**CHAPTER TWO**

**DESCRIPTION OF THE EXISTING SYSTEM**

**Introduction to Existing System:**

The existing hotel booking management system serves as a comprehensive solution for managing various aspects of the hotel's operations. Its primary purpose is to facilitate guest reservations, check-in/check-out procedures, housekeeping, maintenance, billing, and communication. It covers a wide range of functions essential for smooth hotel operations and guest satisfaction.

The current system heavily relies on manual processes, involving physical documentation, manual data entry, and traditional communication channels. Guest reservations are recorded manually, often through in person contact and rarely through phone calls, emails, or fax and. Check-ins and check-outs require manual verification and physical paperwork. Housekeeping and maintenance tasks are managed through manual coordination and communication among staff members.

The manual-based system suffers from several limitations and drawbacks that hinder operational efficiency and guest satisfaction. These include time-consuming processes, an increased likelihood of human errors, limited scalability, difficulty in retrieving information quickly, a lack of real-time updates, inefficient communication and collaboration among staff members, limited reporting and analysis capabilities, and security and data integrity risks.

To overcome the challenges posed by the manual system, there is a pressing need to transition to an automated hotel booking management system. Automation will streamline operations, improve efficiency, reduce errors, enhance guest experiences, provide real-time updates, facilitate effective communication and collaboration, offer robust reporting and analysis capabilities, and enhance data security and integrity. An automated system will address the limitations of the manual system and enable the hotel to operate more effectively and competitively.

**Users of Existing system**

In the existing manual hotel management system, there are various users who interact with the system and derive benefits from its functionality. These users include:

1. Hotel Guests: Guests are the primary users of the existing system. They benefit from the system by being able to make reservations and check-in/check-out smoothly.

2. Receptionist: Receptionist handle guest interactions, reservations, and check-ins/check-outs. They rely on the existing system to manage room availability, allocate rooms, and process guest requests.

3. Housekeeping Staff: depend on the existing system housekeeping staff interact with the existing system to manage room readiness, fulfill guest requests, and address maintenance issues.

4. Maintenance Staff: Maintenance staff rely on the existing system to receive and manage repair requests or maintenance tasks.

5. Accounting Staff: Accounting staff utilize the existing system to record financial transactions, generate invoices, and manage billing processes.

6. Hotel Managers: Hotel managers heavily rely on the existing system for monitoring operations, generating reports, and making informed decisions.

By identifying the users of the existing system and understanding their benefits, it becomes evident that an automated hotel management system can greatly enhance their experiences and efficiency. The proposed web-based hotel booking management system aims to address the limitations of the existing system, providing a user-friendly interface, streamlined processes, real-time updates, accurate data, and comprehensive reporting capabilities. These improvements will benefit the users by enabling faster and error-free operations, improved guest service, enhanced communication and collaboration, efficient task management, accurate financial recording, and informed decision-making.

**2.5 Major Functions of the Existing System**

The current manual-based system performs several crucial functions to manage guest reservations, check-ins, check-outs, and overall guest satisfaction. These functions are essential for the smooth operation of the hotel and ensuring a positive guest experience. Let's explore the major functions of the existing system in more detail:

1. Reservation Management:

The existing system efficiently handles guest reservations by capturing and managing all the necessary information. It records guest details, including contact information, room preferences, and desired check-in and check-out dates. By tracking room availability and assigning rooms based on guest preferences, the system ensures that guests are accommodated according to their requirements.

2. Check-in and Check-out:

During the check-in process, the system verifies guest reservations, confirming that the guest has a confirmed booking. It records guest details, such as identification information, and assigns rooms to guests upon arrival.

3. Housekeeping and Maintenance:

Efficient housekeeping and maintenance are critical for guest comfort and satisfaction. The existing system coordinates housekeeping schedules to ensure prompt room cleaning for arriving guests. It also handles guest requests for housekeeping services, such as room cleaning or replenishing amenities. Additionally, the system manages maintenance issues reported by guests, ensuring swift resolution and a seamless guest experience.

4. Billing and Payment Processing:

Accurate billing and efficient payment processing are key aspects of the existing system. It calculates charges for room rates, additional services, and applicable taxes or fees, generating clear and comprehensive invoices or bills for guest stays. The system accommodates various payment methods, such as cash or credit cards, ensuring smooth and secure transactions.

5. Reporting and Record-Keeping:

The system maintains detailed records of reservations, check-ins, and check-outs, providing a valuable resource for future reference and analysis. It generates reports on occupancy rates, revenue, and other performance indicators, aiding in decision-making and business analysis. By ensuring proper record-keeping and data organization, the system supports compliance with data retention and privacy regulations.

6. Guest Service and Communication:

The existing system plays a crucial role in facilitating guest service and efficient communication. It promptly responds to guest inquiries, providing information about the hotel's amenities and addressing guest concerns or requests. Acting as a communication channel between guests and hotel staff, the system ensures effective interaction and timely resolution of issues, contributing to an exceptional guest experience.

**2.6 Existing system workflow**

Describing the interactions and processes in the system is essential because it provides a clear understanding of how the existing system functions and how different components interact with each other. So, let's explore these functions and their key interactions and processes:

1. Guest Reservation Process:

The system manages the guest reservation process, starting with guest inquiries about room availability and rates. Front desk staff manually check availability, provide information to guests, and record reservation details, including guest name, contact information, desired room type, check-in/check-out dates, and special requests. These details are manually entered into a reservation book or spreadsheet, and the guest is provided with a confirmation number and reservation details.

2. Check-in Process:

During check-in, the system verifies the guest's reservation by manually checking the reservation book. The staff member asks for identification, records the guest's details, assigns a room, and provides a physical room key. The guest completes a registration form with personal information and payment details, which are manually entered into the guest register or database. The staff member also provides the guest with relevant information about hotel amenities.

3. During Guest Stay:

Throughout the guest's stay, the system facilitates communication and updates. The staff manually updates the guest's stay details, such as extending the stay or adding additional services. Guests can make requests for housekeeping, room service, or other services by contacting the front desk, and the staff member manually records and communicates these requests to the respective departments.

4. Check-out Process:

During check-out, the system retrieves the guest's information from the guest register. The staff member verifies any additional charges or outstanding payments, and the guest settles the bill using cash or credit card. The staff member manually updates the guest's check-out details, including final charges and payment information. The guest's identification is returned, and the return of the room key is processed.

5. Post-Check-out Processes:

After check-out, the system manages post-check-out processes. The staff manually updates the room availability status in the reservation book. Housekeeping staff update the room status as vacant and prepare it for the next guest. The staff member archives the guest's details and checks the guest register for any follow-up actions or notes.

In conclusion, the existing manual-based system encompasses several major functions that are vital for the successful operation of a hotel. From reservation management to guest service, billing, and record-keeping, the system supports the smooth functioning of day-to-day operations and contributes to guest satisfaction. However, transitioning to an automated system can offer significant advantages, including improved efficiency, enhanced accuracy, and better guest service.

**2.7 Strength of the existing system**

The existing manual-based system possesses several strengths that contribute to its functionality and effectiveness in managing hotel operations. These strengths include:

**Familiarity and Expertise**: Staff members are likely familiar with the manual-based system and have developed expertise in using it effectively. They understand the processes and can navigate through them efficiently.

**Human Connection and Guest Engagement**: The manual system fosters direct human interaction between staff and guests, fostering a sense of warmth, care, and personal attention. This human connection can lead to stronger guest relationships, increased guest satisfaction, and positive word-of-mouth recommendations.

**Ease of Training and Implementation**: Training staff to use a manual system is generally straightforward and requires minimal technical expertise. New employees can quickly grasp the processes involved, reducing the onboarding time and ensuring smooth operations without significant downtime.

**2.8 Weakness of the existing system**

The existing manual-based system has certain weaknesses that can hinder its overall performance and efficiency in managing hotel operations. These weaknesses include:

1. Performance (Response Time): The manual system may experience limitations in terms of response time, as staff members need to manually process each task, leading to potential delays in guest service.

2. Information Management: Managing information manually can be prone to errors and inconsistencies. There is a higher risk of misplacing or losing important guest data or documentation.

3. Security and Control: Manual systems have inherent security risks, as physical records can be vulnerable to theft, damage, or unauthorized access. Maintaining control over guest information and ensuring data privacy can be more challenging.

4. Efficiency: Compared to automated systems, manual processes can be less efficient and time-consuming. Staff members need to invest more effort and time in completing tasks, which can impact overall operational efficiency.

**2.9 Drawbacks of the Existing System**

In this section, we will discuss the disadvantages and difficulties associated with the existing manual-based system. While the system has its strengths, it also poses several challenges that can hinder its smooth functioning.

Limited Scalability: The manual system can struggle to accommodate the growing needs of a hotel. As the business expands, it becomes increasingly challenging to handle a larger volume of guest reservations, check-ins, and check-outs efficiently.

Human Error and Inconsistencies: Manual processes are more susceptible to human error, leading to inaccuracies in guest information, reservations, or billing. Inconsistencies may arise from different staff members following varying procedures or interpreting guest preferences differently.

Time-Consuming Administrative Tasks: The manual system requires significant time and effort for administrative tasks such as filling out paperwork, manually updating records, and managing inventory. This can divert staff attention from providing personalized guest service.

Lack of Real-Time Insights and Reporting: Manual systems often lack the ability to generate real-time reports or provide in-depth analytical insights. This can hinder decision-making processes and prevent timely identification of trends or areas for improvement.

Dependency on Key Personnel: The manual system heavily relies on the knowledge and availability of key personnel. If an experienced staff member is absent or leaves the organization, it can disrupt operations and delay guest service due to a lack of trained replacements.

Limited Accessibility and Remote Operations: Manual systems may present challenges when it comes to accessing guest information or managing operations remotely. This can hinder the ability to provide seamless service across multiple locations or when staff members are working remotely.

These drawbacks and difficulties highlight the limitations of the existing manual-based system and emphasize the need to explore alternative solutions that can address these challenges and enhance operational efficiency.

**2.10 Forms and Other Documents of the Existing Systems (if any)**

**2.11 Business Rules of the Existing System**

In this topic we will see the business rule of the existing system, outlining the various policies and procedures related to reservations, cancellations, check-in, check-out, room availability, guest information handling, communication, reporting, billing, room maintenance, guest requests, pricing, inventory management, security measures, and future plans and growth.

**Reservation Rules:**

Reservations can be initiated through phone calls, emails, or in-person inquiries.

Only individuals with legal identification can reserve a room.

Reservation cancellations and modifications are allowed up to 3 days from the reservation date.

**Cancellation and Modification Policies:**

Only the individuals who made the reservation have the right to cancel or modify it.

During cancellation:

Up to 50% of the total price will be refunded based on seasonal circumstances.

During modification:

Up to 90% of the total price will be refunded based on seasonal circumstances.

**Check-in and Check-out Rules:**

During check-in, guests must provide a valid identification document.

Room keys are assigned manually, and the check-out process involves settling bills through a handwritten or manually printed invoice.

During guests' stay, their identification card will be retained by the receptionist.

If a guest checks out after 4:00 AM (10:00 PM in Gregorian calendar), an additional day's payment will be required.

**Room Availability Rules:**

Room availability is checked by referring to physical records like paper-based reservation logs.

In the event of overbooking, the hotel prioritizes reservations based on factors such as loyalty status or reservation date.

Staff and receptionists collaborate to control room availability.

**Guest Information Handling Rules:**

Guests provide details such as name, contact information, and special requests during the reservation process.

Guest information is stored in physical files, and specific forms may be filled out during check-in.

During check-out, staff members check if all equipment is in good condition. If not, the guest is requested to replace or compensate for any damaged items.

**Reporting Rules:**

Reports on reserved room status are manually compiled from reservation logs and provided to the front desk manager on a weekly basis.

Feedback from guests is recorded in a physical log and reviewed by staff members, receptionists, and the manager collaboratively.

**Billing and Invoicing Rules:**

Guests are billed for room charges and additional services based on manual calculations.

Invoices are handwritten or manually printed, and financial transactions are recorded in ledgers.

Payment is processed during check-in, and if a guest fails to check out on the specified day, an additional payment for the extended stay is requested during check-out.

**Room Maintenance and Amenities Rules:**

Housekeeping staff manually update room readiness status on a physical board.

Maintenance requests are communicated verbally or through handwritten work orders.

**Guest Requests and Inquiries Rules:**

Common guest requests and inquiries are recorded in a physical log (feedback box).

Internal coordination is required to address guest needs, and responses are provided in person or through written notes.

**Pricing Policies:**

Room pricing is dynamic and may vary based on room rate and occupancy rate.

Discounts or variations are determined by seasonal circumstances and the dynamic nature of the industry.

**Inventory Management Rules:**

Inventory items such as amenities, supplies, and equipment are manually tracked, with periodic physical counts.

**Chapter three**