**CHAPTER 1**

**PROJECT OVERVIEW**

**INTRODUCTION**

Technology nowadays plays a vital role in a day to day life, from the mere fact that it makes everything easier it also makes everything in an instant click. It aims to help, keep track, improves and accomplish all the works despite the limited time that the proponents have, despite the heavy schedule that they comply to. As technology makes a virtual bridge for every person to connect and to pass information, we are already creating a network where information passes through instantly. One of the important things that a business need is information, with information it seeks to operate and synchronize the whole function of the business. With the help of technology, information can be a factor to a business ladder to success.

One feature of technology that businesses and guest find hassle free is that information is accessible through the use of Internet. The internet provides broad and various information of a specific organization. In this way, business owners take this advantage to introduce their services, products and all sorts of information to make their business stand out uniquely. Through online information, future guest can effortlessly find a company that will impart their needs and wants. They can now easily find what will reach their expectation. Through websites, future guest can now communicate with the company's personnel who's in charge for answering queries, in addition with that future guests won't be in need to be physically in the company's location just to ask some questions. Websites provide modules that the user can access and use. Not only companies use websites to advertise their company but also to extend what's not reachable to their guest and some businesses use online systems. These systems are now the standard approach for the guest, not only for being accessible but also for the fact that it is flexible.

People can search, view, and use the internet through the use of service call Internet Hosting or web hosting. Through web hosting the website is now accessible via the World Wide Web. Once purchased, a DNS will be given to you by the company or the Web Host, this DNS gives your website a space on the server. One example of this is an Online Reservation and Billing System.

Online Information with Online Reservation and Billing System is one of the trends that businesses use nowadays, not only which is convenient for the guest but also for the company. With the right words to find the company and a click, the guest manages to save time and through this the services/products that they want to acquire or what services/product that the company provide is now viewable. With this, being physically present won't be necessary; both of the company and the guest won't have to leave their seat just to pay for the services/products that they acquire or for the company to accept the payment of the guest for the services/products that they will provide. Other businesses that are related to this kind of system are airlines, online shopping, restaurants, hotels, and especially resorts.

As time passes by, the demand for resorts and water parks increases and as the demand increases number of competitors also increases. By means of competitors, a company must look for a marketing strategy that is above all the companies that are competing and no matter advantages their competitors have they have their own edge. One of the great marketing strategies is having an Online Reservation and Billing System, for the reason that the management can easily manage their resort's services; keep track of the guest's transactions confidentially only within the company. Business owners invest to acquire this Online Reservation and Billing System not only to make it easier but also as of today people rather search at the internet rather than to look for flyers or pamphlets and also for the fact that the higher possibility to be known, competitive, organized and accessible to their potential guest by means of online system.

**PROJECT BACKGROUND**

To obtain the lead standing in resorts industry within the town while being recognized in providing great food, friendly service and relaxing ambience to all the guests, the Bataan White Corals Beach Resort & Hotel, Inc. pleads to provide each guest prompt, professional, friendly and courteous from the line of the staff and crew; ensure that everyone inside the resort is dealt with due respect and dignity while experiencing relaxation to its fullest and to maintain clean and comfortable premises for all the guests, visitors and everyone in the organization. The Bataan White Corals Beach Resort is the typical, family-friendly resort. It is located at Morong, Bataan, about 150 kms away from Manila. It is serenely nestled between the hills in Morong, Bataan and pristine waters of the South China Sea.

Bataan White Corals Beach Resort started its operation in the summer of 2005 under the management of the owner Mr. Rolando A. Simbulan with the initial number of staffs of eight (8), composed of Front Office Staff and Crew. On the scenic green haven there were fourteen (14) beachfront rooms; eight (8) air-conditioned rooms, six (6) non-air-conditioned rooms. Around wide lawn were nine (9) wooden cabanas and a restaurant where luscious foods were being served by the friendly Food Staff and Crew.

In the year 2006 the resort established its corporation and on April 4, 2006 was registered in the Securities and Exchange Commission (SEC), where (8) Board of Directors are mostly coming from the owner’s family. In the year 2007 after its successful beginning there comes the call toward and expansion, due to the increasing volume of its guests that even after summer season has ended, guests continuously exploring the beauty of the West Philippine Sea. The owner during the time has already pursued rapid expansion of the resort, from the initial room units, he decided to put up additional thirty-eight (38) Standard type of rooms and four (4) units of Dormitory Rooms. Rooms labels were creatively conceptualize out of the family-oriented terms such as Tatay rooms, Nanay rooms and Anak rooms. Increased in the staff has gradually been applied with the putting of the Old Conference Room and the more welcoming Front Office. Succeeding years after that, were further expansion for the twenty two (22) Deluxe Rooms which labels were Tyang and Tyong and the putting of the new bigger and wider Conference Hall in front of the [still] operating Fernando’s Restaurant (named after the owner’s father). Increased in the unit of Cabanas and Pavilion has been applied to further ensure that relaxation to its fullest is being meet. The facility is even equipped with Wifi, rooms, fully air-conditioned and TV with cable channels, all for the convenience, relaxation and total gateway of all the guests.

Although the resort is known for giving its best that could offer to guests, there are still some problems and issues which remain unsolved. The proponents conducted an interview with the sales account manager for the transaction of their reservation process and found out that the resort do not use a computerized system for their reservation and billing process. Throughout the years of operating, the resort has been encountering several problems regarding their reservations and billing process because it is manually operated.

In reservation, guests who intend to rent the resort’s services must call for a reservation or they can walk-in to the resort to check for the availabilities of a room on their desired date together with the reservation details and the down payment of fifty percent (50%) of the total amount. The guests could either have to call the line or walk-in to the resort or visit the website to know the services and amenities that the resort offers. In the billing process, the resort does not have yet the point of sales for easier transactions. The resort is receiving payment through bank account which is BDO for the down payment and the remaining balance is on the check in date through a credit card or cash. Because of the unpredicted signal loss for the credit card machine, the resort advises the guests to bring cash for the payments to avoid waiting for long time to for the signal to attain by the machine. They are still manually checking the daily reservations and reports through a Daily Occupancy Record (DOR). The receptionist issues a receipt upon check out of the guest. The records are daily inspected by the Sales Account Manager who is Mr. Noel N. Fulgar to monitor the reservations details of guests. The problem is, they do not have an organized process, and the privacy of their records can be invaded easily by an unauthorized person. Because the DOR is just printed in a bond paper, it can easily be lost and there is no way of organizing it systematically. The billing statement and the copy could also be easily lost. Because there are a total of ninety-one (91) rooms in the resort there could be a difficulty in identifying reservation dates and transactions. The staff might plot the date where there are already scheduled guest. There would times they have to deal with slow processing of reservation when different guests arrive at the same time and make a reservation because DOR is only one.

After being aware of the current processing of the resort in terms of reservation and billing system, the proponents thought for a solution to help the company solve its problem, a Web-Based Reservation and Billing System for Bataan White Corals Beach Resort through their official website. Since the resort has already a website that includes room’s information with rates, cabana rates and amenities, the proponents will develop a reservation and billing system for the guests to access and enable them to acquire an online reservation and can process their payment through bank payment.

With the solution provided, the proponents believed that Bataan White Corals Beach Resort developed a new strategy to remain in competition. There are a lot of resorts who have their own website, but very limited to information and most of them haven’t acquired the web-based reservation and billing system. The company will also have centralized records for management with much security. With the web-based reservation and billing system, Bataan White Corals Beach Resort can be one of the competitive resorts in the industry both nationally and internationally.

**OBJECTIVES OF THE PROJECT**

To improve the transaction of the White Corals Beach Resort to their customers, the proponents have come up with the following objectives of the project:

**General Objective**

The general objective of the project is to develop an Online Reservation with Resort Information and Billing System for White Corals Beach Resort that can provide guest’s convenient and accessible information and billing service that will help to enhance the resort’s capabilities and convenience through modern techniques and methods.

**Specific Objectives**

Specifically, the Project aims to do the following:

* To design a prototype that will provide and allow the customers to browse the information of the resort such as rooms rates, room availability, entrance fee and other services offered by the resort and make reservation via internet in order to improve their transaction.
* To develop a module that will manage the log-in of a guest and admin account.
* To develop a system that has more reliable way in reservation management including its modification and cancellation to avoid overlapping of schedules, also a system can accommodate the guest’s payment through cash and bank deposit.
* To develop a module that would enable the management to delete and add user accounts, amenities and prices.
* To develop a module that will generate reports daily, monthly, yearly and compute total bills of customers and to create a backup files of successful transactions and official receipt.
* To test and evaluate the acceptability of the system in terms of availability, functionality and reliability by gathering feedback from the prospective user and technical experts.
* To deploy the system developed for Bataan White Corals Beach Resort for daily business processes.

**STATEMENT OF WORK**

**Scope of the Project**

The proponents developed an Online Reservation and Billing System for Bataan White Corals Beach Resort that provides their guests an easy access in terms of inquiring and acquiring the facilities and services of the resort and a billing system that would also provide the management to have a convenient way in terms of computing the guests’ bills. The billing system will have the amount of rooms to be rented in Bataan White Corals Beach Resort. Future additional services are to be discussed with the resort’s management.

The users of the system are the guests, administrator and staffs. The guests can only access and view the front-end information and reservation module such as the availability of rooms as well as the rates that the resort can offer on the website which will lead them for an online reservation. The mode of payment that the system allowed is the bank deposit transaction, wherein the guests will provide his or her personal information and will have to pay for at least 50% of the total bill through the resort’s BDO bank account and the remaining balance shall be paid upon the check-in of the guest. Thus, a booking confirmation will be provided. After the reservation, the system provided a generated transaction code which guest can access, view or cancel the reservation. The system also provided an email notification where the reservation details are included. Every transaction is automatically saved in a database, which can only be accessed and viewed by the administrator and staffs with the use of log-in credentials for security purposes. The staffs and administrator are the authorized personnel who can access the system. The front desk staff duties or responsibilities are managing and tracking the reservation of the guest and he or she will be assigned to input the guest’s transaction details as well as, answering or referring inquiries on the telephone and walk-in guests. The administrator’s responsibilities are to add, modify and delete authorized users, facilities, and rates of the resort.

In terms of security purposes of the log in module, the guest can manage his/her reservation by logging-in using an email address and the provided transaction code given by the system. The staffs and administrator will also have a log-in module which they will provide their username and password.

The website is created and designed with pictures to help provide a reference for the guests on choosing. This will also advertise the resort’s amenities, contact numbers, address, and email of the resort are also provided on the website. The contact module also provided a direct contact through the website for the guest’s inquiries, suggestions, feedbacks and concerns. The guests will be required to provide their contact information to be appropriately addressed when the staffs or administrator shall response. Both administrator and staffs can view guests’ inquiries from the contact module

An invoice that will be issued will be printed within the system. The invoice will be in a soft copy form and the staffs and administrator will have a duplicate copy that will serve as a verification form upon the guests’ check-in.

The system developed generates reports such as daily, monthly and yearly regarding about the different aspects such as number of reservations within a month, number of local and international guests who visit the resort, and the income reports. The system will also have a dashboard including the overview or the performance and income every month and year, currently checked-in guests if it’s local or foreign, resort’s calendar, latest bookings and upcoming reservations.

**Limitations**

The system also has its limitation. It is customized and exclusive only for the Bataan White Corals Beach Resort. Guests may only reserve rooms displayed in the website or reservation module. The cabanas are first come, first served basis but not included in the system. Reports will be generated by daily, monthly and yearly. The mode of payment that Bataan White Corals Beach Resort allows are the bank deposit. When bank deposit payment is used, guests must pay for their initial 50% payment through the resort’s BDO account. Then, a proof of an official receipt will be uploaded to the system for validation. The receipt will also be presented upon check-in together with a valid I.D and the remaining balance shall be paid before the key card, that has the access to the guest’s room is given. The resort will not accept credit card payment for the initial payment but only upon check-in. In terms of guest’s inquiry, administrator may only reply to any inquiries or messages sent by the guest at a given time. Modifying the reservation, if the reservation made by the guest is still pending, the guest can still modify the reservation. Once confirmed, the system does not give any permission or advise the guest to automatically modify his or her own reservation.

**LIST OF DELIVERABLES**

The proponents are responsible to provide the following components used in the project to Bataan White Corals Beach Resort.

***User’s Manual***

The user’s manual provides a full and step by step process on how to utilize the system. It provides basic information to the users to give them an idea on how the system should and will work.

***Sample Reports***

The proponents provided sample outputs like daily, monthly and yearly reports for the company so they can monitor the successful and cancelled reservations of the guests and their fees earned in computerized form. This helped the resort to increase their productivity and work accurately in summarizing their reports.

***Deployment Program***

This program discusses the tasks and things needed to be finished and made for the implementation of the system in Bataan White Corals Beach Resort. The time needed for the deployment of the system will be explained fully to the company.

***Training Program***

The proponents provided a training and seminar for the staffs and administrator of the resort. It will help and give them an idea on how a user will operate the system. This will also help the users to widen their knowledge on how they will apply it to their company. The proponents gathered feedbacks from the participants specifically the users to know what the system lacks and to be able to alter it.

***Maintenance Plan***

A maintenance plan is a set of procedures taken to ensure the full operation of the system and the proper maintenance and the routine backup is scheduled and handled on time. Maintenance is done to fix the errors and improve the capabilities and operation the system. The proponents provided maintenance to ensure the system is working in a good condition.

***Manuscript***

The manuscript is a type-written document that consisted of the whole study and documentation that is prepared by the proponents.