PRINCE 2 in Implementation of Hotel Management System

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PRINCE 2 Methodology in Implementation of Hotel Management System

**Introduction**

The hotel management system provides facilities for booking hotel events, holiday apartments, and accommodations for the customer. For the last decade, businesses have been dealing with manual booking where the customer has to visit the office to process their details. Recently, the development of technology has transformed the operation of businesses across the world. The reservation system has benefited from technological advancements such as the use of booking engines and the development of market strategies, which have attracted a large number of customers to online booking requests and responses. The advancement of technology has improved communication between employees and customers through sharing of information and keeping records of the organization. Implementation of the hotel management system, for internal utilization by employees, serves the necessity of the organization to ensure that there is effective communication, sharing of the data, and maintaining the record of employees and customers. This paper intends to discuss the implementation of a hotel management system using PRINCE 2 methodology. This paper also seeks to explain project management techniques.

**Project Management Techniques**

Employing project management techniques reduces the disruption of routine business activities for the completion of the project. The application of these techniques makes it easier to manage projects. The PRINCE 2 approach is widely regarded as a comprehensive methodology for project management that includes business rationale and organizational structure definition. The other techniques include Scrum and Kanban. The Scrum technique facilitates cross-functional, self-managing teams to business to carry out project fast. The Kanban method, on the other hand, increases spending, project delivery, and the visibility of work progress. According to Vaníčková (2017), the application of the PRINCE2 project management technique is considered flexible to guide through the essentials of managing the project. The approach to different projects can be customized using this technique based on the resources and time available. Various parameters, such as team members and phase planning, can be personalized. The use of methodology to the implementation of the hotel management system will be of benefit in different ways. It defines the quality review of the project for the planning and change of control process. Notably, PRINCE 2 consists of principles, themes, and processes. Themes provide a perception of how to manage the project. The PRINCE 2 approach divides project management into seven procedures that guide the project and are approved by the organization's project manager.

The strategic plan approach acknowledges the development, information system, and decision-making process for the assessment of business environment transformation, and the PRINCE 2 technique helps managers in an organization achieve a particular goal. According to Malachovsk & Mazchová (2018), the management method confirms employees' commitment to the company and customer loyalty by identifying the personality in the business performance. With the use of an automated hotel management system, customers can make an order to reserve their booking online. Customers must provide personal information such as their name, email address, and credit card number for the process to be successful. Besides, database creation has aided hotel management systems in storing and retrieving data for customers and employees within the organization. It has also reduced development process cost and time to the optimum presentation and production level. Information systems have increased business support for project management in terms of capital. Ideally, project delivery and governance are based on cost, time, and quality constraints. Accessing the work of Pawar & Mahajan (2017), PRINCE 2 approach improves the communication between the team members and the stakeholders. Stakeholders in this process are allowed to express their opinion in decision-making in project reports. Additionally, projects focus on defining and delivering products for a successful project output.

**Achievement of the Set Objectives**

The hotel requires to grant excellent services to the customers. Most of the hotels provide measures to the performance rate of their customer's objectives. Modern technology has assisted customers with this objective to encourage them to visit websites to book online. Since customers love good services, the hotel requires good quality of products to satisfy customers. Furthermore, the market's responsiveness, connectivity, and understanding have attracted a large number of customers. The hotel management system has provided accommodates and room services. Organization innovation activities have responded to customer's demands. Ideally, management by objective approach directs managers towards a specific achievement in an organization. Managers have projected transformation on forward-looking goals to gain control of the atmosphere. Individual contribution and innovation have validated diverse approaches to businesses. Additionally, all organization achieves the purpose from top management to bottom level management. Critical success factors for the hotel business have been changed over time by globalization and high customer expectations in the market. The flexibility aspect in project management comprises self-organization and cross-functional team to the organizational structure of the work.

**Demonstration on Self-Management and Team Skills**

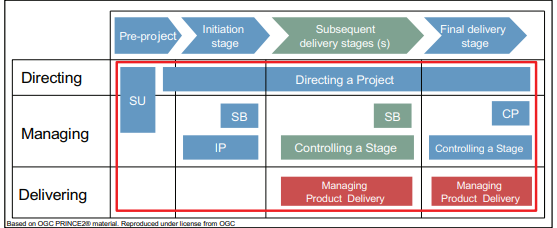
Quality of services depends on employee’s skills and knowledge within the organization. The hotel's growth is supported by staff preparation, encouragement, and inspiration, both of which help to boost the project's productivity. With the development of technologies, organizations can choose qualified employees to work with. The technology has reflected the impact on employee’s skills within the project. These skills are classified into two categories that are hard and soft skills. Hard skills deal with the knowledge that is needed for the employees to work in the organization. Additionally, soft skills are contour as an interpersonal quality that crews a person for technical services in the organization. It is important to note that self-management skills are most reliable by employees in an organization. They make a plan to finish the organization project and use suitable plans to coordinate the organization's complex details. Communication as one key to self–management skills ensures effective communication among team members and project managers in a business. Self-management implies employees oversee the choices they make and change and conduct activities of the organization. The self-management method organizes the workplace a well as self-cueing concentrates on what people want to achieve that empowers workers to enhance productivity. Teams get enough requirements to monitor the understanding of the implemented practices.

**Reservation of bookings**

In modern hotel business technology, online bookings are in most cases of the sales channel. This reservation assists customers to manage online bookings for an effective hotel management system. The system then holds all inventory data, dates, and sending information of the project. In PRINCE 2 method, the system checks room availability, status, and free rooms across the different channels in the project. Additionally, the reservation emails send to confirm the guest after completing the booking of the hotel. However, diverse circulation channels expose inventory to different customers within the organization The hotel management system in PRINCE 2 works internationally to reserve rooms for customers while the staff executes different tasks within the organization. By use of charts, it shows when and which rooms are booked. Sometimes customers are given the privilege to select the type of room for reservation. For the last decade, the hotel management system has become a more popular method of booking a hotel room to save time. Accessing the work of Delizo & Esguerra (2013), people can book directly through the website rooms for reservation. An increase in hotel building has an increasing number of customers in the organization. The project provides room booking for staff management and other necessary features required for the hotel management. In PRINCE 2, the hotel management system allows the project manager to post the available rooms to the system. Customers can book and view through the system. Additionally, sometimes it happens that, the rooms can be booked as soon as a customer visits the organization. The hotel management system calculates the cost of rooms for the required number of days.

**PRINCE 2 Process in Hotel Management System**

Starting up the project, initiating the project, directing the project, maintaining a stage boundary, and closing up the project are the five procedures that are associated with the PRINCE 2 approach for implementing the hotel management system that is used by workers, staff, and clients in the organization. In this approach, each process defines the activities needed to be performed in the project. The diagram below explains PRINCE2 processes that will guide you in managing and directing the project.



**Starting up a project**

It's critical to understand the project's functional specifications before starting a hotel management system project. This is the first PRINCE 2 process, that triggers activities performed to execute the time the project started. The project manager creates a project approach that articulates how the project is carried out. Starting a project for a hotel management system, for example, necessitates assembling a project team, appointing a project manager, and launching a stage. The project management team reflects on the daily report update created on the project. Additionally, the project team in the implementation of the hotel management system requires system analysis, tester, and software developer to assemble the project brief using PRINCE 2.

**Composition of the project management team**

The project management team makes the project successful complete the tasks. Successful implementation of hotel management system acquires and develops of the project. The project team's composition and management should ensure that goods are delivered on schedule and that the project is finished on time. The project manager must prepare carefully and work with the project team members in order for the project to be successful. The project manager plans and develops the schedule of the project team. The project team develops the project system, coding the project. Additionally, the project team's progress is based on the project manager's ability to improve the team's coding and testing skills. When acquiring the project team, the project manager should ensure the effective performance of the project. Accessing the work of Karlsen (2002), implementation of project management across the organization helps the project manager to create a strategic chain value to the companies. Additionally, to support team members in completing projects, the project manager strengthens the mix of human and technical skills. The rule that governs the project teams has to be put in place to ensure that every member is engaged in every part of the project.

**Project plan**

The goal of project planning is to ensure that the project's cost and timeline are also considered for completion. The following is a project plan for the implementation of the hotel management system, which covers five primary stages: system development, system analysis, and design, system implementation, testing, and maintenance.

|  |  |  |
| --- | --- | --- |
| Project activity | Starting time | Finishing time |
| System development | 1/4/2021 | 17/4/2021 |
| System analysis &design | 17/4/2021 | 30/4/2021 |
| Testing | 3/5/2021 | 10/5/2021 |
| Maintenance | 11/5/2021 | 17/5/2021 |
| System implementation | 18/5/2021 | 31/5/2021 |

**Initiating a project**

The project work is assessed after identifying the project team that will be involved in the development and implementation of the hotel management system. The project plan in this implementation of the project contains an estimation of costs. By tracking the project's progress, this process further determines the project scope and specifications for the goods to be delivered. It is important to note that, the project management team also outlines the resources to be used in the project activities. During this process, the project manager maintains all formal issues throughout the project. Additionally, according to PRINCE 2, the project strategy must include product creation management for the product to be of high quality.

**Directing the project**

This process describes the work of the project board and key elements of the project to control and delegate the daily management of projects to the project manager after the project has been initiated**.** PRINCE 2 project manager expresses concern about the scope of the project. Project directing in this method changes the direct supervision on working places. The Project board as a communication channel provides directives to the project managers to ensure business growth. Notably, the project board uses PRINCE 2 to provide directions and authorization of products delivered to the project at the key points. This makes them responsible for the project's success and allows them to make important decisions on the project. The project remains viable as management directs and controls it throughout. Additionally, PRINCE 2 manages the project through monitoring of reports that provide control over the decision point. The Project board in this process is responsible for ensuring continuous business justification in project business cases. On other hand, high management implements on planning and approval of the project plan. The hotel management system for employee information within the hotel certifies accurate records and identification of the customer. Project interface includes both formal and informal relationship boundaries to team members of the departments in an organization. Projection and management of the project implementation the methods, process, and standards set. The project manager directs the execution process of the project. The availability of project files from the previous project pertains to the scope for improvement of the current project.

**Controlling a stage**

In this process, daily activities are defined by to project manager to oversee and report the progress of the project to take corrective measures to ensure that the stage remains tolerant. Some of the activities that the project manager contours include, escalating issues and risks, authorizing work package, taking corrective action, and reviewing the situation. The project manager reviews the current situation concerning the stage plan and sign off the complete work. The completion of the work package covers the products required for the project. To configure item records, the danger register and problem register must be updated as part of the job package analysis. A hotel management system requires skilled members to operate a business. In PRINCE 2, team members should be aware of product, cost, and timelines. The project manager may request a product status account to examine the progress in the project. Additionally, the project manager checks the benefits review plan to see the execution of the process to analyze the information gathered about the current stage. For the last decade, the evolution of business operations has become more volatile in the market. Accessing the work of Tajeddini, & Darvishmotevali (2019) PRINCE 2 project management helps the organization to gain flexibility and accountability of the project. Notably, project managers control all the changes within the project. The hotel remains in the same pricing and marketing activities for clients and staff. Additionally, the progress of gathering information on the project determines the work performed and profits to occur in the project.

**Managing product delivery**

After controlling the stage, the project manager checks the progress against the project concisely and making sure that deliverables meet the quality of PRINCE 2. PRINCE 2 proposes that this process manages the control of work between the project manager and team members. The product delivery process contains events, decisions, and deliverables that develop and deliver the product to the market. The project manager coordinates the working area to carry out the project product. It safeguards the accuracy of information progress that defines customer satisfaction and the number of customers with experience in the organization. Project management has played a paramount role through the introduction of new product deliveries to the customers. Accessing the work of Richards (2005), Companies that produce goods on time have a high level of customer satisfaction consistency. Additionally, many countries have familiarized new logistic services to decrease the time of company projects. The accessibility of service providers provides quality product delivery for successful delivery. Accessing the work of Turner et al (2004), hotel companies are one of the most sectors that offer high quality of services to the customers. Additional capacity is freed within an organization's output when demand increases dramatically and the project is not completed on time.

M**anaging a stage boundary**

This process provides information for the project board to evaluate the project depending on the quality requested, managers report, and the receiving of the product to stop or continue to the next stage. PRINCE 2 proposes that the project can be terminated if the process is not complete. Various management products are upgraded in the PRINCE 2 approach. Additionally, the introduction of products includes activities associated with product system development. Accessing the work of Turkey (2010), the managing stage boundary process consists of six tasks that the project manager performs during each stage of the project: updating the business case, planning the next stage, updating the project plan, report stage, generate, and exception plan. Objectives on these activities can be crucial when implementing a hotel management system for project productivity. The project team manager coordinates the area of work that one can convey one or more project products. The process allows the project managers to provide enough information to the project board to assess the current stage's success. Towards the end of every stage, the project manager performs this process to start planning the next stage. Management by exception in PRINCE 2 governance the responsibilities and accountability of directing and delivering the project. Additionally, PRINCE 2 managing a stage process provides information to the project board to evaluate the project. The managing stage boundary process assures the project board of all the products in case of an implementation of the hotel management system. The information provided requires activities of this system to access project risks in an organization project. Additionally, the whole process ensures that the hotel management system implementation product is effective and procedures throughout the project are adhered to.

**Closing up the project**

According to PRINCE 2, the objective of closing the project process verify the customer's acceptance of the project product. The procedure ensures that the product will continue to be supported after the project has ended. The performance of the project is evaluated ensures that the following activities of the hotel management system are done; first, the manager confirms the completion of the project and acceptance of the product. Secondly, if the products are handed over to the customer as described. Thirdly, compares the objectives with actuals and written at the end of the project report. Fourthly, prepares planned closure incase the project board requests it. Finally, after completing all of the tasks, the project manager notifies the project board and declares the project complete. Additionally, the project board examines the project closure notification document, decides to approve project closure, and notifies the project's stakeholders.

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