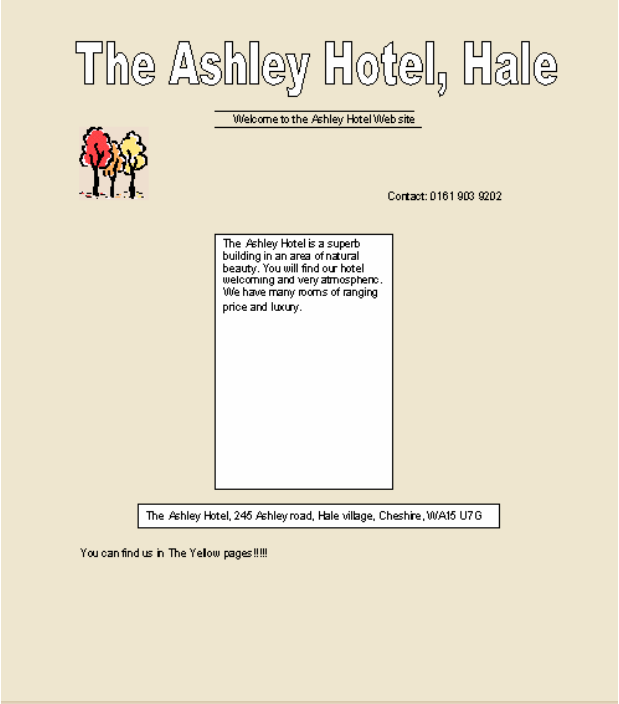
Project Analysis

Background Information;
The company I am working for is a small hotel. The owner and end user Mr.Smith requires a system to make the hotel run more efficiently. I am related to the deputy manager and he believes may be of some help to him I have also worked for 1 year waiting in the restaurant and because I was doing ICT GCSE I approached him and asked if it was alright for me to lend my services for my project. The hotel does have a total of 15 bedrooms, but has recently invested in state of the art computers, laptops, projectors etc. They wish to rent out this equipment, along with a conference rooms for business use.

There are two main tasks that Mr. Smith requires me to do. The first of these is to create a new web site to represent the hotel on the Internet; this should advertise the hotel to possible customers. It should give information such as types of rooms available, price of rooms, forth coming events and news as well as a system by which people can book a room via the web site, when people book a room, a welcome pack must be sent to their address. The web site at present is very poor and basic. It does not contain a way of booking rooms. Here is a screen shot of the web site at present:



They require a new web site as this one is plain and basic and does not represent the hotel very well.

By using ICT to make this web site the hotel owner will be able to advertise his hotel on a national and international perspective. As the hotel has recently purchased new computer equipment and set up conference rooms, they now wish to advertise their new facilities over the Internet. For the new web site they also wish to advertise local businesses (for sponsorship money), have a way of navigating customers to the hotel, a list of facilities and local attractions, a list of news and forthcoming events and a way of booking a room over the Internet.

The best way to do this, I see is by credit card, I will however give a phone number on the site and say how you can alternatively book by phone or by e-mail.

Alternative Methods

Another method of advertising the hotel and telling people how to book a room is by advertising the hotel in the yellow pages, this could be done by sending ringing the yellow pages up and giving them the name, telephone number and e-mail address of the business. I could also draw a poster, which advertises the hotel and gives details about the hotel including the location, prices and rooms.

For customers who wish to book online, there will be a short form to fill in. When complete this will secure the booking of the room(s) and will automatically send a welcome letter that includes a map showing how to reach the hotel and a list of local attractions and facilities.

Inputs-The necessary inputs for this task are as foll ows:

- Pictures of the hotel
- Map of how to find the Hotel
- Directions to Hotel
- General description of the hotel
- List of facilities
- List of local attractions
- Details of room availability, type and price
- Local business advertisements
- Phone number, fax number and e-mail address
- Address, phone number, fax number and e-mail address of hotel
- A few paragraph about forthcoming events and news

All of the information such as news, events, phone/fax numbers, general description of hotel etc. will be given to me by the hotel owner, Mr.Smith

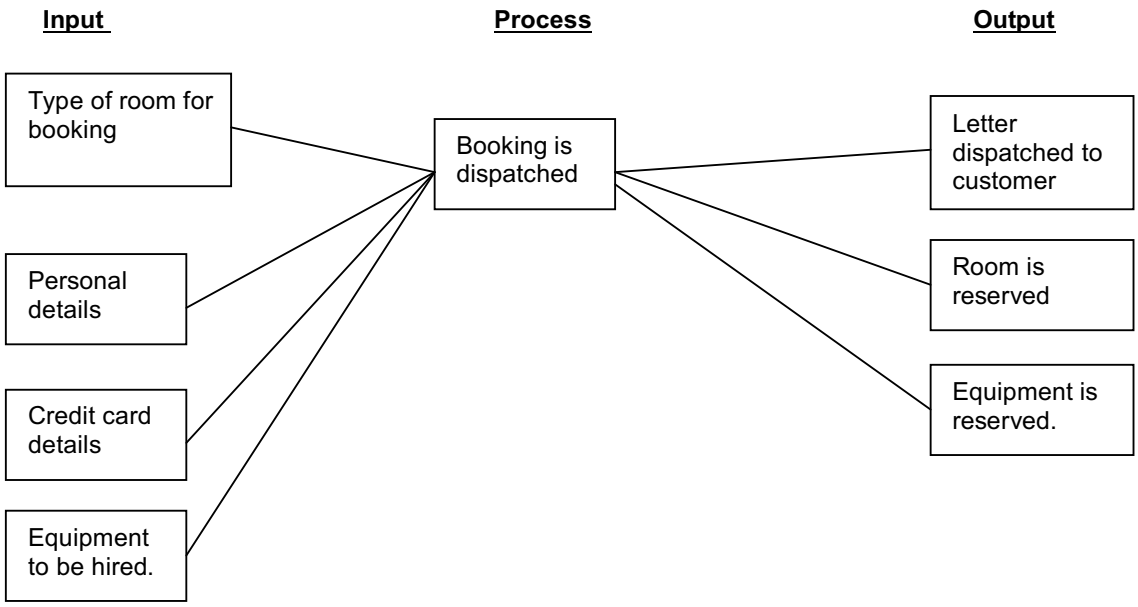
Outputs-The outputs for this task are as follows:

- Automatic booking of a room
- Advertisements appear onscreen
- A map of the area as well as directions of how to reach the hotel
- News and forthcoming events
- A list of facilities that the hotel has to offer
- An efficient booking system of a room.
- An attractive and welcoming homepage.
- A Welcome letter will be sent to a customer including a list of attractions, facilities and a map with directions of how to reach the hotel.
- A list of bookings made each day.

Performance Criteria

- The web site should be clear, attractive and must make a good, professional impression of the hotel.
- It must be able to process booking orders for bedrooms or conference rooms efficiently.
- The hyperlinks linking each of the web pages must work and open a link to the correct page.
- All text, especially instructions of how to fill in the online booking form must be large enough to see and be a plain font.
- Must display advertisements from local business clearly.
- The homepage should be modern and welcoming and advertise the hotel and its surroundings.
- Must contain pictures of the Hotel, which create a good impression to visitors of the web site.
- Must be easy to navigate around the site and be user-friendly.
- Must send a welcome letter to each customer that books online or over the phone, which includes a list of attractions and facilities and a map of the area with directions.

- Map must be clear and easy to read and understand the directions



Task 2

The other task that is required of me is to create a database that can work out everyone's wages that work in the hotel. The way that this was done in the past was that, once a month the accountant would sit down with a list of hours that everyone had worked, with a list of everyone's pay rates. He would then individually calculate how much each person had earned for that month tax and fines (e.g. if the staff damaged company property) would then be deducted from the gross pay. This proved a problem as occasionally the accountant made a mistake and would over or under pay someone. Also the book was often lost and there was no record kept of how many days off anyone had had. For the new system, they wish to keep a record of how many days off each person had had as they insist that they only have 2 weeks paid holiday per year. They also want the new system to contain extra details such as address, telephone number, Job and bonuses.

To do this I will create a database, which requires every heading and detail about each person to be typed into the database, by doing this, I can also insert formulas, which will calculate for me the gross and net wages of each person as well as the total amount of money earned since the beginning of the financial year. These are needed for tax purposes and to minimise error. I shall also create a small manual explaining how to operate the database.

Alternative Method

Otherwise, I will buy a book and draw a table in it which will allow someone to fill in the amount of hours worked by each person during that month as well as their pay rate, days taken off etc. A small profile of each worker can be made at the beginning of the book, which includes details such as name, address, telephone number, and job.

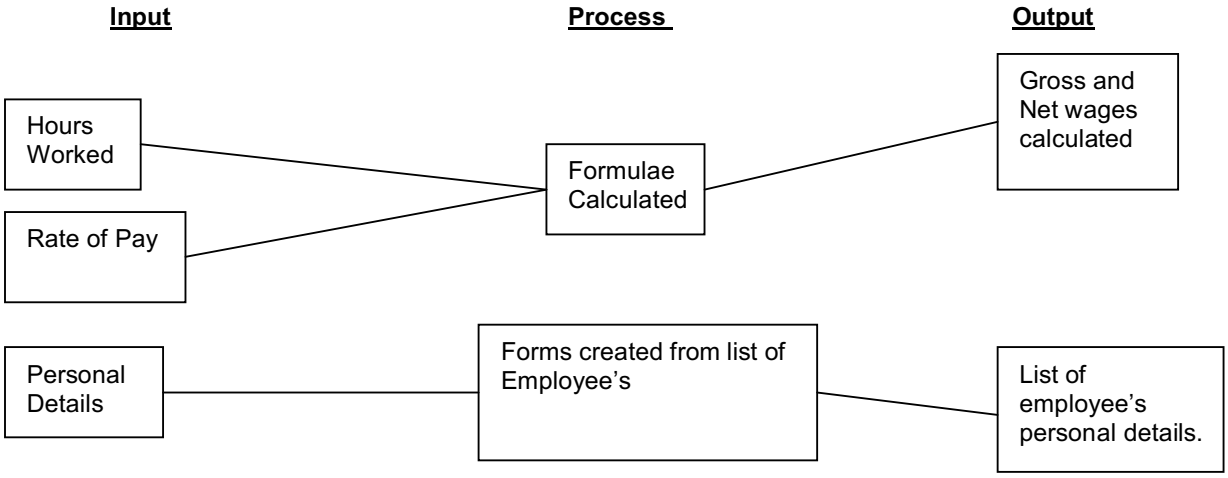
Input

- Hours worked each month
- Pay rate
- Days off

- Income Tax
- Name
- Job
- Address
- Telephone Number
- Bonuses / penalties

Output

- This months gross wages (before tax)
- This months final wages
- Net wages
- Number off days off so far
- Job
- Name
- Address
- Telephone number

Performance Criteria

- Must be clear, easy to use and contain a manual, which clearly and easily instructs how to work the database.
- Must clearly give gross wages, final wages and net wages.
- Must be able to find each individual person with his or her details and present a form containing these.
- Must be accurate and reliable
- Must be able to edit details