**The Vikings**

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Hotel Checking system (HCS). (“First Sprint Report for SEIS 635 Team Project 3 (TP-3): …”)

**Introduction**

We envision a Hotel Checking system (HCS) that Hotel employees will use to facilitate the check-in process of their guests, with membership-based priority. This system will be flexible to support varying business rules, a few user interface mechanisms (Front Desk, Housekeeping, and Reservation Services) and integration with third party systems

**Stakeholder Descriptions**

**Market Demographics**

This system is targeted at small, generally family owned Hotel businesses. Many of these may not have the financial power needed to buy systems that big players in the market can afford. Therefore, they will find the HCS convenient, reliable and affordable.

**Stakeholder (Non-User) summary**

Mrs. Level and his family started a hotel business a few years ago, initially using their vacation town house. However, over the years, this has grown to be the largest Hotel in their small town, with 120 rooms located in five buildings, on 3,200 acres. Yet, check-in process has been manual. The motivation for the Hotel Checking System is to develop a web-based application that helps Mrs. Level and his family manage more efficiently and accurately the checking process of guests into their hotel

These non-user stakeholders of this system are members of the Level family, who will see more efficiency in the management of the operations of their hotel business

**User Summary**

Users of this system will be employees from front desk, Housekeeping, as well as well as any other employees working on ensuring checking process of a guest is completed smoothly.

**Key High-Level Goals**

* We need priority status for members.
* We need system manager for fast easy processing of room status.
* We need a solid interface for interaction between users.
* We need to identify status of members in system manager.
* We need quote time to room status updates (if possible) in system manager.
* We need Guest profiles within system.
* We need Mini bar and Room update entries connected to room status in system manager.

**User-Level Goals**

Front desk – check in patron and checks system for room updates.

Housekeeping – updates check-in system on vacancy and cleanliness or room status.

Patron – checks in with front desk.

RoomService – updates check in system on restocking of minibar.

System Manager – manages update statuses of room availability.

Check-in system- has patron profile and patron status update for check in.

**Summary of System Features**

The purpose of the project is to build a check in system for hotel operations. Guests will be checked in by the FrontDesk (worker) who will coordinate with housekeeping (worker) to insure the rooms are clean and ready for occupancy through the system. RoomService will check minibar in room and enters minibar status in system as well. Once rooms are clean and minibar restocked, FrontDesk will check each Guest club-status (gold, silver or none- member) and assign rooms by priority. If the room is not clean the Guest will have to wait based on priority status. There will be interactions between the <<Patrons>> <<FrontDesk>> <<RoomService>>and <<housekeeping>>. We will also incorporate an interface so that each of the users <<Patron>> <<FrontDesk>> <<RoomService>>and <<housekeeping>> may interact with each other the system as well

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| --- | --- | --- | --- | --- | --- | --- |
| **Data Dictionary** | | | | | | |
| **Term** | **Definition and information** | **Format** | **Range of Values** | **Validation Rules** | **Relationship to other elements** | **Aliases** |
| FD | A hotel front desk agent represents the first point of contact with guests and handles all stages of a guest's stay. | varchar |  |  | Patron, Front Desk, In-Room dinning, HouseKeeping, System | FronDesk |
| Patron | A customer of the hotel and a occupier of the Rooms | varchar |  |  | FrontDesk, Silver, Gold, None Member, Rooms |  |
| HK | Are responsible for making sure all assigned areas of the room are clean, neat, and tidy. | varchar |  |  | Room, FrontDesk | HouseKeeping |
|  |
| MB | A refrigerator in a hotel room containing a selection of refreshments that are charged for on the bill if used by the occupant | varchar |  |  | In-Room Dinning | MiniBar |
| Manager | Responsible for planning, directing and overseeing the operations | varchar |  |  | System |  |
| Gold | First Priority highest level of membership. | varchar |  |  | Patron |  |
| Silver | Second Priority second highest level of membership. | varchar |  |  | Patron |  |
| NM | Lowest of Priority not a in membership status. | varchar |  |  | Patron | None-Member |
| Transaction | An exchange or transfer of services | varchar |  |  | FrontDesk |  |
| Room | Space that can be occupied by Patrons. | varchar |  |  | HouseKeeping, Patron |  |
| VC | Status of the Room is empty and clean. | varchar |  |  | Room, Housekeeping, FrontDesk | Vacant-Clean |
| VD | Status of the Room is empty and Dirty. | varchar |  |  | Room, Housekeeping, FrontDesk | Vacant-Dirty |
| MBR | The MiniBar items are all restocked in MiniBar. | varchar |  |  | In-Room Dinning, FrontDesk | MiniBar-Restocked |
| MBNR | The MiniBar items are not all restocked in MiniBar. | varchar |  |  | In-Room Dinning, FrontDesk | MiniBar- Not Restocked |
| Interface | Allow for interaction between another system, person, organization, etc.. | varchar |  |  | All-Classes |  |
| IRD | Takes care of all hotel food items in the Room. | varchar |  |  | MiniBar, FrontDesk | In-Room Dinning |
| System | A set of connected things or parts forming a complex whole, in particular. | varchar |  |  | FrontDesk, HouseKeeping, In-Room Dinning |  |
| RN |  |  |  |  |  | Room number |
| ER |  |  |  |  |  | Existing reservation |
| ER |  |  |  |  |  |  |
| CN |  |  |  |  |  | Confirmation Number |
| AN |  |  |  |  |  | Availability Number |

|  |  |  |  |
| --- | --- | --- | --- |
| **Class Diagram List** | | | |
|  |  |  |  |
|  |  |  |  |
| Patron |  |  |  |
| Patron Gold |  |  |  |
| Patron Silver |  |  |  |
| FrontDesk |  |  |  |
| Housekeeping |  |  |  |
| RoomService |  |  |  |
| Order |  |  |  |
| Payment Credit |  |  |  |
| Payment Check |  |  |  |
| Payment Cash |  |  |  |
| OrderDetail |  |  |  |