

Daylight Daycation Resort Management System

Abstract

The Daycation Resort Management System (DRMS) is a comprehensive platform designed to optimize and streamline the operations of daycation resorts, catering to families, industrial workers, club teams, and students for one-day recreational experiences. The system is designed to streamline resort operations by defining and managing specific roles across user, administrative, and staff modules. Users can easily register, book services, and manage their profiles. The administrative module facilitates efficient staff management, salary administration, and financial oversight. Staff roles, including Front Desk, Housekeeping, Culinary, Entertainment, Maintenance, and Customer Service, focus on tasks such as guest check-ins, room cleaning, meal preparation, event coordination, facility maintenance, and guest support. This comprehensive approach ensures smooth and efficient service delivery throughout the resort.

User Module

Guest Users:

- Browse available daycation services.

Registration and Login:

- Collects personal information.
- Send verification emails or SMS.
- User-friendly login interface with email/username and password.
- Options for password recovery or reset.

Search and Booking:

- Search for available time slots.
- Explore resort packages with dynamic pricing and real-time availability.
- Browse menus, view prices, and pre-order meals.

- Collects details on the number of adults, children, and special requests.

Membership Options:

- Various membership plans (monthly, yearly) with detailed benefits and pricing.
- View, renew, and upgrade membership plans.
- Member-only features like exclusive offers, discounts, and priority booking.

Profile and Account Management:

- Update personal information and passwords.
- View and manage past and upcoming reservations.
- Set notification and marketing material preferences.

Feedback and Support:

- Forms for submitting feedback and reviews.

Administrative Module

Staff Management:

- Define roles and responsibilities.
- Assign roles based on skills.
- Organize into departments or teams.

Salary Management:

- Define salary structures.
- Handle adjustments.

Notifications:

- Send alerts for offers, pricing changes, and events.

Record Management:

- Maintain accurate staff and user databases.

Financial Management:

- Manage budget and expenses.

Communication:

- Organize meetings and training sessions.

Staff Module

Front Desk Staff:

- Manage check-ins/outs.
- Handle reservations.
- Address guest inquiries.
- Process payments.

Housekeeping Staff:

- Clean rooms and common areas,Obtain approval before marking rooms and common areas as ready for use.
- Monitor and report inventories
- Respond to guest requests.
- Report any maintenance issues or damages to the appropriate department.

Kitchen Staff:

- Prepare meals and beverages,as per the order
- Give notification when the food is ready to food and beverages staff
- Assist in menu planning.
- Manage kitchen inventory.
- Ensure food quality and safety.

Food & Beverage (F&B) Staff Responsibilities:

- Serve food and beverages.
- Notify kitchen staff when the dining area is ready.
- Collect orders and relay instructions to kitchen staff.
- Maintain seating arrangements.

Entertainment Staff:

- Organize events.
- Plan recreational activities.
- Engage with guests.
- Coordinate event setup.
- Update photos and videos in Social Media Platform

Customer Service Representatives: Key Functionalities

- Provide guest support and resolve issues.
- Coordinate with informed consent departments.
- Collect feedback via Google Forms.
- Communicate with guests through a chat box.

Conclusion

In conclusion, this integrated system effectively enhances resort operations by clearly defining and managing the roles and responsibilities across user, administrative, and staff modules. Users benefit from a seamless registration and booking experience, while the administrative module ensures efficient staff and financial management. The dedicated staff roles ensure high-quality service in areas such as guest check-ins, room cleaning, meal preparation, entertainment, facility maintenance, and guest support. Together, these modules work harmoniously to deliver an exceptional and efficient service experience throughout the resort.