

Business Process Explanation Hotel Booking and Service Management

This business process models how a hotel manages bookings, check-ins, billing, and payment using an automated system. It applies key **Management Information Systems (MIS)** principles by streamlining operations, automating tasks, and supporting data-driven decision-making.

Scope of the Process

The process includes room booking, availability confirmation, guest check-in/check-out, invoice generation, payment validation, and reporting. It aims to reduce errors, improve guest service, and provide real-time performance data.

Objectives:

- Automate booking and front-desk tasks
- Improve service delivery and reduce delays
- Ensure accurate billing and secure payment
- Support managerial oversight with reports

Expected Outcomes:

- Fewer manual errors
- Faster guest processing
- Clear, real-time hotel insights

Key User and Roles

- **Guest:** Books rooms, checks in/out, pays
- **Receptionist:** Confirms availability, manages check-ins
- **System:** Stores data, allocates rooms, generates invoices
- **Finance Officer:** Validates payments
- **Manager:** Reviews reports for decision-making

Each role interacts through the system, ensuring accurate workflows and secure data handling.

MIS Relevance

The process supports MIS by automating operations, improving accuracy, ensuring secure data handling, and helping managers make informed decisions. It increases overall hotel efficiency and enhances the guest experience.

Tool Used: bpmn.io with BPMN notation

