**Summary From The Methods :**

Hasta Travel and Tours' present system is fragmented and relies heavily on human processes. The primary mode of communication and booking confirmation is WhatsApp, which, although useful for quick messaging, is not integrated into any internal database or record-keeping system. This requires employees to manually record client data from WhatsApp into spreadsheets or paper logs, which is time-consuming and error-prone.

Structured interviews with the operations and management teams revealed that double bookings and missed reservations are typical issues, particularly during busy periods. There is no coordinated infrastructure for checking vehicle availability in real time, resulting in conflicting schedules and customers dissatisfaction Furthermore, the whole process of verifying car conditions before and after rentals is done manually with paper checklists. These checklists are kept in folders with inconsistent filing systems, making it impossible to track down previous records in the event of a dispute over damages or security deposits.

Customers expressed great dissatisfaction with the current method. Many customers noted delays in booking confirmation and a lack of confidence in the accuracy of available automobiles. Customers stated a desire for an online platform with features such as real-time availability, email or SMS confirmations, and a simple user interface. Most significantly, clients felt ignorant about the status of their reservations and would like a system that provided frequent updates.

Observation of the workflow showed inefficiencies such as repeated data entry, long turnaround times for booking confirmations, as well as limited visibility into fleet condition. Before confirming a vehicle's availability, staff workers had to check numerous sources, including manual logs, WhatsApp discussions, and physical car keys. The lack of solid reports also had an impact on management's capacity to make data-driven decisions.

In conclusion, the AS-IS analysis shows a vital need for automation. The current approach limits scalability, lowers service quality, and raises operational risks. Any new system must prioritise data centralisation, minimal human input, and visible, real-time access for both employees and customers.