**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](https://bpmn.io/) with BPMN notation

