**DONEL BEACH RESORT ONLINE RESERVATION AND MAPPING MANAGEMENT SYSTEM**

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**BACHELOR OF SCIENCE IN INFORMATION SYSTEM (BSIS)**

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**Abstract**

The research conducted mainly focus on creating a system which offer online reservation and mapping management system. The study is focused on examining the resort about their manual system. It aims to identify problems they encounter in their reservation, their process, and information about their clients. This study helps the resorts reservation system in terms of service quality, usefulness, ease of use, online reviews, experience and satisfaction. The study used diagrams to represents the different kinds of data being used in this research. The researchers will analyze the gathered idea and information about their manual way of reservations, to guide the planning, designing which determines the function, factors and interfaced suitable for the customers, developing and implementing the system. After collecting and analyzing the ideas about the present reservation, system was conceptualize, entitled Online Reservation and Mapping Management System to improve their current system and to help the resort organized there offered services well.

**CHAPTER I – THE PROBLEM**

**Introduction of the research**

Nowadays information about something like trending posts in different social platforms, new knowledge in making program is within reach in every individual in the society. The online world is fast approaching that every companies has its own websites or its own online service. And one of better known online services is the Online Reservation System, which most hotels, restaurants and resorts wish to have. This system provides immediate communication between the company and its customers and clients wherever they are. Customers and clients can reserve in a fast and efficient way that can eliminate their long travel just to get a reservation slot.

Donel Beach Resort, a established resort in Tukuran, Zamboanga del Sur is one of these competitive resorts in town. It is located at Barangay Lower Bayao, Tukuran , Zamboanga del Sur , Philippines.

Donel Beach Resort offers Function Hall for exclusive gatherings , Rooms which caters overnight stay, Cottages, Tables with chairs and also Tents.

The proponents were motivated by the stated factors above to pursue the study and provide Donel Beach Resort a system that will make their work convenient and efficient. An online reservation system and mapping management system will help to advertise their resort more effectively, arranged services they offered well and provide for an easy reservation to their clients.

**Statement of the Problem**

For the past years, Donel Beach Resort has been using manual on their reservation system. Though they have a Facebook page, it’s just for advertisement and they cannot cater well their customers due to the redundant messages they receive. Reservations in this resort can be done by sending a message through messenger/Facebook, but because of the busy schedule, they cannot always monitor their messages and confirm reservations of guest/ clients. As a result, difficulties are experienced by the resort such as the following:

* Donel Beach Resort is having a problem on Data Redundancy. Reservations through phone calls, Facebook messages and walk-ins are written repeatedly in their logbook. Cancellations of reservations are also written repeatedly in their logbook.
* There are cases when clients want to reserve on the same date or same facilities without knowing that the scheduled date has already been reserved. In such case, Conflict in Schedule is faced by the resort. The owner/manager of the resort deals with this by giving the reservation to the first client who will give their payments first to avail of the reservation slot. The other client will be asked or suggested to reschedule, chose other facilities or transfer to other resorts.
* Also, they're having a hard time looking for cottages, rooms, tables and chairs, also their tents when it comes to designation because there are no proper arrangement of all there services offered. Another problem of the resort is about the Inaccurate Information. Reservations are done manually which result to wrong input of information resulting to inconsistencies in their reports.
* Security of Data is also one of their problems. The resort’s manager is only using a logbook for the reservations. If the logbook is lost, the manager does not have any back-up files for the reservations. Similar problem is faced in the generation of reports. The reports needed for the resort are not summarized. The owner only receives the compilation of the official receipts and the listed reservations on the logbook.

With these problems, the resort is really alarmed. They cannot compete with other resorts easily and if this will continue it may result to losses or worse, bankruptcy. The proponents will therefore try to make an online reservation and mapping system that will surely lessen the burdens of the management, improve their reservation system, and solve the problems of Donel Beach Resort.

**Objectives of the Study**

**General Objectives**

This study aims to develop an online reservation and mapping management system for Donel Beach Resort. To help them solve underlying problems with their manual reservation such as consuming time, money, and effort, disorganized services offered which may lead to arguments between staff and guest/customers, also to avoid data losses.

**Specific Objectives**

* To help advertise the resort.
* To help guest/clients reserve as fast as they can without consuming so much time as well as to minimize their expenses in fare.
* To avoid arguments between staff and guest/clients.
* To lessen the use of paper that may lead to inaccurate data.
* To provide and design a solution for their problems by creating a system that will help them organize their transactions to minimize or eliminate the problems that they are experiencing today.
* To develop a system that will improve their manual way of transactions and create innovations for business goal to achieve.
* To make the reservations more accessible by creating a system where you can reserve anytime by filling up the necessary forms online and choosing best services you wants through mapping management.

**Significance of the Study**

The proponents believe that this study is important because it can help the Donel Beach Resort by enhancing their manual system of reservation through mapping by making it online and computerized, quick and accurate reservations for the resort.

**This study is beneficial to the following:**

**Owner/Manager**

This system lessens the work to be done by the manager because it can generate reports easily.

**Staff**

This system helps them to give accurate information to the customer. This will decrease the work to be done since it would be easier for them to check if there are tents or rooms that are available for the customers.

**Cashier**

The system will help the cashier to do an inventory of the resort’s earnings easily.

**Guest/Clients**

They will have no difficulties in making reservations through this online system. This system gives accurate information and eliminates travel expenses going to and from the resort for the booking.

**Proponents**

This system serves as a guide for them to apply their knowledge about programming and databases.

**Researchers**

This serves as a reference and guides for future researchers especially those who decide to conduct a study related to Online Reservation and Mapping Management System.

**Scope and Limitation**

**Definition of Terms**

**CHAPTER II – REVIEW ON RELATED LITERATURE**

**CHAPTER III – TECHNICAL BACKGROUND**

**CHAPTER IV – DESIGN AND METHODOLOGY**

**Methodology**