

hOTEL MANAGEMENT

SYSTEM PROPOSAL



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## What is your system idea (in a nutshell).

The Hotel management System is a centralised software solution that is designed to handle key operations of a hotel in one place. It will allow staff to manage room bookings which will be both online and in-person.. It will record guest details like their name , identity verification documents and their address. Processes like check-ins and check-outs, bill-handling and payments, staff and inventory monitoring will be tracked through this system.

The main purpose of this system is to reduce manual work, minimise booking errors, accelerate guest services, and allow managers to make better decisions. Overall, it will improve the work efficiency by reducing paperwork.

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## 2. What information will the system offer the user.

The system will provide hotel staff and the customers with room status, Booking details, guest information, billing records and other reports and information. This information will be accessible through a secure login, allowing authorized users only to have access and make quick decisions and provide faster service to guests. Below is more detailed information:

1. For Receptionists:

* Room availability and occupancy status in real time.
* Upcoming reservations whether tentative or finalised.
* Billing and payment records for each guest.

1. For Customers:

* Different types of rooms, standard rooms, deluxe rooms or suites,
* Special offers and packages.

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## 3. In order to achieve this, what data will be stored by the system.

The system will store all the essential data needed to manage hotel operations smoothly. This includes guest information such as names, contact details, booking dates, payment records, and special requests. It will also storeroom details like type, availability, status clean, occupied, under maintenance, and pricing.

Additionally, the database will keep records of check in and check out times, staff schedules, and service requests from guests. Financial data such as invoices, receipts, and payment methods will also be stored to ensure accurate billing.

The possible data stored by the system will include:

* Customer Data: name, contact number, booking dates, payment records.
* Room Data: room number, room type, availability, status clean, occupied, under maintenance and pricing.
* Reservation Data: check in date, check out date.
* Staff Data: staff name, role, work schedules, assigned tasks.
* Service Requests: type of request, status, date and time requested, assigned staff.
* Financial Data: invoices, receipts, payment methods, transaction history.

## 

## 4. Where will you get this data.

I got these data from Internet and I searched the hotels that located around North Island, Auckland.

1. Guest Data – Collected directly when guests make booking online through the platforms like booking.com. for example, tourists booking hotels in Auckland CBD like Hilton.
2. Room Data – Gathered from the Hilton Hotel Management System, that showing the room numbers, types, prices and the availability.
3. Reservation Data – Collected from online booking sites like Expedia and Agoda, because most travel agents and online booking sites commonly used these.
4. Staff Data – Gathered from Hilton Hotel.  
     
   For the testing purposes we are going to use dummy data.

## 5. List of Use Cases your system will implement.

1. **Login**

**Actors:** Front Office Staff

**Description:** Staff logs into the system to access features securely.

1. **Check-in Guest**

**Actors:** Guest, Front Office Staff

**Description:** Staff registers the guest, verifies identity, and allocates a room.

1. **Check-out Guest**

**Actors:** Guest, Front Office Staff

**Description:** Staff finalizes billing, processes payment, and updates room status.

1. **Make Reservation**

**Actors:** Guest, Front Office Staff

**Description:** Booking details are added for guests making a reservation in advance.

1. **Cancel Reservation**

**Actors:** Guest, Front Office Staff

**Description:** An existing reservation is cancelled, and the room is freed up.

1. **Search Room Availability**

**Actors:** Front Office Staff

**Description:** Available rooms are searched by date, room type, or status.

1. **Update Guest Information**

**Actors:** Front Office Staff

**Description:** Modifications are made to guest records such as contact or ID details.

1. **Make Payment**

**Actors:** Guest, Front Office Staff

**Description:** Guests make payments for reservations, room charges, or services.

Optional Use Case :-

**1. Feedback & Complaint Management**

* **Actors:** Guest, Front Office Staff
* **Description:** Guests can submit feedback or complaints, and staff can log and track resolution.

**2. View Booking Details**

* **Actors:** Guest, Front Office Staff
* **Description:** Guests or staff can view details of an existing booking.

**3. Change Room**

* **Actors:** Guest, Front Office Staff
* **Description:** Staff changes a guest’s allocated room if requested.

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## 6. Who are the target users/actors.

The target users of this system include guest and hotel staff such as front desk receptionists, and managers responsible for operations, reservations, and customer service. This wide range of users ensures that the system benefits every part of the hotel’s operations, from welcoming guests to managing staff and tracking overall performance.

* **Guests** making reservations, check-in/check-out, service requests.
* **Front Desk Receptionists** manage reservations, handling check-ins/check-outs, assisting guests.
* **Managers** monitoring hotel operations, managing staff, reviewing reports and performance.

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## 7. What comparable systems are currently available and how does your proposal differ from comparable systems.

Throughout the Auckland, the hotels are already use these systems,

1. **CloudBeds** – A cloud-based system that popular with boutique hotels and motels across New Zealand.  
     
   **Advantages for CloudBeds:**

* This system allows hotel operators to manage the reservations, payments and availability in real time.
* Includes with third party booking platforms like Booking.com and Airbnb.

**Disadvantages for Cloudbeds:**

* The subscription fee is high and that may not affordable for small or medium sized hotels.
* The system is complex for non-technical staff.   
    
  **Compare with our project:**
* Our system aims to provide a simple and cost-effective system, specially for smaller hotels that cannot affordable expensive subscription.

1. **RoomRaccoon** – Used by the smaller accommodation and lodges in North Island.

**Advantages for RoomRaccoon:**

* All in one hotel management solutions that includes property management, booking engine.
* The automated features like invoicing and email confirmations save the staff time.

**Disadvantages for RoomRaccoon:**

* Limited customization options for the hotels with unique requirements.
* Not scale efficiently for larger hotels or hotel chains.

**Compare with our project:**

* Our project is design by highly customizable so the hotels can adapt the system to their own requirements.
* And our system includes the role-based access for the customers, staff and managers but the RoomRaccoon mainly focuses on front desk reservation management.

**How our proposal is different,**

We design our system for local hotels, including the small and medium-size ones not for big chains. And this system focuses on both online and in-person bookings (helpful for walk-in guests in busy areas, for example Queen Street or near Sky Tower.

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## 8. DIAGRAM: Problem Domain sketch.

