Waterfront Resort Reservation System

INDTRODUCTION

The Waterfront is an area filled with year-round excitement and for fun. A few steps away from the shore you will find the Waterfront District is home to dozens of shops, bars, restaurants and much more. During the summer months, sailboats will fill the harbor, some of the ocean-bound ships come and go, the atmosphere is filled with sound of festivals, families can enjoy the splash pad and dinners in the restaurants which also has an outdoor patio. Usually on Wednesday nights there are live music events, a free concert series that is over 100 years old, some of the local artists and touring acts take the stage to entertain the crowd. During winter, the splash pad becomes an ice rink with a fireplace in the center and Winter Fundays takes over. People can enjoy snowshoeing, dog sledding, fat biking and more all these activities are free of cost.

Current System

Waterfront resort usually operated manual system and has about approximately 30 hard working employees and dedicated staff members which include receptionists, accountants, maids, chefs, lifeguards, and security guards. Waterfront resort accepts all transactions and record its data. The reservation process can take the form of simple faxed information, phone calls, or walk-ins, the check-in time is 1:00pm and check-out is 11:00pm. Rooms which are available can be viewed form the books where all the company’s reservation keep their records.

After getting guest reservation preference they will be asked to complete a reservation form that captures personal information like Name, address, nationality, contact number the number should match with the copy of a written receipt generated by the cashier. Customers could make payment using two methods here which is cash or credit card, card payments can be done in advance prior to completing the reservation process. The resort offers variety of service like high speed wireless internet, room service, landline phone, individual controlled air conditioner, and room service. The duties for housekeeping are assigned to maids through receptionist that keep track of the customers who check-in and check-out of the room, customers also request for room service. Functions currently performed by the manual system are:

* Check-in and check-out for customers
* Assigning rooms requested by customer needs
* Room details
* Opening a new room
* Admission of new customer
* Statement of Customer Details

Problem Description

Waterfront Resort is currently operating with a manual system which currently does not have an online reservation system or third-party reservation service; customers would be requested to send an informal email about making room reservation. Guests records are not properly kept since all reservations require customers to complete the same reservation form. Books are sometimes misplaced at times due to human error. When the customers check-out, their records are saved in a safe cabinet. The books with the waiting list are not safely kept, which means customers are not assigned to their rooms on a first come first serve basis. Customers history of reservation, report and personal details are not readily available at hand. The resort sometimes stand for bad customer service because they do not support modification to rooms.