

SYSTEM STUDY

Existing System :-

The current system uses both online website and direct human language communication by mouth to manage the hotel.

No detailed information is given in the website like extra ~~se~~ manual services like housekeeping, specific customers portal and event facilities.

Booking is done through phone calls or through visit to the hotel website. After booking the rooms, the amount is paid. The room key is given to the customer at the day of checkin. The housekeeping services are done according to the hotel management, ~~the customers cannot know~~ the workers just cleans the room or do the specific service and leave the rooms. Additional services are requested by the customers through phone

Calls or direct communication.

During the checking out of customers, their expenditure outlines other than booking fees are generated at the day of check out. The customers receive this outline in accounts desks as they check out, where they pay for bills if any.

Disadvantages of existing system :-

- less information regarding ~~para~~ services.
- no dedicated customer portal.
- Hotel managers cannot view workers rating.
- Customers cannot rate the services done by workers.
- several cases were reported where guests complained of overcharging, charging of services not used by the guests.
- poor communication between the departments, guests are often served with services they didn't order.
- Difficulty in data analysis of workers rating.

Proposed System :-

The system will cover; booking, accommodation, accounts details, ~~event booking~~ and customer portal. Moreover, special services such as room service and event booking service will be automated by the system also, not to forget the additional facilities information that will be efficiently handled by the system.

The system helps hotel managers to view customers rating on workers services to promote or demote the workers. A dedicated customer portal helps to view the services and request services without direct communication.

Advantages of Proposed System :-

- The system provides better data management facilities.
- Enable online booking of guests into the hotel hence international guests can easily book into the hotel
- System provides performance evaluation of the employees to ensure maximum output from the employees.
- Dedicated customer portal.