**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 system that Hotel employees with use to facilitate the check-in process of their guests, with priority based on membership level (Gold, bronze) of guests. 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 year, this has grown to be the largest Hotel in their small town, with 120 rooms located in five buildings. Yet, check-in process has been manual. The motivation of 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 guest 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 operations of their hotel business

**User summary**

Users of this system will be employees from front desk, Housekeeping, as well as

**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 Patron 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 <<Patron>> (guest) of the hotel. <<Patron>> 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 <<Patron>> club-status (gold, silver or none- member) and assign rooms by priority. If the room is not clean the <<Patron>> will have to wait based off priority status. We will have our 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 within our project 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 | Gold, Silver, None | |  |
| FrontDesk |  |  |  |
| Housekeeping |  |  |  |
| RoomService |  |  |  |
| Order |  |  |  |
| Payment | (Credit, cash, Check) | | |
| OrderDetail |  |  |  |
|  |  |  |  |