



UNIVERSITY OF BUEA
FACULTY OF ENGINEERING AND TECHNOLOGY
DEPARTMENT OF COMPUTER ENGINEERING
LEVEL 300

ANALYSIS AND DESIGN OF INFORMATION SYSTEMS

CEF 333

GROUP 15 MEETING 2 PROJECT PROGRESS REPORT (FIELD STUDY):
HOTEL MANAGEMENT SYSTEM

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4.	EKOLE SERAH MALOBA	FE23A043
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❖ **TASK STATEMENT:**

We were asked to visit a hotel for field study and survey so as to have more reliable information on how the management system there works.

❖ **INTRODUCTION:**

We chose to visit the WDC hotel after school because it was recommended by the teacher as a mature hotel that had an elaborate management system.

Those present were

- | | | |
|-------------------------|----------|---------------|
| • AFUH CHIKE CHEWAKONDI | FE23A005 | |
| • ATEH SWIRRI FOFANG | FE23A018 | (CO - LEADER) |
| • EKOLE SERAH MALOBA | FE23A043 | |
| • NDI ROMARICK | FE23A100 | |
| • TCHEUNTA GABRIEL | FE23A164 | |
| • ANU ROLENCE | FE23A013 | (CO - LEADER) |

Sera wasn't present at the meeting because she was not in good shape to do the expedition.

❖ **VENUE**

On **Saturday the 2nd of November 2024**, I hosted a meeting with my fellow group members at **G Block** at the time **3:00pm**, and these are the following suggestion we spoke on.

❖ **MINUTES OF THE MEETING:**

Corrections of the last minutes of the meetings

One **Saturday the 2nd of November 2024**, I hosted a meeting with my fellow group members at **G Block** at the time **3:00pm**,

The venue and time have been stated above.

The meeting started with us talking of how we were going to generate ideas for the management system at that level. We decided to base ourselves on what was done so far with the teacher, that is, stating the components of the hotel management system guided by the headlines (People, procedures, data, hardware, software).

Chike took out a sheet of paper on which he wrote all accepted group member propositions. Everyone contributed points in that exercise but particularly, **Swirri** reminded us on the process of checking in and checking out; Sera talked of the people offering services such as the cooks, the laundry workers...; **Gabriel** and **Kati** both elaborated on the detailed procedures that occur in the hotel that would give data

needed in the IS such as reserving a room, generating a daily report, room vacancy and more. **Chike** suggested a smart door as part of the hardware that could supply information on room vacancy.

Rolence because of ill health couldn't actively contribute in this meeting. On departing, we decided that we would have our next meeting at the same time next week before finally taking group pictures.

Minutes of the recent meeting (Field study)

Venue and setting: On **Friday, 9th November 2024**, we left from school for the field study at **16:00pm**

- We were all present except for **Sera** who wasn't in shape to do the expedition with us but who contributed greatly remotely as I would describe later.
- We trekked from the school to the **WDC hotel** which we decided to visit because the teacher recommended it to us as a more mature institute.
- On our way, **Chike** prepared a questionnaire with the help of the last report which we thought we would use to go straight to the point on our arrival at the hotel and encounter with the staff that would attend to our questions
- We got to the hotel and we tried entering but we were stopped by the security guard who asked us what we were doing there and if we had already been at the place. He escorted us out of the gate to his window for further questioning.
- We presented ourselves as students from the faculty of engineering and technology who wanted to ask questions on their management system for the implementation of our course project.
- The **security agent** told us he couldn't give us any further information, even the most basic which **Swirri** and **Gabriel** insisted to ask, because of the risk of leaking secrets to competitors.
- He told us that to do that, the teacher who recommended the hotel to us should come and discuss with the manager so that they would agree on the visit stating the concerned and date of visit.
- After the interaction, **Rolence** tried taking a group picture at the field but we were also prevented from doing so
- From that encounter, we deduced that the other hotel institutes would react the same so we decided to go with **Sera** on the plan of asking an acquaintance of hers who works at a hotel the questions we would have asked there so as to still gather field information. The personnel was the **IT manager of Verlla villa estate Buea**
- The questionnaire we initially typed was used and we got a considerable amount of information.

❖ **PROGRESS PRESENTATION:**

This involves the questionnaire, and stating of new information collected.

Questionnaire:

Q: Do you have a particular classification of clients and how do they differ in treatment

A: There was no particular classification of clients but they were different room types. Rooms for one, for two...

Q: Do you have an IT unit and what do they do?

A: They said they had one and their main task was handling their website. They said on the frontend, the users just check out room status (availability, type) and they didn't really trust the website enough to pay there, they prefer reserving through WhatsApp texting and paying on arrival. The backend was the part that really dealt with the management as it collected data inputted by the receptionists concerning clients and could even generate daily reports of the hotel activities which the manager and the IT unit were in charge of

Procedures

Q: How do they reserve rooms?

A: There is an online website for that but clients prefer paying on spot after specifying the room to be reserved through WhatsApp texts making the website frontend to be more ornamental than helpful

Q: Checking - in and checking out into and from rooms

A: Checking - in (registering the room as being occupied by the client) is done at the level of the reception after payment while checking out is announced a day or a set of hours before departure after that, the room is updated as available on the website.

Q: Bill payment

A: The site offers payment services but "Africans" as the questioned described are not fully immersed in the website experience and not very trustful towards it too.

Q: How do you check room vacancy?

A: When the room is being booked or the client is checking-out, all of that information is updated by the IT unit on the website. The information is gotten from the receptionists.

Q: Rating

A: It is done on their google maps page

❖ CONCLUSION

We went for field study and we weren't received as we expected because there was some more protocol that had to be followed. So, in case we will be needing some further information, we would target a smaller institution like an inn or we would ask again Sera's acquaintance.

The main problem we can identify in the system described to us was that most clients who book hotels don't trust online payment enough.

Group Picture During The Meeting:

These are some of the pictures we took besides the hotel we intended to do the visit.

