

LeDarius Patterson

Hotel/Vehicle Reservation System

The hotel and vehicle reservation system is a very impactful system. Thousands of people travel hour and minute of the day. That being said, they rely heavily on the reservation system that Hotels and Vehicles use. The system is always growing for a more efficient system. The hotel system enables guests to schedule dates and the length of the stay. The vehicle reservation system allows customers to choose what vehicle they would prefer. It allows you to set schedules for vehicle test drives and pick ups.

I believe that it improves an existing system. I mainly feel this way now due to the unfortunate arrival of COVID-19. An improved system to me would include more contactless business. Hotels could allow for customers to not have contact with the customer at all. There should be a way for the guest to check in online so they don't have to make contact with any staff members online. Maybe instead of a physical card, it should be a way to download a digital phone so you can get into your room. If we were able to check in, it would be more safe as well as faster.

The way vehicle systems can improve is by allowing cars to have a system that allows them to book and check in hotels from the car. The vehicle should also be able to get a GPS that speaks with customers but gives advice in regard to traveling. If it calculated that you should get gas now due to traffic upcoming or something in that realm, it could make a big difference. It would be cool if it also let you know if you were in a dangerous area by giving information on the crime rates in the area, by police and regular pedestrians. If you are buying a car for the first time, it should be a way for you to see yourself in the vehicle and do a realistic virtual drive in the vehicle to give you an idea on how you would look in the car instead of going to a lot to speak with a car salesman, especially due to COVID. If you are traveling and need to rent a vehicle, it should be a way for you to book your car from home and you enter some code to get the key for your drive. Again, less contact as possible. Some rental car companies don't show you the vehicles that you have and I think they should allow you to see that instead of showing default pictures of vehicles that they may have on the lot. With working with vehicles I believe that the reservation system should be as such, The request is submitted by an employee, including vehicle type, pick-up and return date and location. Any authorized user can submit requests. Manager - approves or rejects the request. Users in the Vehicle Managers site group are allowed to enter information at this stage. Vehicle Supervisor - approves or rejects the request and adds additional documents/information. Users in the Vehicle Supervisors site group are allowed to enter information at this stage.



