**Organizational Structure and Responsibilities**

1. Can you describe the organizational structure specifically related to hotel room booking and room management operations? could you please describe the roles and responsibilities of the individuals involved in this structure?

**Guest Information and Reservation**

1. What specific details about the guests are collected during the room reservation process, Additionally, what other data is recorded when a room reservation occurs? information collected during their stay utilized for any other purposes? If yes, could you please specify the nature of such purposes?
2. How do you check room availability during the booking process?
3. Is there a report on the status of reserved rooms? If yes, who receives these reports, and who generates them?

**Reservation Process and Guest Interaction**

1. Are there specific forms that guests need to fill during the room reservation process?
2. Are there requests for information about guests? if yes Do you provide information about guests? If so, where do such requests originate?
3. Is there any difference in the pricing of the rooms?
4. Is there any policy for the hotel to resolve problems like guests wanting to modify or cancel reservations? How are such situations handled?

**Check-In/Check-Out and Security Measures**

1. How is the check-in and check-out of guests managed? Is there a mechanism to detect the clearance of guests during their departure, especially to prevent any damage or disturbances to equipment?
2. How communication between the hotel staff, hotel manager, receptionist, and guests is done in the current system?

**Invoicing and Room Status Updates**

1. Are there different pricing options available for rooms?
2. How do you currently handle the invoicing of guests for the services provided? And what is the typical timeframe for issuing invoices?
3. How is the status of room availability updated, transitioning from occupied to free? Can you describe this process in detail?
4. What are the most frequently asked guest requests, inquiries, and compliments? Are these questions or feedback saved for future reference?

**Reports and Future Plans**

1. What kind of reports are generated in the current system, and for whom are these reports submitted?
2. How does the current system manage inventory items such as amenity supplies and equipment?
3. Is the information saved about guests used at other times? If yes, for what purposes?

**Room Maintenance and Amenities:**

1. Who is responsible for managing room maintenance and ensuring the availability of amenities?

Additionally, who is responsible for reporting any issues related to maintenance or the availability of amenities? Furthermore, do you offer any means for guests to request such services?

**Communication and Reports:**

1. How is communication typically conducted between the hotel staff (e.g., hotel manager, receptionist) and guests within the current system?
2. What types of reports are generated in the current system, and who receives these reports?