:** Tracking and reporting on staff performance to identify training needs and reward efficiency.

Conclusion: The Hotel-Apartment Management System project demonstrates a comprehensive effort to improve the operational efficiency and guest experience at the Ampezzo Regency. Through the proposed DBMS, the hotel aims to resolve existing operational challenges, enhance data management, and streamline internal processes, thereby setting a foundation for improved service delivery and business growth.