Chapter 5

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

This chapter presents the summary, conclusions, and recommendations of the study.

Summary

The proponent designed and developed a Centralized Management System to revolutionize operations at Hotel Le Duc. This guest-centric system streamlines the booking process with an online reservation system that displays room availability and pricing, allowing guest to book directly. In-room ordering allows guests to conveniently order food and drinks with charges added to their final bill. Walk-in booking capabilities cater to spontaneous guests. For staff, the system acts as a central hub, managing guest profiles, inventory levels, and room availability in real-time. Billing and Invoice generation are automated, while check-in/check-out and employee profiles are also managed within the system. This comprehensive approach empowers Hotel Le Duc to enhance guest experiences and improve operational efficiency for its staff. To guarantee a smooth user experience, the system underwent thorough testing by hotel management and staff. This testing evaluated by both system performance and user satisfaction, ensuring successful implementation that benefits both guests and staff.

The proponent chose the RAD Methodology for the developed system. The tools employed for data collection encompassed document analysis, online research, unstructured interviews, observations, and online surveys. In addition, the proponent utilized tools for data analysis, including a database schema, Entity Relationship Diagrams (ERD), Ishikawa diagrams, Likert scales, Swimlane diagrams, Use-case diagrams, and the Weighted mean calculations.

Findings

The following are findings from interviews and surveys conducted by the proponent, the following describes the existing system and the proposed improvements.

1. The procedures involved within the existing system are manual and time-consuming, relying heavily on phone calls and separate systems for reservations, billing, and inventory management.

2. The difficulties encountered in the existing system include limited online functionality, incomplete guest information leading to inefficiencies for both guests and staff, and a higher risk of errors.

3. The features incorporated in the proposed system address these issues by offering a streamlined online reservation system, in-room ordering capabilities, walk-in booking options, centralized guest profile management, integrated inventory and room management, automated billing, and a user-friendly interface.

4. The level of acceptability of the proposed Centralized Management System of Hotel Le Duc showed a weighted mean of 3.67 for completeness, 3.70 for accuracy, 3.72 for reliability, 3.73 timeliness, and 3.71 for security.

Conclusions

Based on the findings, the implementation of the Centralized Management System of Hotel Le Duc presents several challenges the proponent concluded the following:

1. Staff will need thorough training to utilize the new features effectively, like online booking and in-room ordering, which are absent in the existing system.

2. Careful planning and resources are required to ensure a smooth and accurate transfer of existing guest and reservation data to the new system.

3. Implementing the Centralized Management System necessitates establishing standardized processes for handling reservations, billing, and guest profiles, replacing the potentially inconsistent procedures of the current system.

4. Robust security protocols are crucial to implement, safeguarding guest information and ensuring system integrity in the new, more comprehensive platform.

Recommendations

Based on the findings, several recommendations can be made for further enhancement of the Centralized Management System of Hotel Le Duc.

1. Implement functionalities that generate comprehensive reports and analytics. This data can be used to identify trends, optimize pricing strategies, and personalize guest experiences.

2. Develop a mobile app for guests to manage their reservations, access loyalty programs, and explore hotel amenities on the go. This can further enhance guest convenience and engagement.

3. Explore the possibility of integrating with popular travel booking platforms to expand your reach and attract a wider audience.

4. Implement a system for gathering guest feedback within the platform. This feedback can be invaluable for identifying areas for improvement and ensuring guest satisfaction.

5. Establish a process for ongoing system updates and feature enhancements. This keeps the system at the forefront of technology and aligns with evolving guest needs and industry trends.

In conclusion, while the existing Hotel Le Duc system is functional, its limitations hinder efficiency. The proposed Centralized Management System offers a modern solution with online booking, in-room ordering, and integrated management tools. However, successful implementation requires staff training, data migration planning, potential system integration, and robust security measures. This new system has the potential to significantly improve guest experiences, staff efficiency, and Hotel Le Duc's overall competitiveness.