**Task 2 : Get Information On The Current System**

**Methods used for information gathering :**

1. **Structured Interviews** – Conducted meetings with Hasta Travel and Tours Sdn. Bhd.'s operations team, management, and IT professionals to better understand the manual workflow and difficulties.
2. **Questionnaires** – Designed and distributed to consumers to gather input on booking issues and service efficiency.
3. **Observations** – Analysed the manual booking and car dispatch process, focused on how information gets transferred among WhatsApp and paper records.
4. **Document Analysis** – Internal documentation, vehicle inspection reports, and booking data were reviewed to identify inefficiencies and redundancies.