Features and Functions of Information Systems

A report on the features and functions of information systems used in the Salchester Arms Hotel - By Joel Parkinson.

# Features of Information Systems

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| **System** | **Data** | **People** | **Hardware** | **Software** | **Telecommunications** |
| **Reservation System** | Customer Name,  Customer Address,  Customer Bank Details,  How long the customer wants to stay, what size room they desire, All details used in creating a new booking.  Company ID used for record storing.  Unique Reference Number assigned to every new reservation. | James or on duty receptionist take down details of new bookings on a booking form, check availability of rooms on the database, enter booking details via reservation screen, assign a unique reference number to reservation.  Client provides booking details and banking details.  Business Agent provides booking details and banking details of a company client.  Sameena maintains financial records and assigns company clients with ID’s by which reservation records are stored. | Telephone and  Fax Machine both used by clients and employees to provide and collect booking information.  Fax machine also used to send confirmation letters.  Reception Computer used to enter booking information into the system.  Database Server used to check availability of room required. | Microsoft Access used to store reservation information and produce confirmation letters.  Email Client used to send confirmation letters. | Telephone and  Fax Machine both used by clients and employees to provide and collect booking information.  Fax machine also used to send confirmation letters.  Email used to send confirmation letters. |
| **System** | **Data** | **People** | **Hardware** | **Software** | **Telecommunications** |
| **Registration System** | Reservation date needed to know when to produce the room card. | James prints a two part room card. He also creates a separate account if needed for clients that have booked under a company and wish to purchase extras themselves. | Printer used to print out the room card.  Reception computer used to print out the two part room card as-well as create separate accounts. | Microsoft access used to print out the two part room card and also to create any separate accounts that may be needed. |  |
| **Billing System** | Purchase items names, ID’s and prices all used for a receipt for the purchased food and drinks. | Bar staff print out a receipt for the purchased food and drinks.  The client then signs said receipt.  The bar staff pass the signed receipt to the duty receptionist who enters the information onto the clients record for checkout. | Point of sales terminal used to print our receipts.  Reception computer used to enter receipt details onto the clients record in the database. | Microsoft Access is used to store receipt information onto the client’s record to create a final invoice. |  |
| **Checkout System** | Number of nights stayed.  Extra’s the client has purchased.  Any bar or restaurant receipts. All this data is used to create a final invoice. | Receptionist creates the final invoice which will have a total for the client to pay.  The business clients sign the invoice so the hotel can store it for audit purposes. | Reception computer used to produce a final invoice. | Microsoft access used to create the final invoice. | Internet is used when the payment is made by the client. |

# Functions of Information Systems

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| **System** | **Input** | **Storage** | **Processing** | **Output** | **Control and Feedback loops** | **Closed and open systems** |
| **Reservation System** | Customer Name.  Customer Address.  Customer Bank Details.  How long the customer wants to stay.  Type of room the customer wants.  Amount of rooms available. | Microsoft Access Database | Room is marked on the database as taken and thus no longer available to anyone else.  Updating database with client information.  Generate unique reference number. | Confirmation Letter. | Rooms are marked as not available for the duration of the clients stay, rooms are then marked as available again after the client stay is finished. This process is repeated each time the reservation system Is used. | This is an open system because it provides information for use in other information systems such as the Registration system, billing and checkout systems. |
| **Registration System** | Client Name,  Client Stay Duration,  Room Number,  Room Passkey,  Client ID | Microsoft Access Database | The input is processed to produce a room key for the client. | Printed room card (2 parts) | None | This is an open system as it uses information gathered directly from the Reservation system. It will also be used along with billing and the checkout system as any extra’s purchased by the client are added to the clients account by use of the card this system produces. |
| **System** | **Input** | **Storage** | **Processing** | **Output** | **Control and Feedback loops** | **Closed and open systems** |
| **Billing System** | Purchased Item ID such as food or drinks,  Amount purchased,  Any Extra’s, | Microsoft Access Database | POS terminal processes the food and drinks purchased to print a receipt. | Printed and signed purchase receipts. | None | This is an open system as the receipts are used to produce a final invoice which is handled by the system below (Checkout system). |
| **Checkout System** | Purchased Receipts,  Nights stayed,  Price of room per night, | Microsoft Access Database | All the input is processed to calculate a final total the client has to pay. | Final Invoice. | None | This is an open system as it works along with the other systems in this table to produce the final invoice at the end of the clients stay. |

Information Systems used in the Salchester Arms Hotel

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| **Type of information system** | **Data used** | **Who uses it** | **What information is produced** | **Benefits** | **Effectiveness** |
| Reservation System | Customer Name,  Customer Address,  Customer Bank Details,  How long the customer wants to stay, what size room they desire, All details used in creating a new booking.  Company ID used for record storing.  Unique Reference Number assigned to every new reservation. | James or on duty receptionist take down details of new bookings on a booking form, check availability of rooms on the database, enter booking details via reservation screen, assign a unique reference number to reservation. | Booking information for the client stay at the hotel. A confirmation letter is also produced. | The main benefit of this system is that it allows for an effective and easy way for the hotel to book in new clients to stay at the hotel. | This system is moderately effective as it gets the clients booked into the hotel however sometimes it does double book clients. |
| Registration System | Client Name,  Client Stay Duration,  Room Number,  Room Passkey,  Client ID | James prints a two part room card. He also creates a separate account if needed for clients that have booked under a company and wish to purchase extras themselves. | Key card information is produced as-well as booking details for the room the client is staying in. | Having this system allows the hotel to keep track of the client’s purchases and the clients stay at the hotel. | This system is very effective is having two key cards allows the client and hotel to keep a check on the clients stay at the hotel without having to remember the clients individual ID number. |
| **Type of information system** | **Data used** | **Who uses it** | **What information is produced** | **Benefits** | **Effectiveness** |
| Billing System | Purchased Item ID such as food or drinks,  Amount purchased,  Any Extra’s, | Bar staff print out a receipt for the purchased food and drinks.  The client then signs said receipt.  The bar staff pass the signed receipt to the duty receptionist who enters the information onto the clients record for checkout. | Purchase receipts for food and drinks that the client’s purchases. | Allows clients to have a record of their purchases as-well as providing the hotel with up to date extra’s the client has purchased to add to the clients information on the database. | Does its job effectively as it allows the client’s information to be kept up to date as much as possible for when they check out. |
| Checkout System | Purchased Receipts,  Nights stayed,  Price of room per night, | Receptionist creates the final invoice which will have a total for the client to pay.  The business clients sign the invoice so the hotel can store it for audit purposes. | Final invoice for the client to pay their bill. | Allows the hotel to quickly and effectively create invoices and gather payments for the clients stay at the hotel as-well as for any extras that the client has bought. | The checkout system is effective as it allows the clients to checkout and pay for their stay in the hotel. |
| Management Information system | Staff rosters,  Upcoming events, | All Managers within the hotel will use the management system to oversee their individual management areas within the hotel. | Management material such as new staff rosters, new employment and other management material | Allows an overall management system to ensure all other systems within the hotel run as effectively as possible. Also adds a form of administration into the hotel so the employees are able to do their jobs without many problems. | Each section of the company has a manager that all work together in an overall management system which is very efficient as it allows them to communicate effectively with each other and also ensures there is an overall plan how the hotel is run. |
| **Type of information system** | **Data used** | **Who uses it** | **What information is produced** | **Benefits** | **Effectiveness** |
| Marketing information system | Market research,  Research on when people are more likely to stay at the hotel.  Upcoming holiday events (Christmas, Easter, etc)  Budgets | Managers’ as-well as reception staff. (James’s team) will use this system to figure out when and what he best marketing strategy is for that month. | Trends and informational graphs/charts that will be used in deciding what marketing should be done and when. | The main benefit of having this type of system in place is that you are able to do targeted marketing to help bring more clients to the hotel. You are also able to make sure you are buying the correct things in restaurant wise; an example could be not buying turkey unless it was Christmas. | This marketing system is an effective system because it ensures that all funds and marketing campaigns are done effectively by ensuring that there is a market for what they’re advertising in the first place. |
| Financial information system | Client records,  Invoices,  Amount of money spent,  Amount of money made,  Employee payroll | The accountant Sameena. She will ensure all funds that are being spent and are incoming into the hotel are recorded and reported correctly. She will also ensure enough information for audits is available when needed. | Financial records,  Payroll,  Budgets | This systems main benefit is that it allows the company to exist. Without this service in place the hotel wouldn’t be able to take payments from clients and wouldn’t be able to pay bills. It would also make it very hard to budget everything to make sure all aspects of the company get enough money to ensure they continue to run efficiently. | This is an effective system as without it the company would not function. This is because the company would be unable to keep track of fund spent and funds coming into the hotel, this may result in more being spent that what is available which would then result in debt. |
| **Type of information system** | **Data used** | **Who uses it** | **What information is produced** | **Benefits** | **Effectiveness** |
| Human Resources information system | Staff complaints,  Staff rosters,  Staff jobs,  Staff qualifications. | The Human resources team. This team is in charge of ensuring the employees are happy when working at the company and to help with any problems that may arise. They’re also there to ensure all staff are trained and ok to work in the hotel. | Whether staff need training or not,  Fixes and solutions to staff complaints, | The benefits of this system are more focused towards the employees and ensuring they’re happy. From the hotel’s point of view it helps ensure that all staff has the correct training to do the job they’re required to do. | This system is effective because it helps ensure that the employees are happy and are trained to work in the areas they’re employed to work in. if this system didn’t exist then the hotel employees may not know how to ensure they’re working a safe manor and may cause injuries to others. |