### **Report Specification: Guest Satisfaction Improvement Report**

**Report ID:**

* **Description:** Unique identifier for the Guest Satisfaction Improvement Report.
* **Format:** GSIR-001

**Report Title:**

* **Description:** Guest Satisfaction Improvement Report
* **Details:** Positioned at the top of each page, including the time frame the report covers.

**Report Purpose:**

* **Description:** This report compiles and analyzes guest feedback, satisfaction scores, and related metrics to gauge the impact of the Check Inn #1 Hotel Management System on guest experiences. It is designed to inform continuous improvements and strategic decisions in service offerings.

**Decisions Made from Report:**

* **Description:** Utilized by hotel management to identify successful strategies and areas needing improvement, shaping future guest experience enhancements and operational strategies.

**Priority:**

* **Description:** High - directly correlates with the system's goal to enhance guest satisfaction, influencing key business decisions.

**Report Users:**

* **Description:** Intended for hotel management, department heads, and customer service teams.

**Data Sources:**

* **Description:** Sources include guest feedback systems, online review platforms, and the hotel management system's internal metrics.

**Frequency and Disposition:**

* **Description:** Generated monthly, accessible via the management dashboard, and distributed to stakeholders through email.

**Latency:**

* **Description:** The report is generated within 48 hours after the month-end, showcasing data up to the last calendar day of the month.

**Visual Layout:**

* **Description:** Portrait format with graphical representations (like pie charts and line graphs) illustrating satisfaction trends and rating distributions.

**Header and Footer:**

* **Description:**
  + Header includes the report title and generation date.
  + Footer features a page number and confidentiality note.

**Report Body:**

* **Description:** Presents aggregated data on guest satisfaction, detailed analyses by service area (e.g., check-in experience, room quality, amenities), and compares current metrics against previous periods to highlight trends and improvements.

**End-of-Report Indicator:**

* **Description:** States "End of Report" at the bottom of the final page to signify conclusion.

**Interactivity:**

* **Description:** In the digital version, stakeholders can interact with the data, such as filtering views by department or service type, or drilling down for more granular insights.

**Security Access Restrictions:**

* **Description:** Access limited to authorized personnel only, ensuring data confidentiality and compliance with privacy regulations.