SCRIPT

Slide 1 GIMENEZ: Good Day Everyone, Today were here to present our Research Titled "AI-Driven Web-based resort reservation SYSTEM WITH SENTIMENT ANALYSIS FOR TERRAZAS DE TEODORA PAVILION AND RESORT"

Slide 2 GIMENEZ: This is our Objective of the Study

The study aims to develop a user-friendly and efficient reservation system for Terrazas de Teodora Pavilion and Resort, enabling easy bookings for rooms, event spaces, and amenities. Key features include a payment system using reference number verification, sentiment analysis for customer feedback, and a secure database to protect customer information and ensure data integrity. The system is evaluated based on the ISO 25010 Software Quality Model, aiming for above-satisfactory scores in reliability, flexibility, security, and interaction capability.

Slide 3 GIMENEZ: The study focuses on developing an AI-driven web-based reservation system for Terrazas de Teodora Pavilion and Resort, aimed at improving booking efficiency and customer satisfaction through sentiment analysis. It enhances user experience with an intuitive interface while ensuring data security. However, the system is limited to the resort and may not fully capture emotions in text-based interactions or accurately interpret slang, sarcasm, or mixed emotions in sentiment analysis.

Slide 4 GIMENEZ: The synthesis of the RRLs tackles the integration of AI sentiment analysis, and reservation systems is revolutionizing the travel and hospitality industry by enhancing customer satisfaction and simplifying bookings. While digital platforms have increased accessibility, particularly in emerging nations, gaps remain in addressing cultural differences, consumer needs, and the environmental impact of digital technologies. Future research should also explore the sustainable digital tools and include smaller, rural hospitality providers to ensure broader industry benefits.

Slide 5 GIMENEZ: The technology Gaps tackles the tourism industry struggles to fully leverage digital technology, with limited sentiment analysis failing to provide deep insights for personalized services. Reservation systems also lack flexibility, making it challenging to address last-minute changes or specific customer needs. Advanced sentiment analysis and improved system features could enhance security, personalization, and customer satisfaction, fostering long-term success and loyalty.

Slide 6 ATIENZA: This study employs developmental and descriptive methods to evaluate Terrazas de Teodora Pavilion and Resort's IT maturity and digital infrastructure. Using quantitative research through surveys and statistical tools, it identifies challenges and analyzes their scale and frequency. The findings aim to guide strategic technological improvements, enhancing customer experience and operational efficiency.

Slide 7 ATIENZA: We use the Agile model is used in the Software Development Life Cycle (SDLC) because it emphasizes flexibility, iterative progress, and continuous feedback, allowing teams to adapt quickly to changing requirements. Its incremental approach ensures that functional components are delivered regularly, enhancing collaboration between developers and stakeholders. By prioritizing customer satisfaction and iterative improvement, Agile helps produce high-quality software that aligns closely with user needs.

Slide 8 ATIENZA: The objective Number 1 it talks about the reservation system with sentiment analysis that we did for the Terrazas de Teodora Pavilion and Resort to further enhance customers experiences and advancements of the Resort

Slide 9 ATIENZA: In the objective Number 2 it tackles about the adding of a feature Payment System using Reference Number and AI Sentiment Analysis for Customer Reviews

Slide 10 ATIENZA: In the Objective Number 3 Integrating a secure database protects customer information, ensures data integrity, and enhances the booking experience by enabling accurate and safe record management.

Slide 11 VERIDIANO: According to the gather weighted mean, most respondents gave their experience a highly satisfied rating. A high degree of satisfaction with all criteria is shown in the constantly good assessments. This outcome demonstrates the system or service under evaluation's efficacy and favorable reception. The respondents' perception of the quality and performance as meeting or beyond their expectations is confirmed by the verbal interpretation.

Slide 12 VERIDIANO: The study focused on creating a user-friendly reservation system for Terrazas de Teodora Pavilion and Resort, streamlining bookings for rooms, event spaces, and amenities. It incorporates a payment feature with reference number verification and sentiment analysis to enhance user experience while ensuring secure storage of customer data using a MySQL database. Evaluated against the ISO 25010 Software Quality Model, the system received high marks for reliability, flexibility, security, and interaction capability, demonstrating its effectiveness in boosting customer satisfaction and operational efficiency.

Slide 13 VERIDIANO: In the recommendation it highlights the potential integration of an AI chatbot to provide 24/7 assistance, answering customer inquiries and streamlining the reservation process, thereby enhancing user experience and reducing staff workload. It also proposes adding gamification features, such as rewards and badges, to boost customer engagement and loyalty while improving the overall reservation experience. Additionally, the study emphasizes the importance of staff training to ensure efficient system usage and encourages future researchers to explore advanced technologies,

such as augmented reality and AI-driven marketing, to further innovate reservation systems and customer satisfaction strategies.

Slide 14 VERIDIANO: This approach positions our system as an essential tool for driving operational excellence, increasing brand recognition, and ensuring long-term sustainability. Ultimately, our study demonstrates how combining advanced data analysis with intuitive reservation tools can meet evolving customer expectations and set new standards in the tourism and hospitality industry.

Slide 15 VERIDIANO: And that concludes our presentation about our Research titled ""AI-Driven Web-based resort reservation SYSTEM WITH SENTIMENT ANALYSIS FOR TERRAZAS DE TEODORA PAVILION AND RESORT" Thank you for listening.