

Project Purpose:-

This project is designed to improve the efficiency through integration of a system during check in and check-out process for Amora Hotel, Auckland.

Current system in Amora lacks to address the issue of delay /queuing during check in, check out process. There are different causes for this issue and this report will address those issues and will provide feasible solutions to rectify the problem.

The Stakeholders:-

Guest: - Are the customers for the Amora hotel. They are the one who receives the services and plays vital part in providing feedback to the hotel. Guest feedbacks are used to improve the service and to monitor the hotel service standards.

Employees: - They are the one who provides service to the guest. Employees have a hierarchy which can differ business to business.

Business Owner: - Looks after the profit and loss balance sheets. Property owner monitor the level of service and are responsible for developing operational policies.

IT Administrator: - IT support for Amora hotel is outsourced. IT support looks after the maintenance of hotel software, server maintenance, laptop/ desktop maintenance, security cameras maintenance.

Network providers: - Includes internet, telephone, Electricity providers.

Project Constraints:-

Scope Constraints: - This report will empathise only on competent check in - check out process for hotel Amora. This project will address the issues faced during check in and checkout process and will give recommendation on tackling those issues.

Cost Constraints: - This report gives IT and non-IT solution to improve the existing check in check - out process. Both of these can involve some cost. Cost might differ from organisation to organisation.

Time Constraints: - This report needs to be completed prior to 14 November 2014. The development and installation of the software will be completed 6 months after the approval of the project. '

Naming Conventions and Terminology:-

CHM: - Clarity Hotel Manager.

FOM: - Front Office Manager

IT: - Information Technology.

Relevant Facts and Assumptions:-

Funds: - It is assumed that management would provide the funds to implement the accepted solutions.

Software Compatibility: - It is also assumed that current system will be compatible with the new systems.

Functional Requirements (User story format, brief description of minimum three main functional requirements)

User Story 1:-

As a Business owner I want a product which automates check in - check out process so that there is less queues at reception.

Description:-

Check in process includes verification of booking (booking is compulsory), scanning ID or passport, credit card verification, verifying loyalty card details (optional). The automated system should be able to process all the above request, allocate inspected room number and then should issue a room key and display room number.

During check out system should search the customer with either booking ID or room number & name, should display customer the total bill and give choice to enter any additional charges e.g. mini bar, miscellaneous charges. Then system should process the payment request. System must accept all the credit cards, all New Zealand eftpos cards and all valid New Zealand currency. System should refund change if payment method is cash. System should print the invoice or give option to send the invoice by email.

User Story 2:-

As a business owner I want the product to integrate with current clarity system and generate automatic report to reduce manual report generation.

Description: - Hotel currently runs on Clarity system and all the data is stored on site server. The new automated system should recognise data from the current system and should update automatically. That means any changes or updating in Clarity system should automatically update the new system.

User Story 3:-

As a business owner I want the product to show feedback form after check out process to help with customer satisfaction survey.

Description: - System should ask for customer satisfaction survey when check out process is complete. If guest accepts system should display a list of question and should save the feedback.

User Case 4:-

As a business owner I want a system to recognise privilege member's cards this will ensure that loyalty card customer's gets mileage points automatically.

Description: - Hotel runs a loyalty programme and each member is given a unique loyalty number. System should recognise this and should reward points against the final bill.

Non Functional Requirement:-

Look and feel:-

The product should be authoritative so that customer feels that they can rely on the machine.

Product appearance should resemble the check in machines installed at the Auckland domestic airport.

The product should use attractive design and interface so that it looks eye appealing.

The products display screen should be minimum 20 inch.

Usability & Humanity Requirements:-

The product should be easy to use for customers of all age and experience.

The product must operate on touch screen as well as using keyboard and key pad.

Default language for the product display should be English.

The product should give option to change the language into Mandarin & Cantonese.

The product should have built in lights for the display.

Performance Requirements:-

Product shouldn't have any lagging issues.

Product should produce report within 3 minutes.

Product must show accurate bills.

Format of the reports generated by the product should resemble the current reports which are generated manually.

Operational and Environmental Requirements:-

Product must operate 24x7.

The product should recover its data in case of failure.

Maintainability and Support Requirements:-

Product should be portable on Windows & MAC operating system.

Product should be scalable to manage future upgrades.

Security Requirement:-

Access for report generation must only be for authorised employee. Log in name and ID is required for report generation.

Data stored by the product must be protected and data access should only be provided to authorised staff.

Legal requirement:-

As the product accepts payment it should full fill all the legal requirement set by the banks and government.

The product must comply with all the licencing requirement set by the legal authorities.

