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| Information Description | Information Source | Type Of Information | Purpose Of Information |
| Booking Form | **This information comes from the client (Guest) of the hotel. It’s given to the receptionist via Phone/Fax/Letter or Mail. It can also come via a Travel Agent if the client (Guest) wishes.** | **Secondary Quantitative** | **This information is used by the receptionist to effectively make a room booking for the client. It is operational information. The information can also be used for analysis.** |
| Invoice | **This information is created by the receptionist by a computer system. It is given via Email.** | **Primary Quantitative** | **It is used by the hotel to keep track of payments and account information. It will also be used for analysis and will also be used by accounting to make deductions from the account when needed.**  **Furthermore it is used as a receipt for the client so they’re aware of what they’ve spent and how it’s been spent, the client will review the invoice and hen pay the bill.** |
| Confirmation Letter | **This is created by the receptionist and is sent via Fax/Email/Post.** | **Primary Quantitative** | **This information is used in two ways; it is used as a document to show the client that there booking has been made successfully. The information is also used to pass the booking details to the client. Finally businesses that make bookings are required to sign it so that the hotel can retain it for audit purposes.** |
| Booking Details (Name/Address/Bank Details) | **This information is provided by the client of the hotel. This information is given in the form of the booking form.** | **Secondary Quantitative** | **This information is used by accounting so they can make deductions to the accounts automatically for things like food and drinks consumed at the hotel.** |
| Information Description | **Information Source** | **Type Of Information** | **Purpose Of Information** |
| Purchase receipts | **This information is created by automated point of sale terminal in the restaurant bar.** | **Primary Quantitative** | **This information is passed to the duty receptionist that uses it to add to the guest’s record. This information is then used to create invoices for the clients so that the correct amount is paid. It is also used so that the Hotel can do the books properly as-well as for audit purposes.** |
| Reservation Invoice | **This information is created by the receptionist by a computer system. It is given via Fax/Post/Email.** | **Primary Quantitative** | **This information is used by the client so they know what the basic payment is for the booking they have purchased. It does not hold any information regarding further purchases they make while staying at the hotel.** |
| Hotel Reviews | **Previous clients of the hotel.** | **Secondary Qualitative** | **This information will be used by marketing and management to help them define areas of improvement or search out trends of clients that have stayed at the hotel. This will help them better the hotel in the future or change the way things work to save money.** |
| Supplier Invoices | **Sent from the several suppliers that the hotel has.** | **Secondary Quantitative** | **These invoices are sent to accounting. Accounting uses the information contained on the invoice to write a cheque for the payment of the services used. It’s also used for book keeping.** |
| Information Description | **Information Source** | **Type Of Information** | **Purpose Of Information** |
| Client Complaints | **Given to the hotel from current or past clients.** | **Secondary Qualitative** | **This information will be used by the hotel management and complaints team to help provide relief to clients who have really bad complaints and also to help improve the hotel as a whole. The information provided from the clients will go to various departments depending who it is regarding which will use it to improve their service if required.** |
| Staff Time Sheet | **Produced by all staff working at the hotel.** | **Secondary Quantitative** | **Provides details of working hours to accounting for wage payments. Will also be used by Staff Management to create shift patterns to ensure staff in all areas are present when needed.** |
| Staff Assessments | **Produced by the hotel management team.** | **Primary Qualitative** | **This information is stored in the hotel records and is used by recruitment to employ staff that may no longer work at the hotel but have done so in the past and have done a good job. Used to assess old employees in-case more employees are needed to be employed again.** |