

Problem Statement

The Bay View Hotel requires a computer software package to facilitate the automation of many manual tasks performed by the hotel staff. The package will be produced in several releases.

Release 1 covers the areas that are causing the most problems with the manual system. This document describes Release 1.

Problem Statement @ Release 1

The hotel contains a number of hotel rooms available for hire to guests. The information relevant to each room is

- Room number
- Basic price
- Maximum occupancy
- Type of room (single, double, twin, executive, suite)

The price of room is the basic room price with any seasonal price adjustment added.

Potential guests can reserve one or more rooms for a specified period using the telephone. These reservations are handled by the booking clerks. The potential guest requests the type of the room, arrival date, duration (or departure date). A search is made for the availability of rooms for the dates required. If successful, the customer is informed the details and the price.

If accepted, a provisional reservation is made. This provisional reservation is held for a duration entered by the booking clerk. The provisional reservation is modified to a firm reservation when a deposit payment is received and confirmed. This can be at the time of the initial reservation.

The receptionist can also make a reservation for potential guests who arrive without a reservation, the deposit payment must be made at the time of initial reservation.

It is noted when guests check in, at which time a specific room is assigned of the type required, and when the guest checks out.

The room telephone is enabled or disabled at checking in or checking out respectively. This is done using a telephone call logging monitor.