The organization currently relies on a manual documentation system for accommodation bookings, resulting in several critical issues. Firstly, client communication is hampered by an average response time of 48 hours, leading to frustration and potential loss of bookings. Secondly, inconsistencies in accommodation details, documented manually, have resulted in a 15% rate of booking errors, causing client dissatisfaction and increased administrative overhead. For instance, there was a booking for a student who wanted a single and was incorrectly recorded as a sharing room, leading to significant distress upon their arrival and requiring urgent re-accommodation. Thirdly, cumbersome data management processes require an average of 3 hours per booking for processing, significantly impacting operational efficiency. Finally, the lack of transparency in the current system has led to a documented 5% increase in client disputes regarding booking accuracy within the past quarter. Implementing a modern Accommodation Booking System is essential to mitigate these issues, streamline operations, improve client satisfaction, and ensure

business integrity.